
JOHANNESBURG – At-Large Technology Taskforce
Wednesday, June 28, 2017 – 09:15 to 10:15 JNB
ICANN59 | Johannesburg, South Africa

DEV ANAND TEELUCKSINGH: For those listening remotely, we're still having some technical difficulties uploading the presentation. We'll start shortly.

For those still on the remote channel, we're still experiencing technical difficulties. Let's see if we can if we can finally sort it out. At least we have all the persons in the right place to sort this out.

Alright. This is Dev Anand Teelucksingh. We're still have some problems in the Adobe Connect room, but we should probably start because we have a full agenda.

I'd like to welcome everyone. Good morning, good afternoon, good evening to all the remote participants. Welcome to the At-Large Technology Taskforce. We have a very packed agenda to encourage persons, especially new persons coming into this room today to learn more about the Technology Taskforce and some of the technology challenges we are trying to overcome, including this one.

With that, my co-Chair is Judith Hellerstein. She will begin going through the agenda.

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.

Judith, you have the floor.

JUDITH HELLERSTEIN: Thanks so much. The agenda: first we're going to start with a little introduction to the Technology Taskforce, discussing [inaudible] selected technology issues that we've been working on, which is the LACRALO mailing list translation tool and the Adobe Connect issues, both connectivity issues and also the playing of the different recordings on mobile devices. And then other TTF subprojects, conferencing solutions, the revamping of the wiki and others, and then looking at an update on some of the FY17 and 18 technology projects that we've been doing, as well as usual questions. Because this is forum for everyone, we want to know what your technology issues are so that we could schedule them and discuss them, and look at them and see how we could solve them, how we could make things better.

The Technology Taskforce, we're looking at technology that provides the tools that enable people to connect, collaborate, and work towards making the world a more accessible place, enabling the [benefits] of the Internet so it's [available] to all people. We know that Adobe is very heavy on bandwidth, so we take that into consideration and make sure that everyone, wherever they are, can join us and access our work.

The Taskforce basically evaluates and reviews different technologies and tools that can help ICANN – mostly the At-Large community, but also by extension all the other constituencies – communicate, collaborate, and accomplish the goals and objectives of ICANN.

Some examples of these technologies are chat tools, web conferencing, captioning, knowledge management, or anything that helps individual Internet users become active within ICANN.

As I said, the TTF is open to everyone in the ICANN community. It's not just at At-Large, like it [had been]. We welcome anyone from many different constituencies to become involved. We have one or two conference calls a month. Once we load the presentation, you can look at it, you can see a small link to our work and our projects, as well as our wiki page. If you want to join our TTF, you can just e-mail staff@atlarge.ICANN.org. They will happily put you on the list.

Next is the – maybe Dev is going to talk about the [technology] issue page and some of the issues that we've been tracking.

DEV ANAND TEELUCKSINGH: Thanks, Judith. Regarding the technology issues page, this is something that the Technology Taskforce maintains. We have a wiki page, and what we do, we track it and we have a table

where we track the possible technology related issues noted by the Technology Taskforce and by the At-Large community in order to raise them with ICANN staff and to develop solutions and/or workarounds. The link is on the presentation.

We're going to be focusing on three of the core technology issues here: the LACRALO mailing list translation tool, making Adobe Connect recordings accessible to mobile users, and Adobe Connect connectivity issues, which is quite apt given what happened this morning.

Moving onto the first one, the LACRALO mailing list translation. Just to give a quick background to what the LACRALO mailing list translation is, the LACRALO has two mailing lists: an English list and a Spanish list. E-mails from one list are machine-translated to the other list and vice-versa.

Now, this has been implemented since 2008, but it has never worked very well. We've long noted that there were significant bugs in this tool. We submitted a budget request for ICANN to please get resources to fix it. Thankfully, it was accepted, and ICANN has been really working diligently in fixing these LACRALO e-mail list translation issues.

Next slide. Some of the new fixes are in the new tool. We've set up two mailing lists. You can click on the links in the presentation to take you to those archives. Some of the fixes

that we've done is that the subject line of e-mails is not translated. That preserves the e-mail thread when people start replying to e-mails. The translation tool would notify the sender if the e-mail couldn't be translated. There is better handling of cedilla and other marks. Previous versions of the tool wouldn't even translate, and it would just simply not translate the entire message if it had one single cedilla, for example. Since At-Large staff has cedillas in their names, anything from staff was being dropped. So that's now been fixed.

The translated e-mails would also include the attachments. Previously, it was thought that this was not possible, but the team that's been working at ICANN has been able to allow for attachments to go from one list to the next.

There's also additional functionality. If there's text that you don't want to be translated, like certain names or whatever, you can enclose the text with a DNT tag so that that text within those tags is not translated.

Some of the observations – next slide – is that, yes, the testing has shown that the attachments work. The subject line not being translated also works. But we have noticed some additional problems. While the translation tool will notify the sender if the e-mail couldn't be translated, the notification doesn't identify which e-mail gave the transbot problems and what exactly in the

e-mail gave the transbot problems. So you're just going to get a generic message that it has been rejected because of this condition. Usually, the message is something along the lines of, "Punctuation mark was not followed by a space," and you have no idea if you have written several paragraphs in the e-mail, where in that e-mail that happened.

Because of that, another bug cropped up, which is numbers with decimals, which triggered the e-mail can't be translated. It took me a long time to figure out what was causing that problem. So that's another something that we have to fix.

What we also have done, though is that as a suggestion, which ICANN was able to do, is actually scale the testing of the transbot tool to include the actual e-mails from the LACRALO list so that we now have a wide body of e-mails coming from the LACRALO mailing list as a sort of real-world [test of] how people are using the LACRALO list, how the new transbot tool is working. So we now have a much richer set of data to test on.

I think I'll just stop there on that and open the floor to questions. I don't know, Mark, if you want to say a few words on what you've noted, given the extensive data now with the new tool.

MARK URBAN:

I think [that's] a great summary here. I think the main development has pretty much been going since about August I think is when we got the final team together. Most of the preliminary development work was done by the end of December, and then basically some testing and continued and bugfix work has been going on since then.

I know one thing we'd like to do, with this group's approval, is to see if we can push the changes that we've made to production and continue working on the next release.

As Dev points out here, we're not done. There's still more work to be done, but we're anxious to get the changes that happened to the live transbot so you can see it for yourself in your real-world, day-to-day activity.

DEV ANAND TEELUCKSINGH: Thanks, Mark. Satish?

SATISH BABU:

Thank you, Dev. First of all, I'd like to congratulate the team for the progress that has been made. I have a query regarding two aspects. One is I'd like to know which engine it is that is running behind the actual translation. Is it Bing or is it Google Translate?

The second is something that we've discussed in the past, but I can't recall what the conclusion was. Is there a security angle in passing on documents and conversations to a third party outside ICANN? I can imagine that in some situations like with the NomCom, they cannot do that because the documents they get are confidential. But we don't have, of course, that kind of confidentiality, but nevertheless, is there a security angle to this? Thank you.

DEV ANAND TEELUCKSINGH: Okay. Thanks, Satish. Well, just to confirm, I believe that the translation tool is using the Google Translate API to translate the messages. Okay, and that's a confirmation from Mark on that.

The second question? I can understand that aspect, but these lists that we are using are publicly viewable e-mail archives. Most of the At-Large work is public e-mail lists, and anybody, without subscribing, can go to the archives and read the e-mails and so forth and even find it in Google searches. I get your point, though, about the NomCom. It probably does make sense, especially for sensitive conversations, like I guess within the NomCom, that this tool would not be useful.

Do you have a follow-up questions, Satish?

SATISH BABU: Yes, please. Thanks, Dev. I'd like to know if this is a paid service with a kind of NDA that says, "This information will not be used for any other purpose by Google."

MARK URBAN: No. We're using the Google Translate API because, to Dev's point, them being public mailing lists, there were no concerns about the data. If we want to extend this tool in the future to any other applications, services like NomCom or anything else, each one is going to go through security vetting. But right now, it is only tied to the LACRALO mailing list, so there are no concerns. It's not like we have something running in the backend in all of our mailing lists. It's only specific to the LACRALO mailing list.

DEV ANAND TEELUCKSINGH: Olivier?

OLIVIER CRÉPIN-LEBLOND: Thanks very much, Dev. I've noticed in the transbot that the e-mails appear to come in somehow later, because at the moment we're feeding from the LACRALO mailing list. It seems that the e-mails that go through the transbot take significantly more time to be send than the other ones. Is that a normal thing? Or do things get translated in batches? Or are they supposed to be translated in real time?

MARK URBAN: To confirm, you're talking about for the test going from the live – yes. Yes, they do have it running – it's a batch script that's running on a timer. It's definitely not the way it's going to be in production.

DEV ANAND TEELUCKSINGH: Thanks. Ricardo?

RICARDO HOLMQUIST: I have three comments. The first one is, why don't we go live now? Because the actual one is very bad, so any improvements, whatever it is, would be nice.

The second one is half of the region is not English or Spanish. It is Brazilian or French. Are we going there?

And the third one, there are a lot of people on the list who understand Spanish and English. Is there any way to not receive the two e-mails? Because it's an overload of e-mails that at least I receive. I understand French, English, and Spanish. So.

DEV ANAND TEELUCKSINGH: Good questions, Ricardo. To answer the first question, I think that is what we are looking for, to see whether this is good enough to deploy soon. Actually, I'm thinking personally that we

are very close to saying, “Small bugs notwithstanding, it is a significant improvement over the existing LACRALO translation mechanism in place.” So that’s one.

I’m thinking that, probably on our next TTF call, we can then make a final decision on how to deploy and then have a special purpose LACRALO call to explain the changes first, and then set a date and time to switch over. So that’s the first question.

On the second question regarding language scalability and how you handle multiple languages, currently I would say it’s a little hard to try to do it with more than two lists now. Having said that, I do have an idea architectural-wise for how such a tool could be scaled to multiple languages and multiple lists. But that’s something in the future.

Regarding the third one, yes, you receive e-mails in both, but the intent is that you should really only subscribe to one list so you won’t be bombarded with multiple e-mails. People do that right now because of the poor translation, but the goal moving forward would be that you subscribe to your preferred language and receive the e-mails in that language only, and people don’t cross-post, which sometimes happens. We have to test that condition when people post a single e-mail to both lists simultaneously and it just bounces around a little bit.

I hope that answers the questions.

Okay. Thanks for that. Again, kudos to Mark and the team and [Corinna] and the team that's been working on this. It's really gratifying seeing the progress being made on this. So it's really great to see this progress.

Okay. The next technology issue that we've been tracking is making Adobe Connect recordings accessible on mobile devices. ICANN and ICANN At-Large conference calls use Adobe Connect. However, the recordings from these conference solutions use Adobe Flash. The challenge with Adobe Flash is that those recordings aren't playable on mobile and tablet devices. And sometimes playback on recordings on a PC with Flash is cumbersome.

Adobe Connect supports other formats, like MP4. MP4 files can be more easily shared and uploaded to video-sharing sites such as YouTube to make that content much more accessible to mobile devices, tablets, and so forth. And actually on desktop computers, for that matter.

Next slide. The challenge is, how do we do this? With Adobe Connect 9.5, ICANN had the ability to save recordings in MP4 format. At-Large staff has already done some testing. They uploaded two recordings from conference calls to YouTube. The links are embedded on the presentation slides.

Next slide. The problems, though, are three things. The staff has to download or play back the recording in real time to do the conversion from the Adobe Connect recording to MP4. If you have a one-hour recording, you have to basically open up your computer, do the setup, and then click play and then wait for an hour while that happens. If you have any Internet connectivity problems, you're going to have problems doing the download conversion to MP4.

On Macs, there's also a limitation that you can only use Adobe Connect in one browser session. So essentially, that staff person using a Mac cannot attend another Adobe Connect session, which is often the case.

Next slide. How do we make this happen? Because we really need to make our content more accessible to the end users, and more and more end users are using mobile devices. All of our work is currently not being able to be seen by those persons. So how do we do this?

One of the suggestions was to have a dedicated machine at the ICANN office, and that staff could remote control that computer to do the downloads in the background. Then that could be uploaded. I'm sure some sort of scripting can be done to say, "One file exists in this folder. Upload immediately to YouTube."

So that was one of the suggestions that was coming out of the group: to move this forward. I would like to ask Mark or anybody else if you want to take the floor to see if this is a viable solution for ICANN to implement.

MARK URBAN:

I think this would probably be a good opportunity to introduce but not put on the spot Sara Caplis, who many of you may call The New Josh, but I hope you just call The New Sara. She's the new manager of our Meetings Technical Services Team. She has actually been, in her short time with us, working with me a little bit on this. We were actually hoping to take it even a step beyond a VM, but we're finding that this solution we were looking at was going to be very costly in itself. We were hoping that maybe Connect Solutions, who's our Adobe Connect partner, could take on this role and just automatically convert these to MP4. As you would expect, anything that we outsource would come at a pretty hefty cost. So we're probably scrapping that idea, but we wanted to at least explore it.

As she's just coming on board, we're also having some initial conversations with IT ops to see about infrastructure and what something like this would look like. I agree it shouldn't be a major item, but I'd have to defer to the IT operations team to make sure that I'm not speaking ahead of them.

Sara, do you have anything you want to add to this?

SARA CAPLIS:

Essentially, for Connect Solutions to do it, we would have to get an idea of what we were looking at in terms of minutes recorded. That's how they bundle it. You can do anything from a bundle of 5,000 minutes to 100,000 minutes, and then it's just scaled in price.

If it's as simple as staff getting into a computer that's in the L.A. office or what have you, that's obviously a cheaper option. I think for IT Ops, it's just exploring how it would be implemented and who would have ownership over that as a project. So we are looking into it, and I just need to speak with them a little bit more when I'm back home.

DEV ANAND TEELUCKSINGH: Thanks, Sara. Any comments or questions? I'll just look around the room.

Well, I do have one. There are aspects of if you want to make our meetings more accessible, part of me thinks that what could also work going forward would be if there was some way of having these sessions livestreamed essentially on YouTube, so you could just simply post on social media. "Hey, the TTF session has started. Go to this YouTube link and just listen in." Is

something like that possible, where essentially what would then happen is there'd be some person connected to the Adobe Connect, and then they are taking that connection and the Adobe Session and live-streaming it on YouTube?

SARA CAPLIS:

I don't know if you've explored that option at all. Again, I can look into it, but a lot of it just comes down to ownership. Who would manage it, who would be responsible for training people to manage [this side] of it during sessions? But I'll take a note of it and look into what the capabilities are.

DEV ANAND TEELUCKSINGH: Great. Thanks. Billy?

BILLY EINKAMERER:

Hi. I just looked it up on YouTube, and apparently it actually accepts FLV files as an upload format. So that might be worth testing out so that instead of going through the whole conversion service separately, we could see if YouTube does that for us and how it does it.

Another option might be to actually build a small system that all it does is you pass an FLV file and it outputs an MP4 file or something you can use and hands you back to the URL. That'll

take a bit of development, but it's something that one could explore as well because then you don't have the costs of scale. If you want to use it a lot, you've built it once and you can just keep using it and it'll just churn away. Thank you.

JUDITH HELLERSTEIN: I think we have some action items here. I want to make sure to record the action items. The action item here is both explore the suggestion that Billy had, and also explore some other suggestions. So we would like staff to notate them as action items so that they could be followed-up on.

UNIDENTIFIED MALE: [inaudible]

JUDITH HELLERSTEIN: Oh, and –

UNIDENTIFIED MALE: I'm sorry. There was a question.

JUDITH HELLERSTEIN: Yes.

DEV ANAND TEELUCKSINGH: Go ahead.

[MAHDI:]

First, I'm kind of a guest here because I'm neither part of the Taskforce nor the At-Large community. But I'd like to bring your attention to two things about this. The first one is that there is a consensus that Flash is a dead technology, in fact, and it's unsecure. Every day, more and more companies and people are stopping using this technology. I think there should be some plan to drop it off completely.

The second one is personally I faced a problem using Adobe Connect because Adobe Connect has some limitations for some users in certain countries. For example, in my home country, Iran, Adobe Connect bans Iranian IP addresses. Whenever I want to join the session using Adobe Connect, I need to connect to a VPN to hide my real IP address to be able to join that session.

I think if you're going to use Adobe Connect after this, there should be something done with this because Iran is not the only country that has this problem. Thank you.

JUDITH HELLERSTEIN:

Mahdi, welcome. Thanks. Hope you'll come again. As I said, although we started as an At-Large Technology Taskforce, we are open to all other constituencies to come and join. We've had

people from the GAC join us. So we would welcome you from your constituency to come and join us. And same rules: e-mail staff@atlarge.ICANN.org. Tell them you want to join, and they will add you to the list.

Regarding your other issues, those are related to our topic of when one of our subprojects is conferencing solutions. So we are not wedded to Adobe Connect. The problem is that every time we review one of these conferencing solutions, they don't have all the features that we need. So we end up going back to Adobe Connect. We would love any way to go out. Unfortunately, even though Adobe keeps saying that they're going to migrate off Flash, they don't. That's another problem.

Another solution to your thing is also a project of ours, is the captioning. We have had, on different pilots, captioning, but it's going to be rolled out to larger. That generates a stream text link on a different website. That way, you could be following online and then you can have staff call out to you on the phone so you could make your comments on the phone and be fully engaged in the session. That's the hope of the captioning program. We'll discuss that a little bit more later.

DEV ANAND TEELUCKSINGH: Thanks, Judith, and thanks again [inaudible] for the questions.
Olivier?

OLIVIER CRÉPIN-LEBLOND: Thanks very much, Dev. I thought that Adobe was migrating off Flash. So there was one thought. Secondly, I thought we had also left the Adobe servers. We're actually going through another vendor or something that's actually under the .ICANN.org address. That of course is related to the problems with Adobe Connect as well.

MARK URBAN: Great points. I was actually taking a note for myself to check specifically on the IP concerns; being blocked; if going through Connect Solutions is still causing us that issue. Yes, it's just painfully slow. Anybody who has done software development, when you change the underpinnings of an application and you built it all on Flash in this case, and suddenly you have to migrate it into HTML5, it takes some time. I know that Adobe, as we all know, has been heavily embedded with Flash for the longest time. So it's just been a very painfully slow process, and we're all monitoring it on the IT side.

JUDITH HELLERSTEIN: Thanks. I see we now have migrated already into our Adobe connectivity issues, so we might as well jump full-stream into that.

Next slide. As you know, last October, ICANN went to a new vendor. Instead of being with Adobe and then being [at their whims] – and they often felt that during ICANN meetings was the best time for Adobe to do maintenance on their servers, which wasn't really good for us. And because of mobile issues and concerns, ICANN went with a vendor who would be able to give them a better treatment of Adobe and frame it how they wanted it so it would have a better result for the constituencies.

Unfortunately, this has not really happened. What has happened is that because of different issues – technical issues, connectivity issues, interconnection points and everything with the vendor, who is Connect Solutions – we've had a lot of connectivity issues – dropping, crashing, poor quality, glitches that show up, and many other things. One of the things that we've been working on in the Taskforce is to document these.

Another thing that we've sort of been working on is how we could document this better and how we could get the information quicker to the IT team so they can actually work with the vendor. With that, we were thinking also of talking to them and creating some kind of form that would show in different constituencies where people can record their problems with Adobe at that moment. That would automatically be sent to the IT department so they could then act on them and resolve them quicker, instead of several days or weeks later when they

first hear about them and it's too late to troubleshoot them. [So those are] some of the challenges. We'd have a page where we record them, and then we send that information to staff, but that's a larger issue.

Some of the other issues that we've documented on these challenges are problems when sharing their screen to show a page or show a document or show something else. Their screen crashed more frequently. Then they have to reload it and get out of Adobe Connect and come back in. There's a whole range of different issues.

Also, because of the problem of Flash, mobile users cannot see when someone has shared their screen. Neither can people who use [screen sharing] with accessibility issues, where they're using other tools to read the programs. They can't see these.

One of the issues that we would love to solve but we haven't been able to find a solution within Adobe is how to display more than one audio channel. Presently to do that, you have to have two versions of Adobe loaded up. So we still have what we usually have, is that Adobe has one audio feed, and then on the call-in lines, you have a different audio feed. But they don't work together. So those are a whole range of issues that we were talking about.

Next slide.

DEV ANAND TEELUCKSINGH: Do you want to ask [inaudible] questions?

JUDITH HELLERSTEIN: Oh, yes. Sorry. We would like to know what questions you have. We were going to talk about some other projects that we have that are related to this, but first I want to make sure we have time for questions.

Ricardo, you had a question?

RICARDO HOLMQUIST: Yes. You say “mobile.” I didn’t have any problem entering from an iPhone or an iPad. I can see the presentations. There are no problems with the old version or the new version. So maybe we can figure out if this is only with Androids or if it’s on iOS or something instead of mobile. Just put in which one it is. If there is a Flash program for example for iPads, you have something called Puffin that lets you put Flash on an iPad. It’s the same for the iPhone, as I understand. So I’m not defending, as Olivier said, the plans here. [inaudible]

JUDITH HELLERSTEIN: Ricardo, thanks so much for those questions. It’s not generally when you see the presentation. It’s when someone is sharing

their screen. That's when you can't see it. Also, when you're on the mobile and they have links, you can't click on these links. Sometimes you can't even see what's in those pods on the bottom. There's a way to get a workaround where someone could load a Word document into a pod and put the link, and then you can copy the link. But if it's a PDF, sometimes you can't see it. There are a lot of little intricacies, not just the main presentations.

Olivier, you had a question? Satish?

DEV ANAND TEELUCKSINGH: And then Sébastien.

JUDITH HELLERSTEIN: And then Billy.

SATISH BABU: I'd like to know where one could report the issues that we have with Adobe Connect. I'm a Linux-only user, and Connect has been reasonably stable on the Nexus, all the links that I've used. However, lately, for the last two months, I'm not able to use my microphone and speak using Adobe Connect. So I have to fall back on my mobile. In India, the lines are very bad here, and the Adobe Connect is actually better. But for some reason, the last

two months it hasn't been working, so I'd like to kind of escalate it and report it to you. Let us know where it is to be reported.

JUDITH HELLERSTEIN: Satish, thanks so much for that. That is also why we thought to have this easy solution of a form. That way, all users can then report the issue. They can report audio issues. They can report any issues. We can get that information directly into the IT people, who can actually work with the vendor to resolve them.

Sébastien, you're next.

SÉBASTIEN BACHOLLET: Thank you, Judith. In the same vein, I sent to staff when I had trouble with Adobe Connect. I didn't get any feedback, but that doesn't matter, but I was wondering. I got the following problem. It was on the Diversity Subgroup of Work Stream 2. There are interpretations and you have different channels. When I answer to Adobe Connect and say, "Join audio conference," I decide to use my microphone. But then when I click on that, I have a frozen screen. I can't do anything more. I need to reload Adobe Connect to be able to do something.

My question is, is it a real technical problem or is it that the fact that we have different languages and then the use of the Adobe Connect as a channel to be able to speak is disallowed or not

authorized? Because if it's the second, some message could be given. Even if it's not a technical message, it could be at the beginning of the conference call that staff says you will not be able to use your microphone or something like that.

If that's not the case and it's a technical problem, then please, I am ready to help in making some trial. I sent to staff who where on the call my screenshots. Thank you.

JUDITH HELLERSTEIN: Sébastien, thanks so much for those comments. Either Sara or Mark will answer those.

MARK URBAN: I think the big thing is any issues that are coming up, let us know. I know we've been hounding on our vendor ever since we made the switch. Sara, I don't know if the weekly call with the CTO is still occurring. I think – yes, it is. I'm getting confirmation. So it's something we take very seriously. We know how difficult it is to deal with logistics when you've already got a day job and you're trying to get stuff done when you're working within the community. So, yes, we're taking this one very seriously and we'll keep working with them. But what I do ask is to just keep giving us the issues as they come up. You're not going to hurt our feelings if we see too many tech issues coming up.

SÉBASTIEN BACHOLLET: Mark, I have no doubt that you are doing your best. What I want to be sure of is that we get a good channel to give you the information. I think the proposal made to have a page specific for that will be great. But today, did you get this information that I sent to staff? Because if not, you need also to say to all the staff who are organizing conference calls that if they get something technically, you need them to send to you or a specific e-mail address, I don't know, but to give you this information. Because if we are giving information and it's stuck somewhere, then it's not good. It's a question of process, nothing more.

I have no doubt that every staff member is doing the best they can do, as we are trying to do the same. Thank you.

MARK URBAN: Thank you for that, Sébastien. Sorry, I misunderstood. Absolutely, I think it's important for us to have a centralized location. I like the idea of when Judith caught me yesterday in the hall. I have not personally seen the request. Do you know where you submitted that?

SÉBASTIEN BACHOLLET: [Straight to Judith.]

MARK URBAN: Oh, okay. So it looks like Sara is already looking into it.

JUDITH HELLERSTEIN: We have a question from Billy, and then we have to move on.

DEV ANAND TEELUCKSINGH: And Satish.

JUDITH HELLERSTEIN: And Satish again. Billy?

BILLY EINKAMERER: You guys probably have something like this – I don't know – but what might be a good idea is, as was discussed, obviously a centralized place of listing all the concerns. But from that, what you might want to put together, especially if you're going to start looking at alternatives to Adobe Connect, is actually having a list of requirements for the product.

UNIDENTIFIED SPEAKER: [inaudible]

BILLY EINKAMERER: Okay. Excellent.

DEV ANAND TEELUCKSINGH: Satish?

SATISH BABU: Thank you. I would also like to suggest if there could be some way of testing the audio settings before the calls starts. Skype has a very useful feature of testing the audio. Adobe Connect has nothing like that. If we had something, then we wouldn't be lost in the last minute of this thing not working. Thank you.

DEV ANAND TEELUCKSINGH: Thanks, Satish. I think there is an Adobe Connect test tool to test your bandwidth, but that doesn't really test audio and such. Point taken. Thanks for those comments on Adobe Connect.

Oh, I see Olivier. Alright. Short intervention on this.

OLIVIER CRÉPIN-LEBLOND: Thanks very much, Dev. On the last Cross-Community Working Group on Internet Governance call, we actually have a setup of Adobe Connect where people could self-dial out. You start Adobe Connect and then it comes up with a thing that says, "Dial your number," and stuff. That wasn't working, and it wasn't working because there is also, I guess, a self-dial-in for the voice lines as well, and that didn't work. So the whole thing was

basically stuck. We ended up having to use a different system to get the phone bridge. So the Adobe Connect room was not connected to the phone bridge and you couldn't connect them together because a number had changed.

Have you been notified of this by Desiree Cabrera?

MARK URBAN:

No. I haven't seen that, but I'm assuming that she would have put in a ticket if you've – we can look into that. That's not a new issue. It subsided over the last couple months, but we did have a lot of issues there with the phone bridge being out of sync with Adobe Connect there. That's not good to hear that we had a recent reoccurrence.

JUDITH HELLERSTEIN:

Mahdi, I want to let our remote people know that because we started ten minutes late or 15 minutes late, we're going to see if anyone doesn't mind – I think we have some extra time before the next session – if we can extend this. That would be great because we don't have interpretation so we don't have those issues. So I just wanted to make sure our remote people know ahead of time that we're going to be extending.

DEV ANAND TEELUCKSINGH: Short intervention, though, because we want to move onto the other topics. Go ahead.

[MAHDI:] I'm not sure if my question falls within the scope of this session, so excuse me in advance. If it is not related, don't answer. Is there any documentation for the dev ops procedure that you're using for these mailing lists or everything in the software architecture that you're using for ICANN?

MARK URBAN: You're talking about, just in general, software development?

[MAHDI:] I'm talking about the dev ops procedure. For example, your continuous integration for software and the architecture that you're using to scale your architecture and have a better performance. For example, I don't know how you deploy your changes. How is it going?

MARK URBAN: I can speak a little bit to it. Our architect could probably speak better to it, but we are working towards a complete, continuous integration. We made progress in some areas more than others. Using traditional tools like GitHub, [Atom], using Jenkins for the

continuous – with some automation testing tools that are integrated so that we have it run against GitHub to validate that the tests are successful before it deploys to the next environment. Then our production releases are always manual.

MAHDI TAGHIZADEH: Do we have documentation for this?

MARK URBAN: Nothing public that I'm aware of. I know that our architecture team – no. Yes, we don't have documentation right now. It's still a work in progress.

MAHDI TAGHIZADEH: I will talk to you after the session. Thank you so much.

MARK URAN: Thank you.

DEV ANAND TEELUCKSINGH: Thank you. Just to bring up some updates on two other subprojects that we've started between Copenhagen and now. The first one is – next slide – for the group to develop a review of conferencing solutions. The Technology Taskforce had tested several conferencing solution and has documented it quite

extensively on the wiki about some of the testing, what worked, what didn't work, and so forth. Our [real] thing is to really come up with a deliverable to see a proper reporting of the testing of the conferencing tools and so forth.

Justine Chew and Satish Babu have very kindly taken the project lead on this. [inaudible] the link there takes you to the wiki page where the draft presentation is being worked on. The links on the page there show the typical agenda of the report, the key desired features for conferencing solutions and is talking about Adobe Connect, alternative, free, low-cost solutions for the At-Large community, and a proposed timeline on progress and feedback and suggestions. If you want to help get involved with that, contact us and we'll put you in touch with Satish and Justine to help work on the Google slides.

Okay?

JUDITH HELLERSTEIN: As an add-on, on the wiki is an older version. A couple years ago, we reviewed some of these conferencing solutions, but many of these have been upgraded. There are newer versions out which may have new features. So this team is looking at the places that we reviewed already, the solutions, and checking back on the earlier ones. Have they improved? Do they meet our features? And ones that do, if you have a promising one, we can schedule

a special purpose call, like we had done when we reviewed last year the technology that is being used at the IETF. That looked very promising, but it's a little bit immature. It doesn't have its feature set out yet for us. But if there's something that you want to review, let us know and we'll do it.

DEV ANAND TEELUCKSINGH: Thanks. The next subproject is – next slide, please – is for the subgroup to look at the redesign of the TTF wiki page. Dustin Phillips – if I misspelled your name, my apologies, Dustin – and Sarah Kiden have agreed to be the project leads on this. Dustin has already posted some comments on the wiki page link as to some of the ideas and observations and some ideas going forward for redesigning the wiki page.

I would say that the wiki page currently suffers from, I guess, an information overload, to put it mildly. Of course, once a new person comes to it, it's kind of like, "Where do I go from here?" So we're looking to try to see how we could better improve that presentation on that wiki page and what content should go on the main page and how it should be structured. Again, thanks to Dustin and Sarah for being the project leads on this.

Okay. Seeing no further questions on this – oh, Chris. Go ahead.

CHRIS GIFT: Just a couple of comments, not so much on this project. But we should connect Dustin with Ariel. The reason is – well, there you are – because, Ariel – this may be premature, but I think your role may be shifting a little bit, and I think that touches on this topic in terms of the wiki content and so on. Did you want to talk about that, or is that premature?

ARIEL LIANG: I think the premise right now is that we need to figure out who is the owner of the community wiki from ICANN’s side. Once that’s clarified, I’m happy to be in this gardener role and help the community to organize the wiki effectively.

CHRIS GIFT: Exactly. It’s just we’ve been talking for some time now. We realize there’s this issue with content overload on the wiki and so on, and differences in terms of how the groups’ organize it. So we’ve been talking for some time about having a role that would help facilitate those discussions, help facilitate standards across the wiki, and other things like that. So I think Ariel may be taking on portions on that role, depending on how we organize things, but obviously I think connecting with this effort would be very helpful. Thank you.

DEV ANAND TEELUCKSINGH: Absolutely. That's great news.

The next slides will be looking at an update on some of the FY18 updates on a few of the things that we also have been working on; captioning, policy tracking, and a discussion on group chat.

Judith, you can take the floor on captioning.

JUDITH HELLERSTEIN:

About a year-and-a-half ago, maybe two years ago, the TTF tested captioning as a solution not only for accessibility issues but also as a way to get increased engagement for people whose native language is not English and also for people with bandwidth challenges. Those could be either people from developing countries or people who just have a bad day or a bad Internet connection so they have to use a different mobile device. This is a little screenshot on how captioning looks on it.

Next slide. We have completed two full rounds of the captioning pilot. Our money came from the ICANN special budget process. We did it in FY16 and FY17. We tested English, French, and Spanish captions in different working groups and webinars and RALO meetings and ALAC calls, as well as in some of the cross-community working groups, just to get a larger role of figuring out where this can be useful.

As you see from the metrics that we have from the second page, we have more than 91% describing captioning as either extremely helpful or helpful. 75% said that it enabled them to understand the session more effectively. People had a greater understanding of topics. Many of them, if they joined in later, they missed it or if their Adobe crashed, they would miss part of it. The captioning allowed them to catch up and be fully more engaged in the process.

In fact, we found that other groups, when we moved to the cross-community working groups in Work Stream 2, they got so excited about it that they're working with their own staff there to figure out how they can have more captioning.

Next slide. Currently, we're in our third pilot for FY18. This will be 30 calls over a six-month period, with at least one call each month in both French and Spanish. The good news is that we have now transitioned from a special budget request where we need to get money each time to being in the ICANN core budget. We're looking at how this is going to be rolled out and where. It's also going to be tested out in different constituencies.

Rob Hoggarth was in charge of this. With his new role, this is also going to be transferring possibly to [Mary] or others. Currently, we have a review team that's working together to manage that activity. On our first call, we found out that were other

constituencies using it, as well as Language services has been looking at a project to roll it out further into different communities. The review team is looking at some issues, and ICANN is doing their own internal strategy and then will get back.

If people want to join the Captioning Review Team that At-Large has, you're welcome to send us a note, and we'll put you on the project.

If anyone has any questions on that, please let me know. Otherwise, we'll move on to the next topic, which is the policy tracking proposal, which is another special budget idea.

DEV ANAND TEELUCKSINGH: [inaudible]

JUDITH HELLERSTEIN: Yes.

DEV ANAND TEELUCKSINGH: Oh.

JUDITH HELLERSTEIN: And Dev will discuss that one.

DEVANAND TEELUCKSINGH: Okay. Thanks, Judith. Again, it's really great to see the captioning getting more as a core item and making our meetings, again, more accessible, which is really crucial.

The policy tracking proposal. The Technology Taskforce submitted a budget proposal to ICANN. In effect, what the budget proposal was about was that we noted that the At-Large website has a policy summary page listing all of the correspondence issued by the ALAC. You could search by topic, keywords, and so forth.

Here's what you typically find. You can download the PDF of the document of the statement or whatever. The challenge was that – next slide – ICANN's Board responses to the advice that was given by the ALAC was not found. We found out – and I have to admit, I was surprised to find this out, being here in ICANN so long, that there apparently is a Board response page, which is on separate page on ICANN's website. The link is there in the slides for those who want to click on it. It's basically in a table and spreadsheet format.

The other things that we also noted were that the staff responses to the ALAC inputs to public comments cannot be found, that's also not linked to the database, and the text of the PDFs were not indexed, so we couldn't really search the PDFs directly to see – well, if somebody wanted to find out who acted

as penholders in the final document, what specific wording in the policy statement.

The proposal – next slide – was to then try to allocate resources to help design and build a system to reduce or eliminate those limitations, add the Board responses and staff responses to the ALAC statements database available on the At-Large website, and also having the text inside the PDFs of ALAC statements searchable.

We also noted that this is paving the way for a much wider-ranging second phase regarding our policy management process system. This is something that has come out of the ATLAS II recommendations. Essentially, the policy management process system was a suggestion that ICANN needs to really integrate all of these processes so that it is not a simple manual tool to transfer information from one sector to the next and copy and paste and so forth.

I know one part apparently has started in a sense of the indexing of the search engine used for the At-Large website. I don't know if Mark wants to – go ahead. Judith first.

JUDITH HELLERSTEIN: Also, Laura Bengford is leading an effort to work on an adjacent policy project that IT is doing for the community. These projects nicely dovetail together.

Another thing that we noticed in the policy tracking one, which is on the general website, is that individuals go and respond to ICANN public comments. If there's a constituency or ICANN staff that put out public comments and individuals actually go and respond, there's no way of tracking these individuals because currently, the form that they use doesn't make certain fields mandatory. So they cannot really be tracked. They're also only left open before the archive for two years, so then it's also difficult to get that.

So this is dovetailing with this ICANN proposal that their IT staff is doing on their own, not connected to our project. We're trying to combine staff's effort with our policy proposal efforts.

Glenn?

GLENN MCKNIGHT: Let's go back to the last meeting we had. Laura did say that she was looking for community feedback on that process, and she asked at that meeting because I wrote that proposal for tracking. But she has not responded to any e-mails I've sent her to volunteer on this process. So this is something she asked the

community for record on our last meeting. Has anyone responded to her? Because she was looking for community feedback.

JUDITH HELLERSTEIN: Does Chris or Mark have any –

CHRIS GIFT: I'll follow up with Laura. I didn't know that she had requested that and hadn't followed up. I'll make sure that we get a response to you quickly.

JUDITH HELLERSTEIN: Thanks so much. Olivier?

OLIVIER CRÉPIN-LEBLOND: Thanks very much, Judith. I just wanted to say a couple of words about the policy management process system. I know that we've spoken about it a few times. The idea is really to reduce that overload of information that volunteers get in their mailbox daily so that they only get the information that they're interested in. Then they have a simple way to participate and can also track their progress, and for us to also be able to track their progress. So in the future, we can also say, "This is one type of policy comment request that has come out. These are the

people who wrote something the last time,” so we can target them better and individually, rather than just a blanket output thing.

EURALO has done a test case, but all by hand. We basically looked at a request for public comment, and we’ve contacted those ALSes directly. On one thing, we had three ALSes out of three that responded. On another one, we had nine out of 12. So that seems to be really very good for the yield. We will be at some point taking some time to then put together detailed process flow diagrams on how the whole thing works.

We have spoken to Ashwin over time, because if we were to then transform this into software at some point, there would obviously need to be a software engineer to change these flow diagrams to proper blueprints and then get the thing manufactured. But it’s a long-term thing, and we’re taking one step at a time.

JUDITH HELLERSTEIN: Glenn, quickly because it’s 10:30 and we ran over an extra 15 minutes. So take 30 seconds.

GLENN MCKNIGHT: Alright. I will be very quick. As Olivier said, with EURALO – and same as with NARALO – we are committed, based on our MOU,

to track our policy statements. We've made a lot effort to reach out to our community, identify the policy issues, identify people who have expertise, and actually, in [inaudible] strategic plan to actually produce more policy comments. So this tracking system is critical for us to actually go back to ICANN and say, "We are doing policy comments."

DEV ANAND TEELUCKSINGH: Go ahead, Olivier.

OLIVIER CRÉPIN-LEBLOND: Thanks. That's exactly the thing: tracking. Tracking by hand has proven to be totally impossible. We've got more and more At-Large Structures. We've got a static number of members of staff, and they are overworked. It's just unfair to get them to track absolutely everything that's taking place by hand, doing stupid things like cut and paste and things like that. Machines can do this.

DEV ANAND TEELUCKSINGH: Thanks, Olivier. Are there any comments from – Chris?

CHRIS GIFT: My only comment is – I know we're out of time. My only comment would be, can we, either on the next call, or have

another call that just talks about this topic? I think it's substantive enough that it would take a great deal of time. We can prepare ahead of time.

DEV ANAND TEELUCKSINGH: Please note that as an action item to organize a special purpose call to talk about the policy management process system.

Well, we do have one other quick topic, which is about how we should use group chat. I think we already know what group chat is and the advantages of it. I'm just going to simply say – we're not going to the slides. I first want to perhaps suggest to the Chairs, perhaps you can find some volunteers who can help, be willing to test the group chat solution and get their feedback as to whether they'd be comfortable using this going forward.

So, it's just a thought to Satish, as I'm seeing he's the only Chair right now in the room. Okay. That would be good.

Okay. I'd like to thank everyone for this session, and apologies for the technical glitches on this Technology Taskforce call. But I'm very glad for the inputs and conversations here. I hope to see you all on future conference calls. Continue the work that we all are doing. Thank you all. This call is now adjourned. Take care.

[END OF TRANSCRIPTION]