
JOHANNESBURG – GAC Meeting on the new GAC website

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CHAIR SCHNEIDER: Dear colleagues, we are resuming, so please take your seats.

Okay. Dear colleagues, we will start, so we have a session that is giving us an update about the website of the GAC that is under revision, whatever you call it.

We have some colleagues with us who are helping or responsible to make this website a reality, if I may say so. So please introduce yourselves and then let's get it started.

Thank you.

CHRIS GIFT: Thank you. My name is Chris Gift. I'm a vice president of product management at ICANN. And Steve Allison, who is the product manager who has been working with the GAC TTF on this project from the inception, reports to me and I'm here representing him.

Thank you.

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.

MARK SEGALL: Hi, I'm Mark Segall. I'm the director of community collaboration services for ICANN. I have the responsibility of the development and project management of the -- of the website.

FABIEN BETREMIEUX: Good afternoon, everyone. Fabien Betremieux speaking from the GAC support team. So because this project is a team effort with, obviously, the expertise of the product management and the technical teams and our involvement as the GAC support to make this a reality from a usage perspective to your benefit. So we will introduce, give you a progress update, and we will take advantage of this session to show you some of the key areas and reasons why we want you to -- to be involved with this website and start using it. And so we'll talk about this and show you why and how you can -- you can help us and get more acquainted with the website.

So in terms of timeline, we've been working with the technical teams on making sure that we had a beta version of the new website accessible and available to you. You should have all received credentials in April, and we'll -- we've observed that only a small number, small number of members have been able to activate their account. So we'll come back to that, and we'll help you make sure that you find the email that you need to act upon to access the -- the website in its current version.

So we are here today to provide you this update and really explain to you what are going to be the next steps.

What we're going to -- we're entering the phase where the beta version is getting ready to be launched, as the -- as the final version or at least the first version of the website. But before we do that, we need to make sure that we're all ready; that the technical infrastructure is ready, that the content is ready, and that you are ready. And so what we will be trying to do in the next few weeks and month and to make sure that you increase your use and exposure of the new website so that we'll be able to include that in our assessment of the readiness for launch. And that will be a -- a report that we will do to the GAC leadership for their decision on whether we can go ahead and ideally, by August, have the new website being the official website of the GAC. And so this is what the -- the last bubble here means to -- to show.

So what do we need from you to get to there? We need to make sure that you activate your account. And for those who haven't done that yet, you -- you should have received an email very recently -- I believe yesterday. Please, Mark, tell me if I am wrong. During the day yesterday, you should have received an account password reset, because what we've done is we've made sure that your accounts were ready for your use, and so we're sending you this message as a password reset. This will

just allow, in one click, to set your password and get on the website. And this will give you an access to the membership-only part of the website. Obviously the website remains available to you even if you're not logged in.

So please make sure you activate your account, log in and explore. Just feel free to see -- where you used to find your content, please find it on the new website. I'll stop here because I see there's a question. Please go ahead.

UNKNOWN SPEAKER: No, just to say unfortunately we delete that because of the cybersecurity kind of (indiscernible). And now that you announce, we can go for it. We deleted. Thank you. At least I did.

FABIAN BETREMIEUX: And we thank you for being so careful, because this is good practice. You're right. So we've realized --

IRAN: Re-send it because I don't find it. I delete it. Whoever I don't know, immediate deletion because they want to come in.

Thank you.

FABIAN BETREMIEUX: And so we do understand that, and the technical team has briefed us on that. We're using a specific system to log in onto the website, and so we're -- the community is now starting to use that system as well, that provide a lot of good features in terms of managing the credentials and logins in a secure way.

So you received emails that are from OKTA, which is a provider of that service. Yes, we understand and we acknowledge the difficulty in the communication here. So that email is legitimate so we will try to get it again if you've depleted well enough that you don't have access to it anymore.

So we'll talk about it in just one second.

So once you've been able to do the activation, you log in. It's your website. Feel free to explore, see how that works, where you find your content, or you don't find it, please tell us if you have any feedback, if you see there's any problems, there's a specific email that we've set up, the gac-feedback@icann.org. Anything, please let us know. We need your feedback.

And what we will do in the next few weeks is point you increasingly to content on the website. So when we share email in the mailing list, instead of -- we want to get to a police where instead of sharing an attachment, we share a link to the new website. This is our goal, because this is what the -- what

ultimately the website is providing us, is a single place where you can find all the documents.

So be prepared, in a sense, for us to take you increasingly to the website in order for you to be exposed to it, used to -- used to using it, and this will get us to a place where we'll be all comfortable to launch the new website.

In case you need help on that slide, we've just added recordings of webinars that happened earlier this semester, and which you can draw from if you need a bit of background on how to use the website in case you need it. And you can always reach out to us, and we will also provide any help you need.

Please go ahead.

NETHERLANDS:

Yes, Thank you, Fabien. Just a question. This is a different platform from the, let's say, the old one. It will be merged or you will explain, probably, but then now we have two parallel things. One is the beta and one the actual, current, huh?

Yeah. Okay. Thank you.

FABIAN BETREMIEUX:

And the goal is we would reach in time still to be defined precisely a place where the new website would become the

authoritative website and the old website would be archived. It will still exist, it would still be accessible for some time, but we would have moved all the content and all the activity to the new website.

So before we get to showing you some of the key areas of the website that we want you to be exposed to and to use, here is a screenshot of the password reset email that you should have received. So you see it's from OKTA. It does have a link. It's a legitimate link. And in terms of the expiry mark, I'll just defer to you, just -- or Chris to clarify exactly how that's going to work. So I'll let you speak to that.

CHRIS GIFT:

Sure. This is Chris Gift.

When it comes to the expiration, don't worry about the expiration on there in the sense that if you don't get to it within the time frame of receiving the email. All you have to do is go back to the Web site, because getting this email is under your control. So you can go back to the Web site, and I think we have a screen shot in the next slide. We don't have a screen shot. We will show it then when we show you the web side in just a moment. Where you can request a new password, you can reset your password, like I think you can do on most traditional Web sites. You can go in there and click on the reset password and it

will basically send you that same email yet again so that you can then registrar your account on a time that is convenient for you.

So I think Fabien has brought it up -- brought up the new Web site. And are you going to start showing it or --

UNKNOWN SPEAKER: (Off microphone).

JULIA CHARVOLEN: Hi, everyone. So I want to go over a few pages, show you a few pages, such as the logging still and register. If you have activated your account but you do not remember your password, you just need to click here on password help. Is it going to work? Enter email address and you will receive another email still from OKTA, which is not -- you can accept it. We also, just to show you that you have translated pages such as this page here which is the news page, you have multiple languages. We have still not Portuguese, but this is a work in progress.

As far as membership is concerned, we -- I have not logged in here on this page specifically because there is information that you do not wish to share and that is private, so I'll not log in to not show that on the screen right now. But you have the membership -- I'm sorry, the member states and territories. You may click here or here to choose who you are looking for. And I

wanted to show you another feature is the meetings and records and the calendar where you will have the sessions right there. You have a calendar on the left, and the dates that appear in blue are the dates where you have meetings scheduled. For instance, the 29th will be the sessions, the GAC sessions of the day. That's all. And with this, I think we can go over the substance.

FABIEN BETREMIEUX:

So one of the very visible difference you'll see on the new Web site, and let me just now share my screen. Under this one. Is it visible? Okay. So there are three or four major sections. I'm not going to go over all of them because they've been covered in the webinars that we've had so you can look at the recording, but you will see that the column has been categorized. Anything information about the GAC is in one section. All GAC advice, communiques, correspondence, and itemized advice, that is all the pieces of advice are available in their section. I'll show you in a second. We have all the meetings and records of meetings in their own section. And then we have the work efforts, and I'll show an example of that.

So in terms of GAC advice, if you go to the communique page where I am already, you will see that you can access any communique very easily from this drop-down. So I was -- sorry.

Oh, am I too fast? That's interesting. This is a drop-down that you're not seeing, but that lists all the communique, so in one click you're in a communique you might be looking at. So we're trying to have it formatted to the Web site so we are able to extract each piece of advice automatically in the Web site and make it sortable, findable, much more easily findable. So you'll see that there are a bit of variations because, for instance, previous advice that were created before the existence of the system appear as a PDF. But this is where you will find all the advice. There is the correspondence section here with all the correspondence that are searchable. You can sort them. So please explore this section and, you know, let -- let us know how this works for you in terms of accessing the GAC advice when you need it. I'm -- did you go over the meeting section? Yes, you mentioned that, so I'm not going to go over that.

JULIA CHARVOLEN:

Okay. Just to add on the -- for the communique drafting, the intent of the Web site is to have live drafting. So you would enter the Web site with your credentials and you could see the updates that are made to the communique on the GAC Web site and not by email anymore. That would be the intent. So you could provide directly, I think, comments while they're working on that.

UNKNOWN SPEAKER: Just one last comment. Fabien, are you going to Q&A now?

FABIEN BETREMIEUX: I was just going to show one more page now. We've updated very recently the page which contains the country and territory names, requirements with respect to notification for each country, so we've updated that on the current Web site. And I want to show you this page on the new Web site. So if you wanted to find it, for instance, you could go to the search. Is this working? Okay. And you'd go country -- sorry, country and territory names requirement. This is one way you could find it. If it was searching. This is the -- you know, that's how demonstration goes, right? It takes a bit more time than you'd expect. So you see here the country and territory names as second level domains new gTLD requirements for notification list, and so I am loading the page now. Okay. So you will see that you will find exactly the same content in a new structure. So this contains exactly the same information that we have currently on the -- on the current Web site but with more structure. So you'll see some to have headings not filled in yet because those pages are meant to contain much more information than we have on this requirements list. But you see that as an output of this issue of this activity, we have our table.

We find our table with the various levels of requirements, R, X, B, as you may be aware, depending on the nature of the notification that your country requires. And so this is the sort of resources that you will find on the new Web site and that we would be very happy to receive your feedback on as to whether it does work for you as well as it used to.

And I want to show you one feature of the new Web site which doesn't exist currently, and this is that you can actually use this - the content we have on your mobile platforms. So this is a version of what you would see on your phone, on your tablet. This is a -- an additional feature of the new Web site that we think is going to be valuable to you.

We have shown you the main areas that we would want you to explore and provide feedback on. We want to now open it for any questions or comments you might have. Thank you.

IRAN:

On the mobile application, do you have the calendar of events, for instance for the GAC, each day what session at what time? Quickly not go to the ICANN but go to the GAC directly. In other organizations we have that. We need to know which meeting at what room at what time and so on and so forth. This is one question.

The other is for the transcript, do you have archive of the transcript also? Is it accessible? Thank you. The search which meeting and which place. Thank you.

JULIA CHARVOLEN: Yes, you do. Absolutely. You will have the same thing on your mobile phone and directly on the GAC Web site. Not have to go to the ICANN, let's say, 59 schedule to click and then it leads you to the GAC Web site. No, you can go directly. Is that your question? Go ahead.

FABIEN BETREMIEUX: In complement to Julia's answer, the whole platform is made to be available on a mobile phone or tablet, and so this would include events. Anything you see on the Web site would be clearly visible and adapted to any platform, to any device with which you connect to. So you would get that events, content, schedule content that you're looking for and each of these events would have their recording and transcripts and, you know, anything that pertains to that -- to the outcomes of a given meeting that is scheduled.

And to your second question, which was about -- okay, I'm missing it now.

JULIA CHARVOLEN: The previous transcripts.

FABIEN BETREMIEUX: Which -- go ahead. Your second question, Kavouss, was?

IRAN: The second question was the transcript of the meetings, are the archives accessible?

FABIEN BETREMIEUX: Yes, it is searchable. So anything we have on the current Web site has -- has been migrated to the new Web site, so you would find all the previous records plus anything that, you know, new future meetings. All the records would be on the Web site searchable, accessible in the calendar attached to which events, so yes.

IRAN: Okay.

INDONESIA: Sorry. Actually I'm trying to open both, you know, one the old Web site and the new Web site because I haven't received any email from OKTA. So I opened (indiscernible) ICANN.org. Then because I didn't receive an email I asked you -- I asked OKTA to

send another email. But after, I think, five minutes or so, I haven't received an email. Now, is it because it takes longer than five minutes to get the email or because there's something problem on the server? Because yesterday when I make the registration here in the machine, upstairs, the guy told me that an email was sent to my address, but it didn't come. See, it resent again but they didn't come again, but I don't have any problem receive email from Julia, from anybody from GAC other but from that particular server it cannot come. Is there any problem for that.

UNKNOWN SPEAKER: So for anybody who's having these kind of issues, we've actually asked our end user support team to be here on site. They're actually sitting right in the back. He's waving his hand. So I would recommend sitting with him. All right.

UNKNOWN SPEAKER: Thank you. Actually, I was really not careful and I didn't delete the email. So I could activate. I was a bit surprised that the password requirements are very strict. I mean, you should use at least 12 characters with upper case, lower case and numbers. So I -- I've required save, two save in fact. So my question is, in case I'm using the mobile, is it an application where I should sign

in in the same way, should I remember my password, which may be a challenge? So is it -- is it an application?

CHRIS GIFT: Thank you. This is Chris Gift. If you want to see the work efforts or the content that is only available to GAC members, then you will have to log in on the mobile as well. I appreciate the difficulty around 12 characters. We had a lot of internal discussion around this, around how many we should enforce and so on. And we had this very discussion about, you know, user friendliness versus security. We ended up at 12 for the time being. That doesn't mean we have to stay there.

UNKNOWN SPEAKER: (Off microphone).

CHRIS GIFT: Huh? We could always increase it? That's true. We had quite a few people who were pushing for 16, which we thought was a bit much. Yeah.

We ended up at 12. But please continue to give us your feedback on that because it is a hard decision for us. Because we also have to understand that this same service, Okta service, we are using it for other services as well that, like the GAC, have very

secure information. So we have to balance all of this, usability with security. Anyway -- but please give us your feedback, and we'll continue to think about it.

IRAN: Excuse me. Is it possible you send the email now? I have not received anything. Is it possible that somebody send it? Yeah, thank you.

KIRIBATI: (saying name) from Kiribati. Looking at the Web site, I gone through and it seems, is there a place on the Web site for newcomers? If not, will there be a provision to allow for newcomers to transition as new GAC members to the work of the GAC? Thank you.

JULIA CHARVOLEN: So that's a good question because, yes, actually, this is a page that specifically we're going to be working on. Right now the content is very basic. And this is something that the underserved regions working group has on its work plan and is linking it to the GAC Web site because one of our GAC members within the working group has been creating an induction pack for newcomers. And so we would like to work on that pack and on the Web site.

FABIEN BETREMIEUX: So we are start from Cristina on the very right side here. Thank you.

EUROPEAN COMMISSION: Thank you. Cristina Monti, European Commission. Looks very nice, very useful. Just a small suggestion. As it happened to me recently, I was looking for information on the old GAC Web site about previous GAC chairs and I couldn't find it. So maybe in terms of content under the GAC leadership page, maybe it could be useful to have, you know, a history of the -- at least having the names of the previous GAC chairs. Just a small suggestion. Thank you.

FABIEN BETREMIEUX: Thank you. Noted.

GUYANA: Thank you. Sorry, Lance Hinds for the record. Minor thing. I don't know whether you're concerned about this. I logged in from both my mobile and my iPad. Is there going to be a policy on concurrent log-ins or you don't really matter -- it doesn't really matter to you at this point?

FABIEN BETREMIEUX: Thank you. We will try to go in order. The gentleman over there.

SUDAN: Thank you. (saying name) from Sudan. I have tried to access and archive a doc from two days ago. It kept giving me a username and password. I tried mine. I couldn't get enter into an archived recording for our session.

FABIEN BETREMIEUX: So you are talking about recording for sessions in this meeting?
And you access it --

SUDAN: For the Monday session. I tried for the Monday session, and it asked me a username and password. Mine didn't work.

FABIEN BETREMIEUX: And you tried to access it from the new Web site or the ICANN schedule?

SUDAN: The ICANN meetings Web site.

FABIEN BETREMIEUX: Okay. Can you send us an email with that link you used? We'll look into it.

SUDAN: I'll send it to you.

FABIEN BETREMIEUX: Okay, perfect. Thank you. Sorry, we'll look into it.
Milagos and then we'll come back --

PERU: I tried to print all the GAC communiques, and there are two or three missing. I don't know if that can be solved.

FABIEN BETREMIEUX: We are aware of the issue, and we are working to identify the reason why we don't have it.

Do you have the number specifically in mind? Could you maybe --

PERU: I can send you an email with the ones I couldn't find, Mm-hmm.

FABIEN BETREMIEUX: Yes, yes, thank you.

UNKNOWN SPEAKER: Thank you, Fabien. My question relates to also transcripts. Of course, we have the Adobe Connect and we can follow. We can just sometimes cut and paste texts, but not all sessions are with Adobe Connect. Also, we have, of course -- also in GAC, we have sessions which not always are streamed. I don't know whether it's possible to have, let's say, this transcript somehow in the application or a way of having the transcript on your screen. Thank you.

FABIEN BETREMIEUX: So you're talking as a matter of a record of each session, not necessarily live -- you are not talking about seeing live a scribe in the application, right? You're talking about once the session is over, you would like to have access to the transcript?

UNKNOWN SPEAKER: Well, both, I think.

FABIEN BETREMIEUX: So I'm not aware of plans to make any live -- to provide any live visibility to scribe within the Web site because this is sort of the

function of the Adobe Connect platform and the platforms of meetings in general.

But as far as transcripts, I believe that any time we have a meeting, we try to have a transcript and in some circumstances translation. I don't want to speak too specifically to that because I'm not aware of all the details of what are the current practices. But the platform of the Web site does allow for us to make sure that we provide a recording and a transcript in each of those calendar events that we have on the Web site. So I believe we have the infrastructure to do that.

And where practices and policies indicate that we should, we would -- that's what we would target to do.

CHRIS GIFT:

This is Chris Gift. If I may just add, if you can describe us the problem that you're trying to solve as well maybe in an email, then we can add it to future list enhancements and so on.

PERU:

One more thing about the GAC communiques, it would be fantastic, a very useful tool, if we could, for example, have a list of the issues that we have touched in the communiques and just press a link, for example, of all the geo names and have the

possibility of seeing how many times this issue was mentioned in the communiques. I don't know if that is possible.

FABIEN BETREMIEUX:

Let me try live. I have gone to the GAC advice part of the Web site, itemized advice. The idea behind itemized advice would be that any advice in a communique or in a correspondence would be extracted. Its substance would be extracted per topic and categorized so you would be able to search for it. We will just do a live demonstration. This is fairly -- you know, let's see.

[Chuckles]

So you are talking about geographic names. Is that correct? And so here I believe all -- we have at least -- I see about ten or more -- a bit more of ten searched pieces of advice. So you could -- let's sort it by date, every date. We had some issues here it seems because we don't have a date. So we'll look into this. Thank you for this use case.

And I can look at, for instance, this piece here from October 2014 which was in -- so does it mention the communique here? So here is the functionality that we're trying to make sure is functional for you so you are able to search each piece of advice. But it seems that we have a few tweaks here to -- and some issues that we need to look into. So to answer your question,

you should have that functionality. And thank you for checking because, see, if you explore that and see if that's available and you see issues, then you can provide the feedback and we can make sure that it does work for you when we make this the new Web site. Does that make sense? Thank you so much.

PERU:

It would be also interesting to know the number of participants, how this has been growing over the years and that is registered in the different GAC communiques. That was one of the curiosities I was looking at when I printed all the GAC communiques. I wanted to know how it had been growing over the years, no?

FABIEN BETREMIEUX:

Thank you for the suggestion. I think we -- it may be quite a challenge to achieve automatically for now. But this is something we can look into. Thank you.

I see a question and then we might have to wrap up.

JAMAICA:

Hi. Wahkeen Murray from Jamaica. When you are looking at the communiques, my colleague would have mentioned some that have -- apparently are missing. You need to do a similar check

for the minutes as well because just from the drop-down box, you're not seeing quite a few of the minutes.

FABIEN BETREMIEUX: Thank you. And we are, indeed, aware of that and we're working on it. Thanks so much.

CHRIS GIFT: So thank you very much for all of those comments. I know Julia has a wrap-up. I just want to say keep in mind like all Web sites, they evolve even when we launch it or go as a normal Web site. We continue to enhance it. So even going forward, please always send us feedback. Always send us any new features that you would like to see. And Mark and I will work on them, prioritize them and work on them.

JULIA CHARVOLEN: I just wanted to remind the email with all your feedback that would be really, really good. Thank you very much.

[END OF TRANSCRIPTION]