
ABU DHABI – GAC website session
Wednesday, November 1, 2017 – 11:00 to 11:30 GST
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MARK CARVELL: While we're on the break, just an announcement for colleagues from Commonwealth member states, and indeed stakeholders more widely who may be listening in or at the back, that we have our Commonwealth session here in this room starting at 12:30 today, chaired by Anita Sohan from the Commonwealth Telecommunications Organization. Thank you.

THOMAS SCHNEIDER: So there are some technical issues, but Fabien and the colleagues here will sort them out. This session is an update, hopefully the last one before we'll be able to totally benefit from it about the new website as you know, that ICANN is working for quite some time on, together with a number of people from the GAC, and ACIG has also been helping, at least in earlier days that we can get a new website, so this is an update, and once the slides, and the Adobe and everything that needs to be up, will be up, Fabien will start presenting.

Okay, Fabien, the floor is yours.

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.

FABIEN BETREMIEUX: Thank you, Mr. Chair. Good morning, everyone. We want to take this opportunity to provide an update on the website, on the new GAC website, and we would like to make this session as interactive as possible.

We want to take this opportunity to make it as interactive as possible. So while we will introduce ourselves, I would like to request that you go on GAC.ICANN.org if you can on your devices, on your computer, so that we can make it an opportunity for you to follow us on the discovery of the new website and so that we can get your feedback live. So, I'm Fabien Betremieux, GAC Support Team of ICANN org.

MARK SEGALL: Hi, I'm Mark Segall, I'm the Director of Community Collaboration Services and responsible for the development and delivery of the website.

CORINNA ACE: Hi, I'm Corinna Ace, I work with the Product Management Group at ICANN or. My colleague, Steve, is a Product Manager and he is also responsible for the development of the new GAC website. Thanks.

FABIEN BETREMIEUX: So this is to highlight that on our end this is obviously a team effort, and I'm glad to have both of you with us to address any technical aspects of all of this project. And I also want to say that in order to make this project successful, we've combined a team of experts from the technical side, the product side, as well as what's called the business side, in a sense, which is representing your needs into this project, and that's what we've endeavored to do with the GAC Independent Secretariat, ACIG, and the Support Team.

What I'm showing here on the screen is our roadmap, and I'd like to speak very quickly to where we are on this roadmap. It's not very readable on the screen, so I really encourage you to go to GAC.ICANN.org, going to the menu "Work Efforts", then "Activities" and you will see an activity that's called "GAC Website Transition" and on that page you will find the updated roadmap, V2, at the bottom of the page. So I invite you to load that.

This is to highlight that we've launched the production platform of the new website in early September. And since then, we've been working in delivering additional features and we will continue to do so as we announced when we launched the platform. What this diagram shows is that what's green is us considering that we've reached the objective of the new website. Some of the key objectives were, for instance, to increase the

findability of content, to increase the usability of the website, to increase the support or the collaboration of the GAC, to improve the translations of content on the website, and to ensure that all existing content was migrated. So this is what all those lines mean.

When you see red, orange or yellow, this means that we are working towards improving the status that existed before this new website, and when we reach green and we go beyond green into blue, this is when we've reached our objectives and we are exceeding our objectives.

So you'll see that we're seeking to make substantial development in improvements all the way into ICANN61, which we aim to be the target when we will transition to the current status of us running the two websites in parallel to a time where this new website, GAC.ICANN.org will become the only GAC website.

Please feel free to ask any questions while I'm presenting. If you are experiencing any issues on the website or if you have any questions, please.

We quickly want to highlight some new capabilities that the project and the new website have brought to the GAC through the features of the website, as well as content that we've created and loaded on the website. So for instance, I will show you very

quickly the Communique, the minutes, the calendar, and the public activities. I will do this, up; hopefully this will cooperate. Looks like it is.

So in the meantime, you can see that for the Communiques, now you can access any Communique in a few clicks. You go to the Menu, GAC Advice, the the subitem Communique, and there you have a dropdown list with all the Communiques that the GAC has ever produced. So this is a very good improvement compared to the previous website where you had to browse through many many sections of the site to get to your content. So obviously, this is not cooperating in the end, so we'll just pass on.

Okay. Please, go ahead, sir.

UNKNOWN SPEAKER: Apparently, I've forgotten my password and when I tried to reset it, it asked me to contact the Administrator, so I'm unable to do it myself?

FABIEN BETREMIEUX: Thank you. So this probably means that your account has not been activated. You should have received an activation email. That might have expired, so in this situation, what we ask you to do is to go to see Gulden at the back table, Gulden from the

Support Team, and she will assist you in ensuring that you have your activation email and your credentials. Please reach out to her and she will fix that.

So I am stuck here. So I'll just -- please, Pakistan.

PAKISTAN:

Thank you, Fabien, for the website presentation. Its look is very good as compared to the previous one. The same issue with the login I'm also facing; the issue is that our previous credentials, login and password, on the previous website are not working. I sent a request to the Support Team to look into the matter.

Another I think, one, you bullet put the news I think in the GAC, the latest news is the selection of the new GAC Chair and this news is not present. Is it manually or is it automated? Who is updating this section? Because the website is good, but these regular updates have been one of the challenges in the past and we will try to mitigate these challenges as well. Thank you.

FABIEN BETREMIEUX:

Thank you for your question. To the credential question, we are working on a new technical platform. We've improved the security capabilities and so the credentials that existed for the previous website were not migrated to the new website, so that's

why we have to go through the process of reactivating everyone on the new website. So your request for new credentials, if you put it with Gulten, it will be addressed quickly. So you should please reach out again to her, if you don't mind, and we'll make sure that you get your activation email quickly.

Can somebody in the back help me? I'm stuck here. I can't go back to the slides in the Adobe Connect room. Thank you. And I think we have a question from Palestine.

PAKISTAN: [Inaudible] of the content.

FABIEN BETREMIEUX: Sorry, yes, your second question, I apologize. In terms of managing the content on the website, we in the Support Team are getting organized to make sure that all new content is put on the new website. You're right, we need to update the section, the GAC election section of the new website with the results. I think this has yet to be done. This is a very difficult, very challenging time during the meeting for us to do this sort of things, but we are working to do our best in this area.

Palestine, please.

PALESTINE:

Thank you very much. Actually, I wanted to say that I was part of the team, the team that we've been talking about. And actually, I would like to commend them for setting this website for GAC. During our work together, we have sent lots and lots of comments, and we really considered all these comments and we have been really updated with all the latest developments, but I'd like to say that those who have started to design this website said that nobody had given them any of our comments.

I expect here that the current new GAC.ICANN.org will be full of lots of information and data that has to do with all current meetings and upcoming meetings. I would like that this website will be fed with every single development.

Some people have talked about this website and Julia sent an email indeed in this respect, it's like a link that can lead you to this website and when click on them, you can change the password. Just a very simple question in this respect I'd like to know, a call to all our colleagues to review this website and just provide us with comments because this website is really important and we helped very much in designing this website. Thank you very much.

UNKNOWN SPEAKER: [Speaking foreign language]

FABIEN BETREMIEUX: -- always continuously improving its efficiency and its effectiveness, so we certainly look at the website from that perspective as well. We want to publish, indeed, all of the content that's relevant to you in a timely manner.

And for instance, as an example, we are exploring ways in which we could provide you on the website with a capability on any given topic that's of interest of the GAC, have a very quick -- with several levels of information, area, unique area to get the information you need to understand the issue and to provide your input and comments on it as part of the work of the GAC. Please.

CHRISTIAN SINGER: Thank you, this is Christian Singer from Austria. I think the website is quite beautiful and it contains all the information we need. But two days ago, I spent maybe 40 minutes finding the documents of the last meetings in Johannesburg because in the old webpage there used to be a manual that listed all of the meetings, and then I realized if you don't know the date when the meeting was, you will never find any information about the recent meetings. So I think that's very uncomfortable.

I'm missing the old menu where everything was quite clear. So there is some sort -- develop some sort of standard in websites,

where we usually find the content and I'm missing this here. It's very innovative, it's very interesting, but when I need 40 minutes to find a content, it's rather not very efficient. Thank you.

FABIEN BETREMIEUX: Thank you. So I think we'd be interested to hear more about your specific experience, so if you wouldn't mind, please, allow us to follow up with you to understand the details of your experience and how we can address it. We recognize that we are not exactly where we want to be in terms of findability of content, so that's one of the main areas of work currently with the product and the tech team. So let's explore this further so that we understand exactly what can be done.

I think we wanted to move away from the old website because the old website did not provide for the structure of content that would allow the findability features that we're looking at right now. So it's a stepping stone that might be a pain in the short term, but we hope to very quickly overcome that pain, so again, we'll follow up with you and explore this further.

Yes, please, Netherlands.

NETHERLANDS:

Thank you for the whole team for setting up this new website. I have just two questions, also in line with what Christian Singer said from Austria. So in the end there will be a bottom GAC members only, like we have in the old, I presume. So then maybe these problems can be at once then solved, probably with the integration. That's one question.

The second question, because I think just one button to go directly to our private stuff is, of course, very logical. The second question is more about email management. Those of course is the functionality of the new archive which you can directly see the threads and the dates and everything. It may be useful because I spoke to some people here and many are not aware that there is such a functionality of the GAC archives, which also has a different name and password construction, so it's a little bit separate from the GAC website itself.

Maybe it's a good thing to try to introduce or let's say to integrate in the portal something where you go to the GAC members only and here you go to the GAC mail archive, something like this. So like from the portal you can go various ways. Thank you.

FABIEN BETREMIEUX:

Thank you for your comments. So to the second one, on the archive of the mailing list and integrating that into the website, at

least from a portal perspective that would direct you to there, I think this is a need that we have not identified, so we will certainly take it up and discuss it and see what can be done in this area. And you're right, I've personally discovered recently that feature, as an incoming member of the support staff, and it is absolutely invaluable to have access to the archive of the mailing list, so I think this is something that's of great value.

I believe we want to, hopefully, with the new website, reduce the need to use the mailing list because if enough of the content is available on the website, you don't have to go dig into your emails to find a given document, so hopefully this will help reduce the amount of traffic on the list and to help with the findability of documents.

To your first question regarding the member only part of the website, this is a key focus that we wanted to bring for this session. Let me take a few examples. The idea of the website is that once you are logged in, you have access to everything as a GAC member. If you are not logged in, you only have access to the public content. So what does that mean? I'm showing here on the screen, on the left-hand side, it's the public view. So anybody in the community gets to the website, that's what they see on the left. If you are logged in, that's what you see on the right.

Here what I'm just showing you, it's not very visible, but in the calendar for September, if you are logged in, you see more events than you would if you are not logged in because private sessions of the GAC, such as we had a webinar on the elections or GAC leadership calls, those are events that are on the calendar of the GAC if you are logged in. If you are not logged in, you don't see them. These are the two areas that I'm showing.

Another example here is with the meeting agenda, ICANN60 meeting agenda, if you connect to the website as a general user of the public, you will see the description of the sessions, but you won't see the briefings. If you are logged in, you will have access to the briefings.

Another example with the activities. The activities are the pages where we would like to structure the content, the substance of the work that's happening in the GAC, so on the left-hand side, if you come currently on the website as a member of the general public, you will only see two activities because we haven't yet got to a place where we have more than those two public activities. It's the early GAC engagement in GNSO and ccNSO PDPs and the GAC website transition.

Those are two public activities with substance that's accessible to the public. If you access this page while being logged in, you see many more activities, including GAC 2017 elections, GAC

leadership calls, ICANN/GAC schedule preparations, new gTLD application dot Amazon. So this is to show you that it is absolutely crucial that your account is activated and that you have credentials to log into the website.

So can I take this opportunity and get a show of hands, and then I'll take a question right after this, of members that are not able to log in the website to access the GAC private content? Could you please raise your hand if you do not have access to private content? Can you please raise your hand? So I count, one, two, three, four, five, six. So thank you very much.

Do you want to speak now?

UNKNOWN SPEAKER: No. I can access the previous website, the old one with my name user and PIN, but with the new one, that is completely different, right?

FABIEN BETREMIEUX: It is a different set of credentials.

UNKNOWN SPEAKER: All the username and PIN is completely different?

FABIEN BETREMIEUX: Yes.

UNKNOWN SPEAKER: Okay, thank you.

FABIEN BETREMIEUX: I've counted at least seven of you in this room, maybe eight, that do not have credentials that are working to get them to the private section of the website, so we absolutely need you to go speak with Gulten, make sure that we have you in the list so that we can issue you today or in the coming hours your credentials so that you can see the entirety of the content that's available to you on the website. This is absolutely crucial for us that you are there.

And this has been the focus of our efforts in the GAC Support Team and with the support of our IT Team, is to make sure that the maximum amount of GAC members and observers are activated on the website and have credentials. And since we've launched the platform, we're seeing that we are not exceeding 35% of the actual membership of record with activated credentials. So we are not sure if we can reach 100%, but we are certainly hoping to maximize the amount of activation because if you are not activated, if you don't have a login and a password that works for the new website, you are not seeing the private content that's private to the GAC. So this is absolutely crucial.

And let me just propose two ways for you to solve your issues with credentials after this meeting, or if you have colleagues, or if we have remote participants that are not in the room; if you cannot log in and you have never logged into the new website, you have most likely expired your activation email. You should have got an email, but it would probably be expired. So what you need to do is request to the GAC staff at ICANN.org, or Gulten here in the room, a new activation email.

You will need to go in your inbox and look for an email that comes from OCTA with the subject, "Welcome to OCTA". OCTA is the single sign on provider, so this is the gate to many ICANN systems, including the new GAC website that provides a lot of security features in particular, so expect an email from OCTA. And note that your email and your token for activation will expire within seven days. So this is why you will need to act swiftly.

If you cannot log in and you have already logged in the new website, this means that you probably need a new password, so your account must have been activated, you might need a new password, so the way to do that is to request a new password on the website, and then you will need to look for an email with the subject

"Account password reset", and you need to be aware that you'll only have 24 hours to activate it. And the way you request a

password, is you go to the top right, login register, go to Password Help and you will provide your email and get a new password.

PALESTINE:

Thank you, Mr. Fabien. I have a comment and it's not a question. I would like to thank the colleagues who talked about the problem of documentation and files inside the website. In my humble opinion, the expert team, with all due respect, are expecting from us feedback for the website. As members of GAC, we know more about the documentation because as we are GAC members we know how important this document and the priority of this document. So I think we have to give them comments or feedback about how we can make arrangements inside the website.

The second thing, we note that the majority of GAC members don't have any problem with the login interface, and the majority don't have problems because most of their problems are solved by Gulden and Julia's email. Because I'm a member in that working group, I know what happened, so I think nine or eight members is not a big problem and it will be easily solved. Thank you very much.

FABIEN BETREMIEUX:

Thank you very much for your comments.

UNKNOWN SPEAKER: Thank you, Fabien. The website on the whole is a good one. Just keep going. A general remark, I would like to see some timestamps on the bottom of the pages when it was updated last time. This is in accordance with the Chair's request as well to have timestamps on the documents as well.

The other thing I would like to see, I know it's a real effort to update the webpages. And I've been just looking at the webpages and in the case of the support team, you still have Olof, which is perfectly alright and I really liked him, I really like him still, but probably it's time to update.

And I would suggest in case you update the Leadership Team, to have a link to the bio's of the Vice Chairs as well. Basically that's it. Thank you.

FABIEN BETREMIEUX: Thank you, this is noted. Thank you so much for your feedback. We appreciate it.

SINGAPORE: Thank you very much, Fabien. This is Charles from Singapore. I just have a question, ACIG has prepared a lot of documents over the years. I'm wondering whether this documentation in addition

of course in today's meeting you have linked the program together with the documentation provided by ACIG. I'm just wondering whether the historical documents provided by ACIG will also be available on this website. Thank you.

FABIEN BETREMIEUX: Thank you for your question. Everything that has been produced should be searchable. It may not be accessible through the structured page because we have a content management effort to do in order to extract most of those content and reorganize them in the current structures of activities in these new features that we have on this website. So our goal is to at least help you find those documents through search on the website for those that are not listed in our activities.

But if you have specific requests, I think it's interesting for us to hear at this stage because we are still in our, you know, phased process of ensuring that we reach the objectives of the project and bring all the content that's relevant to you, so your input at any time is absolutely invaluable. So if you would like, given time, I'm looking for this document, I'm not finding it, please let us know; shoot us a very quick email to GAC-staff @ICANN.org and this will be invaluable input to us. Thank you.

UNKNOWN SPEAKER: Thank you, Fabien. One question is, I just got my new password, I'm getting in, but what I'm wondering is, okay, you log into the whole portal, are you being able to see what is restricted access and what is just plain information? Or is it all the same? Thank you.

FABIEN BETREMIEUX: You should see an indicator, it's not very visible here on the screen for instance, but you can see next to the red line, which is a link to a document, there is a small red lock that indicates that this document is only accessible to you. If you are on the public facing website, you won't see that line, you won't see the red lock. So that's the indication that you will seek. This is the same in the list of work efforts and activities, those that have a red lock means that they are private to the GAC.

Where I'm not sure it's as visible is for the calendar. The calendar, I'm not exactly sure, we would need to look at how a closed session is materialized, but a private session, a closed session is meant to be advertised at such, so you should be able to see it from the listing of events in the calendar as well. So considering the --

PUA HUNTER: Thank you, Fabien. Just one question I want to ask specifically in the meetings and records for working groups, the activities are shown like the time and the venue, but the date is not there, and I think the date is very important. I'm sure this has been raised with the team before this meeting because it was raised by one of the members in the Underserved Regions Working Group. Thank you.

FABIEN BETREMIEUX: Thank you. We have identified this issue, which we fixed in the activities page, but I understand that in the Working Group pages it may not be fixed yet, so this is part of our backlog of issues that we are solving every week.

As part of the project, we are working with the engineering team in an agile manner, so that means that every week fixes of bugs and new features are delivered, so this is part of our transition plan to fix all these quirks and add the new features that we need.

PUA HUNTER: Thank you. And the other one, maybe it's minor, but I don't have a very good memory and what I'm alluding to is the login password, I think that 12 characters is a bit too much, you know, requiring alphabet, numeric, capital letter and special characters. I know I have forgotten my password many times, and then I'm

only given 24 hours to respond, so I'm not sure if anyone else in the GAC has had that problem. Maybe we can go easy on the requirements for the password. Thank you.

FABIEN BETREMIEUX:

So we've discussed this with our engineering team and, you know, we are aware of those constraints and what they mean because we also experience them ourselves. But this is the security policy that has been defined for ICANN. And I think although this is a difficulty or a challenge, this is also a guarantee that your account, you know, is secure, more secure than with a short password that may be a password that's reused from another account, so this is a security feature that we currently have discussed and is not set to change. So we apologize for the inconvenience and we hope that at least you get the benefit of security in exchange for the pain.

If there are no questions and considering that we're over time, I'm happy to conclude the session here. Thank you very much for your engagement and your feedback, and your continued collaboration with us to make this the most effective for you as possible. Thank you very much.

THOMAS SCHNEIDER: Thank you. Yes, sometimes there's a tradeoff between security and the rest of life to some extent, but we note the requirements set by ICANN. So this is the end of the session number 33 for the recording transition. We will begin very soon with session 34. Thank you.

[END OF TRANSCRIPTION]