

PANAMA - GAC: Website Update
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MANAL ISMAIL, GAC CHAIR: So thank you, everyone. We will continue now with agenda item ICANN62 on GAC website update. But before I hand over to Fabien, Kavous?

KAVOUS ARASTEH: Yes, with the permission of you and other colleagues, I have to leave this group today because of the flight, difficulties and so on, so forth. It was a great pleasure, as usual, to work with all of you and we are really delighted of all the good contributions. First time to see you on the chair and the previous meeting I was not able to attend due to circumstances that I don't want to explain.

We have always benefited from your sweet smile, smiling always even in difficult moments. You have been able to finish the GAC communique earlier than any other meeting. Even 2:00 in the morning you were able to; we congratulate you. We appreciate all the efforts of the chair of the working group, the time they have devoted to that and also the secretariat of the GAC and the secretariat of ICANN helping us. We've been raising many

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questions and replying to that on time and so on, so forth, grateful to them. And I would be very happy to work with the people in the EPDP, one of the important issues with respect to this arrangement in a short time with another five or four people, and then I hope that you will also communicate by [indiscernible] and I wish you a safe journey and good return to your home country and your family, and thank you very much and have a night day.

[applause]

MANAL ISMAIL, GAC CHAIR: Thank you, Kavous. And we also thank you for your dedication, your hard efforts and the time you put in the GAC work. So thank you very much as well. And safe travels, and hope to see you in Barcelona.

So Fabien, are we ready? Rob will update us on the website of the GAC?

ROBERT HOGGARTH: Good morning. I get the opportunity to introduce things; Fabien has the work. The purpose is to generally give you an update on a long-term project we've been involved in, and thanks for many

of your insights and collaboration on the development of a new website for the GAC. Goals this morning to share with you benchmarks and timetables, talk to you a little bit, for some of you new about gaining access to the website, and then Fabien will give you a tour of some of the recent developments and capabilities that we hope you will be able to take advantage of going forward.

On the next slide there are some very high-level project benchmarks and timetables I wanted to share with you. The only way that we could accomplish what we've been working on is with the support of the ICANN engineering and development teams. There's an extensive group, as you can imagine, in an organization like ICANN responsible for the infrastructure, the back end, helping to design products. So we've had great support from that group since I joined and since Fabien came on board to the project.

ICANN operates on a fiscal-year basis ending on the 30th of June. As a result, all of that working development support and everything begins to change for us given ICANN priorities at the end of this month, which is just a couple of days. So we have developers still working behind the scenes helping us develop improvement and pushing them to publication and capability right through probably early July. But what that means from a support perspective is that most of the infrastructure now will

be fundamentally in place, and what that means is we will shift to more of a transition developmental period through the end of the year. So we will still have one developer to help us but not four. One product person not three. The good news is I think there's been tremendous progress from a project standpoint, and for the next phase we will look for individual input as you have different experiences with the site.

One of the significant differences for some of our veteran GAC members is this starts a transition period for the former GAC wiki. The wiki still exists as of tomorrow or the next day it will be going into read-only mode which doesn't affect you but us as a staff perspective, the communicate being an example, the staff has been double posting, putting things on the new website and on the wiki. That will end now in terms of capabilities. You also will still have access to the wiki. We have had negotiations to the IT team with respect that because there are resources needed to maintain all sorts of systems and servers from an ICANN org perspective, so been talking with them about keeping an eye on the traffic on the wiki. The goal is by the end of the Barcelona meeting you guys will be so happy in seeing how productive the new site is that you won't be going to the wiki.

And what we have observed in terms of traffic, over the last six weeks down to two weeks ago, there were five people who were actually looking at the wiki. So we think from a numbers

perspective we've seen a tremendous uptick and thank you for utilizing the new site. The old site diminishing returns so somewhere around Barcelona, we will see a time when no one using wiki. The information will still be there. If you have questions after Barcelona -- I can't find this or something from 2008 that hadn't appeared -- we will help you, but the expectation is that the content has been migrated to the new site. But this is technology, development work, there's always something that's missed, so that will be the important part of the collaboration with all of you.

Starting next January, we'll remain in a sustaining phase, still be able to gauge improvement, put in new systems and capability based on your input. So as Fabien gives you the tour, try to use the site, break in the site, use it in many different ways. This is your tool. Ultimately we would like it to be more collaborative.

Part of the reasons for for this development was to create a better foundation and infrastructure for tagging documents, for being able to search things better. So please give us your feedback on any experiences you have with the platform, any things that you are happy about that you want to see improved or anything not working for you that you want to see changed. With that, I will turn the mic over to Fabien to talk a little bit, particularly for some of you who are new, how to access the site,

and then if the technology works, give you a little tour on the screen. Thanks.

FABIEN BETREMIEUX: This is Fabien Betremieux from the ICANN support team. Before I get into the tour of the new features, I want to remind you give you the usual reminders, it's very important that you log into the website, and you will see that you have access to private content that's not visible publicly, so you don't have access until you log in. If you've never logged in or if you have issues with your passwords, these are the directions. It's important that you keep those in mind.

So password reset, you can do it from over there, you just go to the top right of the website and request password help, and that will take you through the process. The reason I mentioned is if you don't see -- this is a screenshot, shows an agenda of a GAC meeting, and GAC sessions at an ICANN meeting. If you don't log in, you don't see the briefing documents. So that's why you should always be logged in when you use the new GAC website so you have access to the full consent available to the GAC.

And when we share a link, it might be the document is restricted to GAC members so if you click on the link, there's a good chance you end up on this page is not active on the website and logged in. You will see access denied and this document may be

private. By signing in, you access the document immediately. When we share a link, it might be linked to a private document. So it log in, and you should access the document.

So now to the core of the update we want to provide. Since ICANN61 we have made significant improvement to the website. In particular what we feel was very important is that we provide entry points into the GAC's work that is coherent with the diversity of your group on specific issues some members are experts and have been in the GAC and working on those issues for a while so they might be working for specific document, records, while newcomers might need more of an overview, so we've worked with our engineering team, product and engineering teams to ensure their capability we have on the website do provide these various levels of access, and I will show you that on the GAC calendar and the activities of the working group which we see as the two main entries. Either following a process, you want to check on upcoming meetings or previous meetings and records, slides, transcripts, or you might want to go to the reference page of a given stream of work to either get update or overview, et cetera. So that's why we focused a lot of effort on that and I will show you an example around -- changing slides here.

So I will show you sample content. Can we have my screen up there? The computer was sleeping so it might be why you

weren't getting any signal. Okay. So it's a bit transformed, but we will try to make it work.

I want to show you the GAC calendar. We see two main [indiscernible] points into the website of the GAC, the calendar, various sessions you want to follow or activities. So I will start with calendar. When you click on calendar you will see that for those that have followed the development of the new website, we have changed the look and feel. We wanted to make sure that it's easy and very fast to access content you are looking for. So here what you see is the list of upcoming meetings by default. So you will see that right now there's only the sessions of today and we don't have much on the calendar for after the meeting, so that's on us to create the upcoming meetings of Work Track 5, GAC leadership so you have access to them. And you can look historical records, you have here more than a few hundred entries and it's very quick.

I can enter a keyword if interested in Work Track 5 in the historical record, and only the Work Track 5 meetings will show up. And then let's say I'm interested in what was said in that May 16 meeting of the Work Track 5, so you click on the document here and there you are, and you can check in the transcript if you are looking for something specific. So we believe this is a great tool.

You have access to advanced ways of filtering, so you can use a start date and end date for the range of sessions you are looking for, will just do that quickly. So from January to March and then looking for GDPR related meetings, and there you go. You have the three GDPR related meetings that happen in March. So we believe this is our product engineers have accomplished a feat here to allow these great search-ability and find-ability. So you can also use filters here. And you can play with that and tell us what you think.

I want to insist here that when looking for -- let me check the GAC leadership call for instance, that happens every two weeks in general in the historical record. Let's see if that works. So here you see that I'm logged in, showing on top right welcome Fabien. If not logged in, I wouldn't see the slides or the minutes of the records. So it's no use if you are not logged in, as an illustration. So I've covered the calendar which is one of the main entry points for your work. The next type of capability is the activities. So I will go here to Work Track 5 for instance, and you will see that the structure is generally we have introduction section, I will get to that in a minute and then you have access to you can actual fold this and then we have meetings and records. So here you can access all the Work Track 5 sessions, you can load many, as many as there are, and you can reduce that

section to access documentation, et cetera, pretty efficient as well.

In terms of content, I want to show you also the WHOIS compliance with GDPR, because this is one that leverage I believe to the best extent the capability. So you will see we have several sections. We believe that an activity can be both a permanent briefing on a given issue that the GAC is concerned with as well as the place where you can find all the relevant information for that activity. So we've tried to prove that concept here with WHOIS compliance with GDPR activity. So you will see there is an introduction section, ongoing work section, meeting and records, outcomes, and documentation.

So the first section here, we're trying to only provide a very wide overview of the topic. if somebody is new top level pick. That should give them a sense of what it is. Discuss the issue and the public policy issue as stake in that activity then a small section of various updates, a few updates accessible here. If you want to dig further, you go to the ongoing work section which will give you a sense of what is happening right now and what is ahead for the GAC on this issue. So this was last updated before the ICANN 62 meeting, so we will have updates after the meeting concerning developments at Panama. Overview on various streams of work ongoing and that will be continuing in the

future and then detail for each of those subsections. I will scroll down quickly to get to meetings and records.

Here you get access to all the sections relevant to all the activity. With access to material available for each of the sessions and then outcomes here we're trying to gather all the relevant documentation that was produced in relation to that documentation. We provide GAC positions and documentation, so that includes the advice, comments, feedback that the GAC produced in the process, includes the mapping of the temporary specification so the GAC advice we produced for the GAC, et cetera, et cetera.

Then we have the record of the GAC and ICANN engagement on issue, various consultations, exchanges, then we gather the input that data for example authorities have provided on the issue, we provide the record of contributions from GAC members and observers and then other key documentation such as documentation related to GNSO discussions of policy and process and any other relevant ICANN community contributions.

So our idea is that here we're providing the documentation that a GAC member should be aware of. There is the universe of documentation issue in the ICANN community but we're filtering and trying to select what is most relevant to make it easier for you to do your work.

I will stop here. I think I've gone through the demo of the new capability. I will see if there are questions or comments and look at going forward what our priorities will be.

ASHLEY HEINEMAN:

Ashley, with the United States. And perhaps I'm jumping the gun. You guys have been doing a tremendous effort here and very responsive in taking on recommendations. Hesitant to make any new suggestions, don't want it to seem like a criticism. But in light of our experience yesterday in communicate drafting, any kind of interactive capability that can be done in terms of the drafting of the communique so people could follow along better? Without the actual drafts, it's hard to see the language to have the opportunity to refer to it and when doing editing, and also to those participating remotely, not necessarily to have the ability to edit ourselves but at least be able to follow along and review the document as it's being drafted. So just a recommendation. Not to negate the great efforts you guys have done to date.

FABIEN BETREMIEUX:

Thank you very much. I think it's -- so last night we were trying this new way of developing the communique through a document. So it was sort of a live trial, and we made one slight mistake -- to not share the link of the Google doc, which we had

planned would do but in the commotion we didn't do it. So we will easily address your question by sharing the Google doc on which we were working live where you can see the document and also the entire communique. And we've been discussing whether we can encourage GAC participants to provide [indiscernible] in the initial phases of drafting. So we are happy to take your input in that area, it's very helpful, and we will next time share the link so you can have access to the entire communique while we do the live editing. Thank you.

And I just want to note that the effort on the GAC communique is a bit independent of the GAC website. We're relying on technology, external technology for the communique drafting through the Google doc capability. So we are seeing those two things, from our perspective, as separate efforts, but we're happy to see that you see them as a whole of tools that can support your work. Thank you. in the interest of time -- please go ahead.

RAHUL GOSAIN:

India, for the record. At the risk of sounding -- first of all, I would like to commend the efforts that ICANN org has put in in terms of creating a great website and putting together a great amount of functionality. Not all of us having probably been able to make us of until now, and I look forward to making the full use of the

GAC website in the near future. There may be some value to be had. At the risk of sounding like I'm asking you to reinvent the wheel, but other than using some kind of open platform like Google doc, maybe taking off the suggestion of Ashley, maybe within the website we would build a proprietary collaborative tool, doing work such as working on the communique jointly, that would probably make sense.

From a technical point of view what are the challenges which that would pose and whether the kind of effort which would be required to spend into adding this kind of functionality would be disproportionate to the amount of value it would bring to us. But just a thought. Rather than relying on something like Google docs, should we be having something?

Because even the communique drafting part is an integral part of the GAC work, and in order to make sure that the GAC website is utilized intensively by all the GAC members even while working here at ICANN, it would probably be a good suggestion to incorporate that kind of functionality and maybe even building some kind of a chat tool other than the formal text edits that happen, some kind of functionality to support a conversation between various [indiscernible] who are in the room at that point in time would be helpful. Thank you.

FABIEN BETREMIEUX: Thank you very much for that input and feedback.

ROBERT HOGGARTH: As tremendously competent as Fabien is, many brilliant ideas, and part of the management challenge is just to balance practical capabilities and the ICANN resources. We're not the only ones in line, but believe me, he's a profound advocate, both internally and externally, so please follow up in terms of these scopes and ideas, because what helps us internally is hearing the outside feedback and being able to legitimately say this is what GAC members want, these are tools we want to build. So you are right where we want you to be in terms of that feedback. Thank you.

MALI: I express my deep appreciation to the developers of the website. It would allow me to follow on the discussions. What I would like to see, we ask ourselves frequently, what I wonder is if we might have a single website for most frequent questions so that we can make any change necessary for the newcomer, for those who have just joined. Such as for instance to change the passwords, a section which says I forgot my password and we are sent an email with the new password so that we can reset it. And again, I thank those who have developed this website which is so helpful.

So let me reiterate this suggestion. The most frequent questions for users. It would be helpful to have a single space for this most frequent questions so that the new people can access them and use this information.

FABIEN BETREMIEUX:

Thank you very much for the comment and support, I take note of your suggestion. (through interpreter) Typically what happens with passwords, we build into the process for registration in the ICANN and email that gives access to to the website. And you should have received -- you should have told us that you needed access to the GAC and you should have received any email to access the website and from the website you have the possibility to change the password without our intervention. Typically you shouldn't be contacting us for any password change. However, if you are not able to do that you can use the address GAC -- org to request a password reset, and we are happy to help you. Thank you very much.

Can we go to the last slide? Thanks. So just a few words on priorities going forward. We recognize we're not where we want to be in terms of content. There's a lot of content to bring to the website, in particular in relations to working group, reflecting the current status of work, and also we have a specific need to onboard [indiscernible] members so they have access to the

features of the website, level of privacy on confidentiality on some documents.

In terms of activities, I have shown you two activities, Work Track 5 and WHOIS compliance with GDPR. Those were our proof of concepts in a sense, and now we need to expound that capability to all the other work streams or subject matters in which the GAC is interested.

And finally, in terms of the calendar, we have some consistency to bring on how we show the information on the calendar. And we are expecting that there will be a few key features in the month ahead to complement what was delivered today, and in particular a better system for managing and displaying GAC correspondence, providing notification of the updates of the content when we make them, and also bringing the travel support form -- for those of you that are interested in this program on the website -- and finally, to ensure that we also bring as much translated content as possible. This completes my presentation, thank you.

MANAL ISMAIL, GAC CHAIR: Many thanks, Fabien, to you and Rob and to anyone involved in updating the GAC website. And thanks to the colleagues for any feedback, and please continue providing us with feedback so that we can continue to improve the GAC website.

So this concludes agenda item 22 on GAC website updates. And may I ask for your indulgence for one more short session before the coffee break. So I will just pause here to get clearance that we are ready to start the following session.

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