
YESIM NAZLAR: Good morning, good afternoon, good evening to everyone. Welcome to the At-Large Technology Taskforce call taking place on Monday 20th of May 2019 at 15:00 UTC.

On our call today, we have Judith Hellerstein, Maureen Hilyard, Daniel Nanghaka, Abdulkarim Ayopo Oloyede, Haroun Mahamat Cherif, John Laprise, Dev Anand Teelucksingh, Gordon Chillcott, Raymond Mamattah, Fred Kwadwo Aazore, Satish Babu.

We have received apologies from Olivier Crépin-Leblond.

From staff's side, we have Gisella Gruber, Mark Segall, Laura Bengford, Sara Caplis, Christina Rodriguez, Evin Erdogdu, and myself, Yesim Nazlar, and I'll be doing call management of today's call.

Before we start, just a kind reminder to please state your names before speaking for the transcription purposes. And now, I would like to leave the floor back to you, Judith. Thank you very much.

JUDITH HELLERSTEIN: Thanks so much for the call. Welcome, everyone, and I think Evin – can you go over the action items?

EVIN ERDOGDU: Sure. Thank you, Judith. Actually, they're all complete. I'm not sure if it's synced in time, but there's just one that's been outstanding, and I believe it's complete now. So our last call on the 6th of May – yes, okay.

Note: The following is the output resulting from transcribing an audio file into a word/text document. Although the transcription is largely accurate, in some cases may be incomplete or inaccurate due to inaudible passages and grammatical corrections. It is posted as an aid to the original audio file, but should not be treated as an authoritative record.

So there you have it. There are no updates, they're all complete. Thank you very much.

JUDITH HELLERSTEIN:

Great. Okay. So then the action items are complete. Okay. And then as long – the next item is I think either Mark or Laura about an update on changes on the ICANN single sign in, and the workarounds to fix it. I know we troubleshoot for one person, but how are we going to solve the problem for everyone so we don't have to go through this every time?

LAURA BENGFORDE:

Thank you, Judith. I do have an update. We did actually identify what the issue was on the ICANN single sign on. What was interesting was that the testing tool did not pick it up. But we did discover that there was some detection of mouse movement that's been identified and corrected, and we are in the process of scheduling that to be released into production in the next week or two.

So that was some very good news, and a lot of appreciation to [Shabir and Furkan] for helping us to troubleshoot that issue. So I did reply to that e-mail thread just so they know what the latest status is, and just by sheer coincidence, we happen to have found the issue and fixed it on Global Accessibility Awareness Day, which was last [inaudible]. So an interesting side note on that. But we're very happy that we were able to figure out what the issue was there, and it's very important, because ICANN's single sign on is going to be our single sign on for many applications, not just the Learn platform. So thank you.

JUDITH HELLERSTEIN: Great. Yeah. Because we want to make sure that as ICANN transitions to single sign on, that we don't run into issues with everyone then. And I know now that he's on, he's going to test out some of the classes and give feedback on the content issues, because while the platform may be accessible, the content is not necessarily accessible.

LAURA BENGFORD: Yes, that's correct.

JUDITH HELLERSTEIN: And I know also there's a lot of issues on content having to do with captioning, or can they see the PowerPoint or the slides or the show, so that is always something that is going to – yes, I am going to go look for my headset. So Dev, will you take over while I look for the headset? Because I'm in a different [country.] Okay, Dev.

DEV ANAND TEELUCKSINGH: Okay, I will. Can I then proceed with the update on the troubleshooting of the LACRALO troubleshooting tool, Mark?

MARK SEGALL: Hi. So since we all met a couple weeks ago, our first recap, the main issue we're encountering is being able to identify exactly the root cause of the issues. We were finding that we were unable to reproduce if we

take an e-mail, so it's not the e-mail itself. We can run it through our test environment, it executes as expected.

We ended up doing some additional troubleshooting. I think the main issue is that the way the tool was originally built was there wasn't a lot of debugging capability, so that's one of the things we're working on now. We did at least eliminate one concern that we have, was whether the transbot was even receiving all e-mails. We at least eliminated that aspect of it, which is an environmental, now it's more of, is it a problem with the code or is it a problem with it actually processing and sending that e-mail over to the other lists?

So debugging is being developed as we speak, and we're hoping in the next week we can have a little bit more guidance from the system on where the problem lies.

DEV ANAND TEELUCKSINGH: Thanks, Mark, for this. So I really hope that the debugging code is added to the tools, because I think once you have that, then you'll have at least a clearer idea of why messages are disappearing.

Just a question though, I know there's a lack of debugging information or debugging code to generate logs and so forth. Does that happen on the [mailman] side of things as well? In other words, is it potentially a problem with the interaction with [mailman, and do you have access to the mailman] error codes, logs, etc.?

MARK SEGALL: Yes, we do have [inaudible] logging for mailman. It's not giving us a clear indication – right now, we know it's not receiving an e-mail. We don't know if it's because mailman's rejecting – mailman has limited logging on its own, and so our big thing is to try and update this in-between all the work that's going on, the way that service works is that the transbot log itself – and that's the one we're trying to beef up, because then it's going to at least tell us, did it receive successfully, or is it rejecting, or give us that indication we need.

DEV ANAND TEELUCKSINGH: Okay. Alright. Trying to see if there's any questions here. Well, Silvia from staff is asking, do you have an estimated time for completion?

MARK SEGALL: I'm actually trying to get an estimate today. There's an action item on the developer to give me level of effort on what he needs to do to build in debugging. That's going to give us a better sense of when we can come to a conclusion, and then of course, once the issue is identified, it's a matter of determining level of effort on the actual bug fix. But right now, it's just trying to get to the root of that bug.

DEV ANAND TEELUCKSINGH: Okay. Obviously, the action item is still – which is an ongoing action item to keep the weekly updates going. So we'll look forward to that update, and if there's anybody else who wants to receive those updates, I think right now it's just shared between me, Judith and I think a few staff

persons. If there are other persons wanting to get those updates, you can let us know.

JUDITH HELLERSTEIN: Dev, Carlton has a question.

DEV ANAND TEELUCKSINGH: Is there a log? I think we answered that question, Carlton. Essentially, there is no log, because quite simply, the tool itself, when it was developed, didn't really have any features where a log was kept. So that's what's being added now to the code so that we can now get a log and see where the problems are.

Okay. So those questions are answered. So Judith, I take it from your intervention you're back.

JUDITH HELLERSTEIN: Yes.

DEV ANAND TEELUCKSINGH: I think we concluded the update on the troubleshooting on the LACRALO tool, so I'll turn it back to you.

JUDITH HELLERSTEIN: Great. Okay, thanks so much. So then the Zoom update. Yeah, I'm on a small screen because I haven't gotten the computer on yet. So we are now going on to the questions regarding Zoom. We had listed a bunch

of them. I know some of them were answered, but some of them – and I know also that there's also a possibility like some other groups have, like the GNSO for auction proceeds is having a training session where people can come on and have questions and get some more training on those, and that also may be a good idea for others. I think that's a good model to work on. So, do we want to start from the top?

So the first question we have here is, will we be able to get automatic transcripts of the Zoom calls? What I think Dev is asking is when we don't have RTT like we're going to have in July, there's an automatic machine translation that Zoom in the cloud is doing [inaudible] and the question is, are we able to get those after the call?

And I think Dev put the link to where the support [inaudible] talks about this. And the GNSO seems to be getting these transcripts right after their calls, and are they available to At-Large?

SARA CAPLIS:

Hi, Judith. In terms of the automatic transcriptions, we have the setting turned on for all of our users, so that's available. It automatically happens after every call. Whether those meet the criteria from Language Services to be released immediately or not would be something that Christina Rodriguez could answer. From the perspective of my team, those are available if the group hosting the call wishes to release them publicly.

JUDITH HELLERSTEIN: Great. So I think Dev, I know you were asking about that, and maybe you have some other comments on that.

DEV ANAND TEELUCKSINGH: Thanks, Judith. Just a clarifying question. When you say it's available for all users, you mean all of the hosts, the ICANN AC/SO hosts so that they themselves can generate the transcripts from the cloud recordings, correct?

SARA CAPLIS: Correct. So basically, at the current time, anytime somebody hits "record" that is hosting a session, it automatically creates that transcript in post.

DEV ANAND TEELUCKSINGH: Well, thanks, Sara. Can I then suggest that perhaps we try it out and see? Probably even for this call, and see how the automatic transcription works.

SARA CAPLIS: Yeah. If the At-Large team wishes to share that, that's available once the recording processes. That's usually within two hours post-session.

DEV ANAND TEELUCKSINGH: Okay.

SARA CAPLIS: I can show them how to retrieve that for you if they wish to share it.

DEV ANAND TEELUCKSINGH: Yes. I would suggest yes, and then published on the Wiki or something like that, on the TTF list so that we could review it and see whether it's good or bad.

SARA CAPLIS: Okay. I'll put that in my post-call actions.

JUDITH HELLERSTEIN: Great. Yeah. But we won't be able to see it on the screen as it happens until we get RTT? Or will we?

SARA CAPLIS: The transcription isn't a live feature. You'd only see that in post, after the recording's ended.

JUDITH HELLERSTEIN: Okay.

SARA CAPLIS: It's slightly different than real-time transcription.

JUDITH HELLERSTEIN: Okay. So, do we know what kind of language engine they're using for the machine? Are they using Google AI? Do we know what protocol they're using?

SARA CAPLIS: I don't know what protocol they're using for the automatic transcription, but I'll find out and I'll give you guys the answer. I'll e-mail our rep today.

JUDITH HELLERSTEIN: Okay. Yeah. Because I think that a lot of people in our group have used Google AI and so they are familiar with that, and just curious about that. Okay.

Dev, do you want to ask – your question is for meetings that have multiple audio streams when we have interpretation, would attendees have the ability to select which audio channels they want to listen to?

DEV ANAND TEELUCKSINGH: Thanks. I should mention before you jump to this topic, Carlton raised a question, and the question is, does the real-time transcript process have any ability to be trained for voices?

JUDITH HELLERSTEIN: I think that's all trained on who the captioner is, but I don't know – I'm not sure if they have a contract signed or not on that. Mark or Heidi, would you know any of that? Because the [budget] was only signed.

MARK SEGALL: I'm not aware.

JUDITH HELLERSTEIN: Okay. Yeah, so we will not be able to get to that answer yet for that, Carlton, because the RTT process that we're going to be using in July is for only 10 hours a month, which was approved on the special budget request. So they are doing it, whoever the contractor that's going to be signed with that is, and I don't know whether [they're using] current vendors or they're using different other vendors. But we'll get back to you on that.

CHRISTINA RODRIGUEZ: Hello, Judith.

JUDITH HELLERSTEIN: Yes.

CHRISTINA RODRIGUEZ: I made a couple of comments on what I'm reading here. So I'm on the first line here. One of the things that [you entered here] says these machine transcriptions are allowed and approved by Language Services and they should be allowed for all SOs and ACs.

Okay, so machine transcription that is provided by Zoom, you're welcome to try to see how it works for you. It's not that it will be allowed or not allowed by Language Services. I will let you actually see

what the quality of it is. So it's a free service from Zoom as I understand, I believe. Please, Sara, correct me if I'm wrong. So if you want to give it a shot, you're more than welcome to do so.

RTT, as Sara was saying – going on to the next point, RTT, as Sara was saying, and the transcription are completely different services. One has nothing to do with the other one. A transcription is provided when we have an audio file that we can listen to, and then from that audio file, working to bringing that information and putting it on paper so that it's transcribing into paper what we hear.

RTT – and this is just as an FYI for everybody. RTT and transcription services [present] a different quality, they render a different quality of document at the end of the line. So an RTT or a scribe as you all know them, what they do is they are typing as fast as they can while the audio is happening, while they are listening, so it's like taking dictation with a different tool that they use, which is actually exactly what they use as a court reporter. They have an application attached to a special keyboard that they have to do this transcription, this RTT, and then they have an application that translates or converts what they type into the keyboard into real English words that you can understand and read.

So RTT, when provided, would be provided through Language Services members, those that we have signed contracts with, not other vendors, and they have nothing to do with Zoom calls. Let me see, what else can I answer here for you?

So I [see] something that Carlton actually typed in there, the variety of accents at play. That's why I'm saying you will need to see how the

transcript from Zoom works for you, because it's not a person sitting back there typing anything. So [inaudible] actually for what we need and for the needs that ICANN has with such a vast community members and people from all over the world with different accents and so on, I believe that it might not be an adequate tool to be used.

You mentioned that the GNSO is using it. I don't think so. The GNSO is very particular, it needs a certain quality of transcription, and Language Services have been doing all the transcripts now for GNSO. So I don't think – maybe they draw a quick transcript after a call just to check if they can use a very rough draft of what they're doing, but then again, if you think about it, the GNSO doesn't have a lot of – it's only English, they never use any other language. I don't know. I will have to consult –

JUDITH HELLERSTEIN: No, Christina, I may be wrong, but I was assuming it was machine because immediately after the call is finished a transcript is up.

CHRISTINA RODRIGUEZ: No, that's not how it is.

JUDITH HELLERSTEIN: But that's what I was wondering, how do they [inaudible].

CHRISTINA RODRIGUEZ: It doesn't happen immediately after the call. It happens within 24 to 48 hours. We do not deliver anything immediately after the call, and we've

been doing this with the GNSO since last October. First for some sessions, not all of them, and now we're taking on all the sessions slowly but surely. And we are not immediately – it is impossible –

JUDITH HELLERSTEIN: I just was wondering because I know in [– doesn't matter,] but I was surprised that in auction proceeds, like three hours after it's done, the call's done, already, it's up.

CHRISTINA RODRIGUEZ: Are you guessing, or do you know this as a fact?

JUDITH HELLERSTEIN: I've seen that. After a few hours, I've seen the transcription.

CHRISTINA RODRIGUEZ: How long ago was that?

JUDITH HELLERSTEIN: Maybe a week.

CHRISTINA RODRIGUEZ: Oh. I'm surprised. So I really don't know what they're using.

JUDITH HELLERSTEIN: Yeah, I don't know, but it's a different point.

CHRISTINA RODRIGUEZ: Well, it's a different point and not, because actually, what you're stating might create expectations for the rest of the people that are on the call. They might think that everybody will get two- or three-hour transcripts, or good transcripts, and maybe that's not even the case. So we really need to perhaps consult with the GNSO what's going on.

JUDITH HELLERSTEIN: Yeah. So I just noticed that, so that's why I asked that question. No, no. And I think, Dev, did you want to – before we do the audio question – answer, Sara, do we know any more information on when this chat will be – because most of the problem a lot of people have, and I know, Sara, you've been getting a lot of comments on this, is if you join the call late, you cannot see the chats that happen beforehand.

SARA CAPLIS: Yeah, so both Mike Brennan and I – and Mike Brennan is the person on my team who's handling the Zoom [a lot,] we have put that in as a feature request with Zoom. I have not received feedback on when that should be implemented. But that's something that we can, again, follow up on.

JUDITH HELLERSTEIN: Great. Yeah. If you can follow up on that, because that's a lot of issues. And there was a question also on – we noticed in a couple meetings, the hand raising, you should be able to see the order of people who raise their hands. But in several meetings we've had, we have not.

SARA CAPLIS: So at the current time, it should be that as soon as somebody raises their hand, they move to the top of the list in the order raised. If you're not seeing that's the case consistently, we can go back to the Zoom tech team and let them know that there is some sort of issue with that and we continue to work with them to make sure that that's working in the order we need it to. But I did notice earlier somebody raised their hand and they did move to the top of the participant list.

JUDITH HELLERSTEIN: That's great. Yeah, Sara, we've had some At-Large calls recently where that wasn't the case.

SARA CAPLIS: Okay. Let me take note of that, and I'll have them – we'll run some internal tests where we see how it's working just on setup calls, and then we'll let them know that we're having consistency issues there.

JUDITH HELLERSTEIN: Yes. So we've noticed that. Sara, I don't think he's on the call, but Muhammad Shabbir asked about when do you think – can there be – maybe this is also for Sara and [Laura] to try and figure out and answer, currently, people using screen readers cannot see the shared screen. Is there a way to put a meta tag or something so that when someone has a document they're sharing, that it could be posted on a website or something else so that all users can be able to see what is being shown?

SARA CAPLIS: Hold on. I'm following up on this on the actual screen. Yeah, I'll follow up on that one too, and based on the feedback, we'll put together some sort of how-to guide or an instruction guide for that one.

JUDITH HELLERSTEIN: Yeah, because we want to make sure that everyone can – with the sharing on the screen, the screen readers can't read it because they don't see anything there and [I'll] see a text. But if there's maybe some way of embedding some meta information so screen readers know, "Oh, I need to go to this website," or if there's a possibility for maybe all documents – agendas in At-Large are posted up, but when people share different documents sometimes, they're not there.

SARA CAPLIS: Okay.

JUDITH HELLERSTEIN: Which then brings us to the issue if it's a link to a Confluence site, then the mobile Confluence, we have issues with people having to be logged in and other things.

So maybe Laura and you guys can figure out how best on these accessibility issues to think of some ways of how do we engage the people with accessibility challenges who are not going to be able to see the screen and the screen readers can't see it. Or maybe there's

something in Zoom that's some code that they can put in so that they can know where to go.

SARA CAPLIS:

Yeah. I'll follow up with their technical team and see what the best method for users currently is and what the way forward is, what the improvements they have in mind are, and any suggestions we can put forth for feature requests.

JUDITH HELLERSTEIN:

Great. Okay, so Dev says that it looks like the host only has the [order of the sequence of hands.] So yes, oftentimes – and I think maybe we have this issue, and maybe that's why we're noticing it in At-Large, is that sometimes the person who's chairing the meeting is not the host, so they don't see the order of a hand raising, because only the host sees the order of the hand raising. That's what Dev says.

SARA CAPLIS:

So someone who's not an Org person is actually leading the queue, but they're not able to see the hands raised because they're not [host.]

JUDITH HELLERSTEIN:

Yes.

SARA CAPLIS:

Okay. Let me follow up on that.

HEIDI ULLRICH: Sorry to interrupt, and sorry I didn't have my hand raised, but I believe that the host can also make someone else cohost, and at that point, they can see the order of the hands. I'm not sure if –

SARA CAPLIS: That's correct.

HEIDI ULLRICH: Yeah. So I think that maybe what we could do is make sure that the chair of the call is a cohost automatically so then they can see the order of the hands as well. Okay, so maybe we can make that an action item.

JUDITH HELLERSTEIN: Yeah. I think maybe that's why we're having the issue in the At-Large calls, is that the chair of the meeting is not the host, so that's why we're not seeing that. Because that's been an issue with At-Large for a while. Yeah, so I think that is ...

Oh, and then this question on it raises a bunch of other issues which I know we've been talking about in the TTF for a while. In Zoom, there's ability – so I guess the question is, now that ICANN has the license to Zoom – and Mark will know this too, we've been talking about many ways of continuing the chat on the call after the call. And I know Zoom, if you're logged into Zoom with an account, has the ability to continue the chat. Would that be – maybe Mark or Sara could talk about that

possibility so that we could have a TTF chat that can be in the TTF calls and continue afterwards. Is that a possibility?

SARA CAPLIS:

From the perspective of the fact that each Org member has an account, and when they host a session, that account is in use, that would mean that anytime they end the call, if they wanted to start another call or session, they would be reutilizing that chat. So that would make it difficult for that specific chat to continue. It would only work provided that user doesn't need to use their Zoom license again.

And then my only other concern – and then this is something I would have to take up with our infosec team – is whether or not there are security risks related to that.

JUDITH HELLERSTEIN:

Okay. Yes. Thanks so much, Sara. Yeah, because I know as Mark and I and Dev have been talking for a while, we would love the idea of continuing a chat that started on a call outside. That's why a lot of the talk of using Slack and others – and I know a lot of organizations who are members of that are able to use the chat feature when they don't have a Zoom call in operation. So I just thought maybe that's something that now can be done.

SARA CAPLIS:

Let me check with the team about, one, whether or not it would be allowable from their perspective, and then also look into more about if we were to allow it, how would we manage it.

JUDITH HELLERSTEIN: Yeah, because I think that something could – we use Skype, but Skype has a lot of problems because you can't thread the comments, and Slack is expensive and [I know there's] talks about Slack issues. So that's why I thought maybe we could do something we the chat tool.

SARA CAPLIS: And there may be a way that the chat tool works separate of the meeting, so like I said, I'll follow up with infosec, because part of the thing would be to have one of the platforms that we are hosting open without any Org members monitoring that. I don't know from an Org perspective if that creates any issues, but I will look into that one, and then again, if it's possible, we can see how we could manage that if at all.

JUDITH HELLERSTEIN: Great. Okay. I notice that – I've been fooling around with Zoom, and I know that on the desktop, you can pop out the participant list and the chat. Is there a way on the mobile platform for those things to pop out? Because that makes it very difficult on the mobile platform to see the chat while you're looking at the screen, because you can't you have to – you can't do one or the other. Do we know if there's a way of doing that on the mobile?

SARA CAPLIS: Do you mean instead of like swiping left to right between the different feature sets?

JUDITH HELLERSTEIN: I guess on the mobile – when I was on the mobile, I couldn't figure that out. And maybe it's something on the mobile, but yeah, you have to close one, open the participants and open chat, and then close that and then go back to the shared screen, but you can't see them both. Or maybe that's a –

SARA CAPLIS: At the current time, I don't think that you can see them simultaneously. I believe you do have to look at one – you basically have to scroll back and forth between them.

JUDITH HELLERSTEIN: Okay. And is that the same thing – At-Large doesn't use it, but GNSO I know uses two screens, so some hosts have an agenda screen and a document screen, and on the desktop, you can switch between screens. But you can't do that on the mobile app.

SARA CAPLIS: And that's a limitation of their mobile app. A lot of the things that of course ICANN is asking are things they've never been asked before. I'll ask them if that will change in upcoming changes with their mobile application, but the browser view and the mobile app have limitations compared to the client.

JUDITH HELLERSTEIN: Okay. Yeah. I know Dev has a lot of questions, so I'll go over to Dev.

DEV ANAND TEELUCKSINGH: Thanks, Judith. Just to jump to one of the other questions regarding Zoom, was that for meetings that have interpretation, and that means the different Adigo bridges for the different languages, is there a way to select which audio channel that we could listen into when we connect to a Zoom meeting? Currently, this was a limitation on Adobe Connect, you could not. I was wondering if there's a way to do that in Zoom.

SARA CAPLIS: At the current time, there is not a way to do that in Zoom, or Adobe Connect, as you mentioned. So the limitation exists on both platforms. Each call that requires interpretation will have an Adigo dial-in still which people will join via the bridge. This is a feature that we're looking across as many platforms as possible. We have found only one existing platform that had integrated translation, but it just wasn't developed enough for ICANN's uses yet. This is something that almost all platforms are looking to figure out in a way that makes sense and actually works. But until that's developed for Zoom, it will still be using the Adigo phone bridges.

DEV ANAND TEELUCKSINGH: Okay. Thanks for this. I do have another question regarding Slack, but perhaps under Any Other Business, I'll raise that question. I'll turn it over back to you, Judith.

JUDITH HELLERSTEIN: Thanks so much. Sara, your hand is up.

SARA CAPLIS: That's just an old hand.

JUDITH HELLERSTEIN: Okay. Yeah, so I know there's been a bunch of questions in the chat, and that's what leads – may be a good idea to have a training session, because I found that out myself about how to pop out both chat and participants on the desktop version. So maybe could we have that as an action item to do a little training for people on different platforms?

Maybe, Sara, do you know, is that true, the pop out – I'm using the Mac version, but is that true on Zoom on different platforms, that you can pop out the participant list and the chat on the desktop versions?

SARA CAPLIS: So on the mac and the PC version, you can pop out all of the features that are listed on the bottom toolbar for you.

JUDITH HELLERSTEIN: But not on Linux?

SARA CAPLIS: I will confirm that. I hadn't heard that, but I will confirm whether that is a limitation. So just to confirm, it's that you can only see one or the other, chat or participant list?

JUDITH HELLERSTEIN: No. So I found out on the desktop version you can pop both out. On the Mac version on desktop. You can't do it on the mobile, but on the Mac, on the desktop, you can.

SARA CAPLIS: Okay.

JUDITH HELLERSTEIN: But I don't know whether – and as you said, on the PC, you probably can. But if you can find out whether on Linux, whether you can pop out those. Or it could also be that people don't know how to do it. I just found out by playing around.

SARA CAPLIS: Okay. So I'm just trying to confirm when he says, "Don't seem to be able to open both at the same time," we're referring to popping the feature out rather than ...

JUDITH HELLERSTEIN: No, I think Carlton is talking about mobile. Satish –

SARA CAPLIS: Satish's comment is the one I'm referring to.

JUDITH HELLERSTEIN: Okay.

SARA CAPLIS: And the Linux is that they both won't open at all simultaneously, or they won't use the pop out feature?

JUDITH HELLERSTEIN: Satisfy, do you want to talk about it?

SARA CAPLIS: Okay, so yes, only one opens at a time. So let me look into that one for Satisfy.

JUDITH HELLERSTEIN: And I saw Gordon, you've had your hand up for a while. Is that on the same issue, or was it a different issue?

GORDON CHILLCOTT: Thanks, Judith. I'm kind of confused by the question myself. I'm on Linux right now, I have both participant and chat windows open. I moved those over to another workspace. [I don't know if you can add] more than one workspace.

When I did that, things became rather more convenient. So I really don't have a problem. Thank you.

JUDITH HELLERSTEIN: Okay. Thanks. So maybe it's just that we do want to train – the people should have – if we can get a training on how things work on all three platforms. Evin, can we get that as an AI so that we could show people all these different features? And I think it would be helpful for everyone on At-Large to do that, so they could figure that out.

EVIN ERDOGDU: Judith, thank you, I'll note the AI. And this is for Zoom; correct?

JUDITH HELLERSTEIN: Yes.

EVIN ERDOGDU: Okay. Thank you.

JUDITH HELLERSTEIN: Yeah, so that's good. And I think Sara, you had your hand up.

SARA CAPLIS: Yeah, I just wanted to note that Zoom itself offers several live training options which are free to take. You can sign up for them, or just watch a video of them for anyone who's interested. And I've put the link in the chat.

JUDITH HELLERSTEIN: Thanks. Okay, so Heidi, what were you saying? [Host can't] raise their hand?

HEIDI ULLRICH: Yeah. So I've just heard from Yesim that while the host and the cohost can see the order of the hands of all the participants, they themselves apparently cannot raise their hands. Which is a bit odd, but I guess that's why – the call manager probably wouldn't be speaking that much, and then the chair has the chair's right to speak when they wish. So I guess that's okay. But just wanted to let you know that.

But Judith, while I have the floor, you noted an action item for a training. When did you want that to happen? On the next TTF call, or did you want that during a face-to-face meeting?

JUDITH HELLERSTEIN: No, I don't think it's only a TTF issue. I think maybe we could do an At-Large training like the GNSO did for different groups. And I think that might be helpful, because everyone in At-Large seems to have a lot of these issues. And I think it could help, a general training.

HEIDI ULLRICH: Yeah. We're having an ALT Plus call in about an hour or so. Should we raise it under Any Other Business just so that there's input on that?

JUDITH HELLERSTEIN: Yeah.

HEIDI ULLRICH: Okay. I'll just note that.

JUDITH HELLERSTEIN: I might not be able to make the ALT Plus call, but –

HEIDI ULLRICH: Yeah, I can raise that then.

JUDITH HELLERSTEIN: Yeah, because I was intrigued by – I had gotten an e-mail about the auction proceeds GNSO training session they were doing, and it seemed like that's a great idea. And a lot of people have these questions that we're raising now, and it's like, okay, well, we could have a training of people on different platforms so that people on Linux can show other people how to do it, and that might be – and then we might be able to make the calls smoother on the Zoom about that. So that's one thought I had.

Right, so I guess Sara, you were saying that we're not using the audio, we're using Adigo for the interpreters' audio, we still don't have the ability to select which audio channel to [listen and respond into] until we switch over to a different system.

SARA CAPLIS: Yeah, so at the current time, the actual Zoom platform does not provide individual audio. It's one bridge or your computer audio. To integrate Adigo, we have them dial into the Zoom phone bridge, and that makes it possible to have up to six to seven other bridges with the live language interpretation included.

JUDITH HELLERSTEIN: Okay.

SARA CAPLIS: If Zoom develops the part of their platform that allows for the additional languages to be incorporated with Zoom itself, then the need for Adigo would largely go away.

JUDITH HELLERSTEIN: Okay. Satish has a comment at the end about CPU load. That's the last one. Maybe you could address that.

SARA CAPLIS: That one I don't have specifics on as far as what the CPU load is for all of the features, and especially switching between them. I will follow up on that one and I can either send or include here the response.

JUDITH HELLERSTEIN: Yeah. That'd be great. I just saw this other question, and I think you answered it, if people who want to get interpretation, they have to be dialed into that phone bridge where the interpretation is, they can't be using the computer audio for that.

SARA CAPLIS: Correct. They would only hear English.

JUDITH HELLERSTEIN: Right. Okay. So then I guess the question I have, when we go to the face-to-face meeting, we have different – there you have different streams or channels. I think you would be clicking on the computer audio for that, because that's a different setup.

SARA CAPLIS: ICANN meetings where we have live interpretation on site, the booths each feed an MP3 stream that's unrelated to Adobe Connect or Zoom. So in that case, you click on the link and it's a listen-only feature, there's no way to participate via that link. You're simply listening to the language that is coming out of the booth, whether it's English, French, Spanish, etc. So on an Adigo phone call, you have a chance to speak as well as listen to the language of your choice. At the ICANN meeting, what you're listening to is simply a streamed language.

JUDITH HELLERSTEIN: Okay. But if you're at the meeting, then you can participate through the microphones. Okay, so that's how [you hear the stream.]

SARA CAPLIS: Yeah.

JUDITH HELLERSTEIN: Okay. We have a few more minutes left. Do we have other questions?

HEIDI ULLRICH: Judith?

JUDITH HELLERSTEIN: Yes.

HEIDI ULLRICH: I'm hearing from our GNSO support staff that the training for Zoom on the GNSO was basically just an open two-hour window where anybody could call in, ask questions and play around, etc. So there was no formal agenda. Is that something that you'd like to do, or did you want something a little bit more formal? If there's interest.

JUDITH HELLERSTEIN: I think a little bit more formal, but still playing around. So I think [we still] want to go over different features, like the popping out, the host, the hand raising, and changing over and maybe something like that, switching between hosts so the chair could be host, and maybe having two screens open. Or just something so that other people can be using – so a little bit of a combination of formal and just jump in.

HEIDI ULLRICH: Yeah. We understand. It's something that – we had this actually for staff. I think Sara, you were the trainer. That was a fantastic training session. So maybe something like that. So I've let Maureen know that I'll raise that under AOB, and I'll let you know what the response is. Okay?

JUDITH HELLERSTEIN: Yeah, that's great. Okay.

DEV ANAND TEELUCKSINGH: This is Dev.

JUDITH HELLERSTEIN: Yes, Dev.

DEV ANAND TEELUCKSINGH: Okay. Thanks, Judith. Not to say that a live session [wouldn't] be helpful, but even a webinar or an introductory video walking through the features actually might be better in terms of onboarding so people can then access that whenever they want.

So by all means, have that webinar live session where we walk through the features, but let's make sure that that's recorded, and then we can just have it available for review by anyone trying to learn about Zoom and so forth.

JUDITH HELLERSTEIN: Thanks, Dev. Could you also [bring up – ask Sara about the blog where we have the talking in different languages?]

DEV ANAND TEELUCKSINGH: Certainly. One of the things we're working on for the outreach and engagement is a blog to sort of disseminate our communications a lot quicker and to more locations at the same time. If you go to this blog post here for example, when you click on it, you would see that the blog post has an audio bar where you can play, have the post read to you,

but not only read to you but you can also have the post read to you in different languages. And there's an ability within the blog to have different accents provided. It's all using Amazon's Polly service.

So it's a very interesting technology too, and in a way, this could also be used for creating podcasts if you wanted to from the various announcements and posts.

[Eventually,] we could even extend this to having it on smart speakers so you can say, "Alexa, or Siri, please tell me the latest At-Large news." And then it could reply. There's that capability of that moving forward.

So it's interesting for you to check it out and see.

JUDITH HELLERSTEIN:

Great, Dev. Thanks so much. Dev, do you have any other questions, is that your hand up –

DEV ANAND TEELUCKSINGH:

Yes, it is up. One more question regarding Zoom now that all of these conversations have been happening. The actual recordings themselves, one of our challenges have been to disseminate all recordings, because we have to do a lot of work in-between face-to-face meetings, but it's not really very visible to the wider public, or even to our ALSes for that matter. So one of the things we had suggested was to make our Adobe Connect recordings accessible on streaming websites such as YouTube and so forth.

Given that Zoom, I believe, records the sessions in MP4, can we make the MP4 recordings available? Because then we can look at, I think, putting them up on YouTube. And a key reason for that is that persons on mobile devices can then access the recordings, whereas before, with Adobe Connect, you could not.

JUDITH HELLERSTEIN: Dev, anyone, even on mobile – and Sara, maybe correct e if I'm wrong – if they're given a link to the Zoom cloud, can listen to it on the mobile. But I may be wrong on that, but Sara will probably know more.

SARA CAPLIS: Hi. As far as being able to access the link with mobile, you should be able to. As far as making the MP4s available on additional platforms, that is something that I'll have to review with other teams within [inaudible] IT to see if that's something they want to explore doing, something that we're allowed to do with the recordings themselves as far as retaining control of them. So that is something I'll ask within our wider team.

DEV ANAND TEELUCKSINGH: Thanks.

JUDITH HELLERSTEIN: Thank. Did you want that as an action item for her to get back to you on?

DEV ANAND TEELUCKSINGH: Yes, because I think making our work accessible is critical. So yes.

JUDITH HELLERSTEIN: Evin, can you mark that as an action item, please?

EVIN ERDOGDU: Sure, Judith. Could you please just restate that action item?

JUDITH HELLERSTEIN: Dev, can you restate that action item, please?

DEV ANAND TEELUCKSINGH: The action item is for Sara to confirm how recordings from Zoom could be made available for posting on other streaming sites such as YouTube, in a view to making our work more accessible to the wider public.

JUDITH HELLERSTEIN: And [Yesim,] maybe we could add also on that – it could be on an ICANN site, how links to the calls, the MP4 files if it plays [inaudible] can people use – I understand the idea of going off the ICANN site, but if a link works on the mobile – and maybe this is a second action item to test out, so whether mobile users can actually play the calls on their mobile so that – the idea is that people who are maybe on the train or something else can review items on their mobile very easily. And I know with Adobe, you can. So we don't necessarily need to bring it to

YouTube if we could actually have it working through an ICANN platform, and [that may eliminate] security issues.

And I see we're at the top of the hour. Dev, is your hand –

DEV ANAND TEELUCKSINGH: Yeah. There's one more question [to this,] and that's regarding the conversation regarding Slack. The At-Large is considering the use of the Hush, [the] community, free version of slack as a way to encourage more – boost engagement, be able to have conversation on hashtags and so forth.

We noticed that the NCSG had submitted a request for a paid version of Slack, and that budget request was not approved. So my question to you, to ICANN, is, is ICANN considering any sort of group chat-type feature for use within the AC and SOs? And if so, what's the timeline for that?

MARK SEGALL.

We have been having some discussion internally about Slack, and I think the big question that – there's two things. One is the prioritization and [getting – is that actually something] we can truly run a discovery process on?

I think the big questions that we're running into – I can let Laura jump in behind me here because she probably has a lot more info, but some of the things that come to mind are the budget impacts, for one. Once you go beyond a certain size, even with the nonprofit, I think it's 400 or so users, so I think there's a lot of governance that needs to be considered.

Do we have one team for all of the SO/ACs to use, or do we have individual teams? And then you've got the security, discovery needs to happen, integrating that with the various systems as Sara brought up earlier, integrating with something like Zoom, there would need to be a security review of that.

So I think the bottom line to it is there's just a lot of questions and not any time to really dive in and answer them. So it really comes down to prioritization for ICANN. And once we've been given that green light by the executives that this is something we want to take on, then we would go through that more formal discovery process.

Laura, do you have anything you want to add to that?

LAURA BENGFORD:

Yeah. Hi. Yeah, no, that's a good update, Mark. The only other thing that I'd just flag for this group that is being looked at, because we are looking at Slack to be used by the board as well, is that the paid version has additional benefits, one of which is setting data retention policies, which is being reviewed from a GDPR perspective. So there are other considerations with using Slack that ICANN Org is taking a look at internally as well as our communities so that we can be better informed about those decisions.

So yeah, we're actively looking at it. We do not have a time frame at this point though.

JUDITH HELLERSTEIN: Thanks so much. So I know a lot of other organizations who use Zoom, when they have all the staff using signed on with Zoom accounts, they use Zoom in the same way that we use Skype, but they have threading, they're able to do threading. Could that maybe solve some issues for us?

SARA CAPLIS: Hi, Judith. Do you mean in regards to the continuous chat?

JUDITH HELLERSTEIN: Yes, in continuous chat, and also what Dev was looking at for Slack, and maybe we could use Zoom in a similar fashion.

SARA CAPLIS: I will look into that. I think that it still is affected by the [user's use,] but I'll look into that.

JUDITH HELLERSTEIN: Thanks so much, because that may be able to bridge this instead of – and if it can be done more cost efficiently. And the last one, because I know we're over, Harold and Satish are talking about the action items and how they can be more easily tracked and tied to the recordings and put on the agenda for each call. So maybe we could have a listing of the action items on each call, and then we could form a strategy so that we can see them when we're reviewing the recordings.

So I don't know if that's done now, but Evin and Heidi, maybe that's something we could implement if it's not done already.

EVIN ERDOGDU: Judith, if I may, we do have an action item page for every call linked to the agenda, which if there are action items – which almost every call has some – they're posted there. Most chairs of working groups and various meetings will have an action item, as we did today, review on each call. So is that what you meant?

JUDITH HELLERSTEIN: Harold, is that – did you mean something else, or you were not aware of that?

HAROUN MAHAMAT CHERIF: Hello.

JUDITH HELLERSTEIN: Yes.

HAROUN MAHAMAT CHERIF: Yes, Haroun is here.

JUDITH HELLERSTEIN: Oh, Haroun. No, I was asking Harold. Harold posted a question to the chat.

HAROUN MAHAMAT CHERIF: Oh, okay. Sorry.

JUDITH HELLERSTEIN: Harold's saying that after, they would be uploaded in the Wiki, but will not be in the recording. Well, maybe, Harold, you can work with Evin to try to figure out what you want, what you're talking about, because we're already seven minutes outside the call. So Evin, you can work with Harold and figure out what you want. No, we cannot hear you, Harold.

Okay, I know we're already eight minutes after the call, but if [there's anything] really quick before – and then we'll find out about another call, because I know we'll figure out our next call is probably – since we don't have a slot during the policy meeting in June, we'll probably maybe have one in July or August. But we'll send out some information. And we'll stick to this time, I think this is a good time at UTC 15:00.

So we'll look for that, and so the next call will probably be in July or August. But as usual, please send us or send the vice chairs, me, AK, Satish, Dev, any suggestions you have for meetings, and then we will work on them. And then we would love to get your feedback and input into the call. Dev, anything else you want to add?

DEV ANAND TEELUCKSINGH: No. That's it.

JUDITH HELLERSTEIN: No. That's it. Okay, so sorry we went over by nine minutes, but I think it was a very informative call, and Sara, thanks so much for answering all our questions. I know we tend to get a little bit technical, because we have a lot of Linux users on the platform, but thanks for this. And we look forward to seeing everyone on our next call, and if you're going to be in Marrakech, at Marrakech. Thanks so much.

EVIN ERDOGDU: Thanks, everyone.

YESIM NAZLAR: Thank you all. This meeting is now adjourned. Have a lovely rest of the day. Bye.

[END OF TRANSCRIPTION]