
YESIM NAZLAR: Good morning, good afternoon, and good evening to everyone. Welcome to the At-Large Technology Task Force call taking place on Monday, the 6th of May, 2019, at 15:00 UTC.

On our call today, we have Judith Hellerstein, Maureen Hilyard, Olivier Crépin-Leblond, Harold Arcos, Dev Anand Teelucksingh, Adrian Schmidt, Gordon Chillcott, Ricardo Holmquist, Satish Babu, and Abdulkarim Oloyede.

We have received apologies from Alfredo Calderon and Cheryl Langdon-Orr.

From staff side, we have Heidi Ullrich, Evin Erdogdu, Mark Segall, Laura Bengford, Betsy Andrews, and myself, Yesim Nazlar. I'll be doing call management for today's call.

Before we start, just a kind reminder to please state your names when speaking for the transcription purposes, please.

Now I would like to leave the floor back to you, Judith. Thank you very much.

JUDITH HELLERSTEIN: Thank you, Yesim. Yesim, did we have any action items from the last call? I forgot to put that on the agenda. But I'm not sure if we did.

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YESIM NAZLAR: Hi, Judith. If you could please give me one minute, I'll just very quickly go back to the previous call, which I'm trying to open right now.

Okay. Actually, yeah, we had four action items. Let me just try to pull them up very quickly. Apologies for making you wait.

JUDITH HELLERSTEIN: Thanks. [inaudible]. They're on the chat if you need them.

YESIM NAZLAR: Oh, yes. Sure. That will be much easier. You're right.

Okay. This is the link. I see that all four action items are actually completed.

JUDITH HELLERSTEIN: Great. All right. Sorry for forgetting to put that on the agenda. Well, thanks for coming onto the call. The agenda is on the screen, but for people who don't see it, briefly we are going to talking about some updates on the continued problems of the LACRALO translation tool. We're also going to talk about some issues with confluence with the wiki and the hack. I'll give more explanation of the hack that happened and then talk about accessibility issues. Some of the issues are ICANN-wide and not just on some platform and some are on specific platforms. Then, if we have time at the end, hopefully we can get a brief update on the information transparency initiative.

Dev and Mark, do you want to the LACRALO translation engine?

CARLTON SAMUELS: [inaudible]

JUDITH HELLERSTEIN: Carlton, we need you on mute.

CARLTON SAMUELS: [inaudible]

JUDITH HELLERSTEIN: Go on mute, Carlton.

CARLTON SAMUELS: Sorry about that.

JUDITH HELLERSTEIN: Okay. Dev?

DEV ANAND TEELUCKSINGH: This is Dev Anand speaking—

JUDITH HELLERSTEIN: Before Dev speaks, I wanted to congratulate him and a bunch of the other Caribbeans who are on the program for getting rewarded and honored for their achievements in the past seven years. So thanks again for all your work.

DEV ANAND TEELUCKSINGH: Thanks for that. And actually it's for, like, the past 15 years, as it was with the anniversary of the 15th Caribbean Internet Governance Forum. It was a great honor. Thanks.

The LACRALO mailing list translation tool. Since the tool was deployed – the new version of the tool was deployed in October of 2017 – we have noticed several issues going into 2018 of missing e-mails, sometimes as high as 30-50 e-mails a month, e-mails primarily from the Spanish list not being seen on the English list.

This issue was raised with ICANN and Mark. Mark [inaudible] was able to get a person to now look at the code and to see what could be done in terms of trouble shooting. So I guess I'll turn it over to Mark to give us an update. Mark?

MARK SEGALL: Hi. Good to hear all the familiar voices here. Happy Monday to everybody.

We've been looking into this, as Dev just mentioned one environmental issue that seems to have cleared up a lot of the problems, which was just a discrepancy in the way the two lists were set up initially. Why this suddenly started a problem within the last year or two, we don't know, but we did make it to where the two list configurations were identical. It had to do with the e-mail footer. I'm still trying to get a little more detail on that, but that's one issue that seemed to be causing the bulk of the problems.

But we did find, even after we made that change, that there was another e-mail that, for whatever reason, did not make it across. When we tried to replicate it and copy-paste that e-mail into a text account, it worked as expected.

So there's still something off there. We don't believe it's a problem with the code as much as there's some kind of environmental scenario that we haven't been able to track down yet. But the team is still trying to work on it. As could imagine, intermittent issues like this are probably the worst kind that you can have to troubleshoot, but the team continues to investigate.

DEV ANAND TEELUCKSINGH: Thanks, Mark. Can I ask a question? Because I do see that, just checking the last month off, looking at just doing a rough comparison by looking at the number of e-mails on the English list and the e-mails on the Spanish list, there's still a discrepancy when there should be – well, I take parity in terms of the number of e-mails. And we're still seeing gaps of about 20 or 30 e-mails. I would say that, in LACRALO, there's a big issue being discussed, so the potential for misunderstanding is higher than usual.

Have you looked at the trouble-shooting report to see what is triggering the e-mails that are not coming through? Is it possible to see a list of them? Like compile a list, like a document, and then we can go through see if there's any, I would say, similarities or something like that – some commonalities within those e-mails that is triggering the problem where it's not being translated? Thanks.

MARK SEGALL:

The change went in about mid-April, so you'll still see quite a bit of discrepancy for the first part of the month. Last I looked – this was probably early last week, before I was on holiday for a couple days – there was one e-mail in particular that had dropped. I haven't looked today yet. I'm still getting caught up, but I'm going to look and see if there has been more since the change was made.

As for the logs, that's the big problem we're having: we're not seeing anything that definitively states why a message is missing. From everything we're looking at, the logs are not providing definitive evidence [inaudible]. So the team is still trying to go through them because part of it is that we're using Splunk, and it gives all kinds of logging information. So they're trying to weed through and find that one or two items that are making things look like an anomaly there. It just takes some continued digging by the team.

One thing that I've asked them to try and do as well is look and see if there's individuals that are being hit more than others, like maybe there's a situation where, for whatever reason, the mail client they're using is sending things over in a way that it can't be processed. We're just going through all that discovery, trying to figure it out.

DEV ANAND TEELUCKSINGH:

Okay. Well, as I've often said, I'm available to hear any inputs or any updates from you, Mark, directly. We don't have to wait until the next month or the next TTF call. I'm also available to help test if you want to test the two on the temporary e-mail list that we set up when we were

doing the testing. If we want to reselect that and undergo some testing of certain e-mails, I'm more than willing to help on that.

I don't know if there are any questions from anyone or comments from anyone.

Not seeing any hands up. I just note what's been said in the chat from Ricardo, saying that persons in LACRALO should be on Board lists. The challenge with that, Ricardo, is that – yes, I suppose that is one thing, but the danger and the reason why we've tried to keep it separate was because, when people reply and they reply to Board lists at the same time, that creates an error because basically the e-mail ... well, to put it simply, the e-mail is being bounced to two lists simultaneously. That was the reason why we wanted to be on one list only. So that's a challenge.

I don't know, Mark, if you have any other – oh, I see a hand from Satish. Sorry. Satish, go ahead.

SATISH BABU:

Thanks, Dev. I was wondering how serious an issue this is. Does it really render the whole translation engine useless, or can most people have access to the same commission in some other manner, maybe by [this Board], like Ricardo mentioned? Because, if there are a few people who depend on this, then this becomes a deal breaker and we need to get this fixed as possible. So what are your comments on this?

DEV ANAND TEELUCKSINGH: Thanks, Satish. I would say it's very critical because, if you use, say, Gmail.com, on the desktop at least it is easier because Gmail offers you an option to translate the e-mail.

However, I would say that, if people are relying – this is happening to me. I rely on accessing my e-mail on my mobile phone. I would have to do it by literally copying, cutting, pasting, opening it up in another app, and pasting it there and then try to reply back and so on. So, for mobile users, I think it's very difficult because – and that's what the automatic translation really helps. It's really a boon for mobile users who are accessing these e-mails.

Is it a deal breaker? I would say it would be deal breaker when misunderstandings that happen and that have happened in the past reoccur again. [I don't really] want to delve into what's happening in LACRALO, but it's a sensitive issue at the moment. I'll just leave it at that.

SATISH BABU: Thanks, Dev. If I may speak for a second ...

DEV ANAND TEELUCKSINGH: Sure. Go ahead, Satish.

SATISH BABU: Thanks. I think we have to then flag it as a critical issue which as to be resolved with high priority, and TTF itself should take on the task of

going after it because I can very well see what can happen if a critical reply gets missed out. It can create all kinds of chaos.

DEV ANAND TEELUCKSINGH: Yes. Fully agree. So, to answer, yes, I think it is a deal breaker. We need to get this fixed. Otherwise, I don't think we can really function [without] it. To me, it's that critical. So, yes, I would suggest that, Mark, if there are any issues that are coming up, perhaps then it could be taken up by the ALAC at the next ICANN face-to-face meeting when they meet with various parties. Emphasize that this is an issue, that whatever resources are needed should be provided. That's my recommendation.

Thanks for that, Satish. Do you have a follow-up still? Because I see your hand is still raised.

SATISH BABU: Sorry. I'll just lower my hand now.

DEV ANAND TEELUCKSINGH: Okay. No problem.

JUDITH HELLERSTEIN: Thanks, Dev, for that. Dev, do we have any action items that we want put in for this?

DEV ANAND TEELUCKSINGH: Can I suggest them to Mark? I know the goal was to try to do weekly updates. I would like to stick to that because I would then have a better sense of whether we're making progress on this issue or not. So I think that's a thing for Mark, to give updates. It could be to the TTF list or it could be just to me and for a select group and the TTF Co-Chairs. But I think that weekly update should still need to happen.

MARK SEGALL: I agree. I was doing weekly updates previously and then obviously other things got in the way and I let that slip. I'll take that action.

DEV ANAND TEELUCKSINGH: Great.

JUDITH HELLERSTEIN: That's great. Yesim, can you put that down as an action item?

YESIM NAZLAR: Hi, Judith. I think Evin is taking the action items.

JUDITH HELLERSTEIN: Oh, okay.

YESIM NAZLAR: Yes.

JUDITH HELLERSTEIN: Okay, thanks.

YESIM NAZLAR: [inaudible] And I think she already put in on the Zoom chat.

JUDITH HELLERSTEIN: Great. Thanks for that. I would like to now – oh, okay. I’m going to move the order, since we’re running a little short on time, a little bit up. I’m going to move the accessibility up and we’ll discuss the confluence wiki issues afterwards.

The accessibility. We’re putting a lot of focus now on ICANN Learn for classes and discussions, and we’ve been finding that some of our participants are running into problems that used to be able to be solved by the managers of the units but now they can’t. For instance, there’s the lack of accessibility of that now we’re going with an ICANN single sign-on with the CAPTCHAs that visually-impaired people cannot gain access. Apparently it’s been a problem since 2015. I didn’t know about it, but we’re now wanting to elevate as an action item because we can’t have people take classes on ICANN Learn if they can’t get access. Unfortunately, staff used to be able to [give] them IDs, but now, with it being the ICANN single sign-on, they can’t. So I want to raise this to a higher level of how do we get this solved immediately?

I heard from Laura and Betsy that it’s an IT issue. So now, Mark, I’m asking you about this and how do we make sure that all the CAPTCHAs – or some other ways that our participants who are visually impaired can gain access to all our materials? So Mark?

MARK SEGALL: Hi. There's been some internal discussion about what do we – I think one of the challenges we have is that there's no standard for CAPTCHA. We've been primarily relying upon Google's implementation of reCAPTCHA, and there's going to be some issues with that as well because obviously there's countries that block Google.

So one of the things that's been discussed is what's the ultimate direction? Do we need to purchase something? Can we find an alternative to CAPTCHA? We can always do a honeypot. There's just so many different things to be investigated on that one. I know this one has come up pretty hot and heavy over the last few months, and we're just starting to really get our arms around the request and understand what we need to do to come up with a standard for CAPTCHA throughout.

JUDITH HELLERSTEIN: But, Mark, is there a way that, in the meantime, the people who are having the issue can write to someone and get an ID set up for them so that they can participate immediately?

MARK SEGALL: I don't have an answer to that one because I'm not as close to the single sign-on CAPTCHA that used or that process. I might need to ask Laura, if you don't mind jumping in on this one, do you know what a workaround would be for those that can't use the CAPTCHA on our single sign-on.

LAURA BENGFORDE: Hi. Thanks, Mark and Judith, for bringing this to our attention. We do have a variety of CAPTCHAs that we've used. Primarily it's CAPTCHA, which is on the Learn platform with stakeholder authentication for the ICANN account and also on some of the forms for ICANN.org, which we were hoping to wait to address until ITI, as Mark indicated.

On the new part of ICANN.org, we are using reCAPTCHA, which is accessible. So I think it might be an option for Mark and I to look at stakeholder authentication for the single sign-on for the Learn and put reCAPTCHA in there sooner rather than later, even if it turns out we might use another platform. But I don't know if anyone has any comments on the reCAPTCHA that we're using in [those] places.

JUDITH HELLERSTEIN: Thanks, Laura. Let me call upon Shabir. Shabir, is reCAPTCHA working for you or others? Maybe you can give us your viewpoints on that.

MOHAMMED SHABIR: Thank you, [Steven]. Thank you, Laura, for your comments. For me personally, I had to get [sighted] help to sign in, but it was a long way back, in 2015. I've been [inaudible] the issue in different forums with ICANN regarding the capture issues, but—

UNIDENTIFIED MALE: [inaudible]

MOHAMMED SHABIR: [inaudible]. The issue regarding the [inaudible]. CAPTCHA could be [inaudible], plus there is an option which is being used, the mathematical question, a simple question which a computer automatically may not resolve but a human mind can resolve. So there are multiple alternates which can be used in place of CAPTCHA.

[inaudible] Google. There is a checkbox that I am a human [inaudible] Google automatically fulfills the CAPTCHA in place of the user. But somehow, for ICANN Learn, this is not working, too. We have basically tried multiple options – multiple platforms and devices as well – but we’ve not been able to successfully sign into the ICANN Learn or ICANN account.

JUDITH HELLERSTEIN: Thank, Shabir. So you said you tried reCAPTCHA. They said that had been accessible. It’s not on the ICANN Learn now. It’s on a different site, but do you know if impact/experience – the reCAPTCHA was working? Because, if it is, they can move that to the single sign-on instead.

MOHAMMED SHABIR: [inaudible] but this is all another site. Recently, I have not tried that [z]CAPTCHA option for the single sign-on. So I’m not sure whether it is worth [inaudible]

JUDITH HELLERSTEIN: Okay. Thanks so much. So we’ll both look at these. I’m sure Shabir would be happy to work with Laura and others on the team in evaluating these alternatives that can actually work so that we can

make sure that everyone is able to access [these processes]. So I wanted to make that as an action item because this is something we need to immediately solve.

MOHAMMED SHABIR: Yeah. Thank you.

EVIN ERDOGDU: Hi, Judith. This is Evin speaking. Could you please repeat the action item so I can note it? Thank you.

JUDITH HELLERSTEIN: So the action item is that Laura and others will look at alternatives to the CAPTCHA and also working maybe with Shabir and others to test out these alternatives to make sure that it is available to all users. Shabir, is that correct?

MOHAMMED SHABIR: Yes.

JUDITH HELLERSTEIN: Okay. And Laura listed on the chat some other alternatives. That's something we need to get done as soon as possible, especially as we are really relying on ICANN Learn. We can't evaluate whether the platform – Shabir said the platform was accessible, but we can't evaluate how the content is accessible.

I notice that brings me into the next item because what I notice is that, on taking some of the videos for ATLAS III, there's a lack of captioning on videos. I wanted to bring that up and hear Laura and Betsy on that.

BETSY ANDREWS:

Hi. Thanks, Judith. This is Betsy. We're aware of this problem and we already have the process in place to go back and caption the videos that are on in courses that are going to stay on the platform. But, because of the expense and the time that goes into captioning, we're not going to caption the videos that are in courses that are going to be phased out in the next six months. So those will stay until they're phased out, and then, for every new course on ICANN Learn that contains a video, the video will be required to be captioned.

JUDITH HELLERSTEIN:

Thanks so much, Betsy. The question is, if you own the content of the [video], there are many ways you could upload it to YouTube to get the captioning. Then it could be reviewed very quickly. Then that is something that we can also do.

BETSY ANDREWS:

Right. Well, we have to embed videos in the courses rather than using YouTube. We can't link out because not everyone can access YouTube. But in terms of the process for captioning, that goes through our language services department. So we would need to loop in Christina Rodriguez and Comms on that because I'm not sure what tool they use or what the rationale is behind that. So I can't to that. I can just speak to

the process, that the videos on ICANN Learn are in the process of being captioned and everything will be captioned in the future before it is posted to ICANN Learn.

JUDITH HELLERSTEIN: Thanks for that. That's very important. I've been raising this for a couple years now. What I had been saying is that the videos can be uploaded to YouTube, downloaded again with the captioning, and then put on, as opposed to not linking to YouTube but using the process or tool—

BETSY ANDREW: [Make] it as tool to – right. They may use that. I'm not sure what they do for the captioning. But that's definitely something we need to raise with the language services department.

JUDITH HELLERSTEIN: Right. And hopefully we can do that. I have a—

MOHAMMED SHABIR: Shabir.

JUDITH HELLERSTEIN: Yes?

MOHAMMED SHABIR: It's Shabir again. Just a small point. While we are on the topic of the content, my point here is that we need to check the content in terms of

accessibility as well as usability. So the content should be accessible. Of course, it should have captioning and other things, but for persons with disabilities, we need to check its accessibility, that, one, it's accessible for everyone, and, two, it's usable as well because at certain [inaudible], we have [inaudible] that content may be accessible. But when it comes to using that content, interacting with the content, there might be some difficulties. There may need other accessibility [inaudible].

JUDITH HELLERSTEIN:

Yes. Thanks. Laura or Betsy, do we know if we [tevy] tested the content. Oftentimes, while a platform may be accessible, the content on it [is not]. As we switch, as in a video, from different people, whether that is also accessible. Have you done any testing on those?

BETSY ANDREWS:

We have, and each course is unique and different. Some of them are drawn from content that's been around for a long time. The best way I know to answer this question is that, moving forward as courses are made, we test them for different things. So, when we say "test it for accessibility," we don't just mean one thing. So there's the aspect of the colors for low vision, and then there's the aspect of the layers inside of a document like things like JAWS readers for vision and hearing impairment. And then there are aspects of accessibility that don't have to do with an ability to see or to hear but have to do with low bandwidth, for example.

So we're trying to come up with a method and a template for ICANN Learn courses that are accessible to the maximum amount of people

possible. [Again], really, video courses are very difficult to access on your phone when you're in an area of low bandwidth. So, for that reason, we're moving away from video-based courses. But it's always a balance because there are some things that are more easily taught by video, and there are some things that are more easily taught in person. So these are the kind of strategic things that we talk about when we determine what courses should be produced and how they should be produced. But there is no one test for accessibility because also we're having to weigh the resources that it takes to test something, and we don't want to create a situation where we're not actually able to produce it in a timely fashion.

So I realize it's frustrating and it's a work in progress, but these are things that we are looking at as we are making ICANN Learn courses. Generally, we're moving away from videos for that reason. We're focusing on making sure the things on the screen you're able to see. We're focusing on ensuring that things that have been graphically designed in the past that we're using again have transcripts that are available. We're focusing on try to include audio transcripts where they're available along with the video because it may be much easier for you if you have low bandwidth to open the PowerPoint presentation and the audio rather than to watch a video of a webinar that took place.

So there are a lot of different things going on at the same time, and it depends on what the course content is as to how it needs to be tested, both for usability and accessibility. Then there are various elements, so it's not just about vision and hearing impairment.

So that's a holistic answer to your question, but in terms of specifics for individual courses, we could talk about that. Or I'm happy to take that offline if somebody wants to chat about it.

JUDITH HELLERSTEIN: Thanks so much, Betsy. Very helpful. Dev, I see you have your hand up?

DEV ANAND TEELUCKSINGH: Thanks. Regarding the captioning of videos and so forth, as well as the accessibility of the ICANN Learn and so on, we're coming up with our prototype At-Large blog. We noticed that Amazon has quite a lot of machine translation tools. So I guess my question to you is, have you investigated looking at Amazon Translate or the Amazon Polly? Amazon Polly allows you to have a voice speak whatever messages you send it. I'll post a link in the chat of an example of how it works so people can go right now and see how it works. [We have] blog posts that can be read in multiple languages and also translated onscreen.

BETSY ANDREWS: Thanks. That sounds really cool. I think Evin or Yesim can e-mail language services to be sure that that's [inaudible] for them, along with flagging using YouTube as a tool to make the process of translating things more efficient. They may have already done that, but I think we need to loop in language services because I'm not in control of that process. But that sounds like a really cool tool. I've not heard of it before.

JUDITH HELLERSTEIN:

Thanks so much, Dev. Yeah. Betsy, we have started the new At-Large blog. Dev had written a blog post on that. So we could also talk about that. It's very good to know.

Dev, do you have another question?

Okay, thanks. Were there any hands up that I missed from the last time? I think we had a bunch of hands up, but I wasn't sure whether I got them up. So, if anyone has any other questions on that topic, please let me know.

Okay. Betsy, you touched on it a little bit, but I'm curious if ICANN Learn is accessible on mobile platforms. Can they have the same – I haven't tested it out – same experience? It is just a bandwidth issue, or does it actually work? Is there a mobile app that you've developed for mobile devices?

BETSY ANDREWS:

It does actually work. It's not within an app. It's within a browser. With the way the platform is built, we provide content that the ... what's the ... I'm not a tech person, so bear with me as I explain this. Basically, when we're building out a course, we provide content for tablets, for mobile devices, and for regular desktop computer situations or laptop computer situations. When you're in ICANN Learn, the platform knows what kind of device you're using and it uses things accordingly.

For example, when you're accessing a course on your mobile device, there are much smaller images that are much faster to load. That's what gets selected when you're accessing it on your mobile device. But when

it comes to designing the courses, there's a different layer because our structural designers think, "What is the experience going to be like for somebody to do this interactive game on a large screen in front of them versus doing the interactive game on a tablet, where you're using your finger, or on a phone, when you need to navigate it that way?" And then all of our courses are tested on each size device as well.

So there are two layers. One of them is the design, common-sense guidelines. Then the other layers, the technical pieces. that are used on the different devices are actually different to help with sizing or if the ratio of an image is different or when – for example, when you open a PDF on the phone, it blows up to the maximum page size instead of when you're opening it on the screen. It may just be a small window if you're opening it on your laptop.

So there are a couple of different layers. Yes, it is optimized to be used on phones, tablets, and more standard-sized computers.

JUDITH HELLERSTEIN:

Great. Thanks so much, Betsy. Do you know if they're looking at multiple language support for different classes? Because that's been a problem in At-Large. That's why we've been holding webinars of the classes instead: because of language issues.

LAURA BENGFORDE:

Yes. Introduction to ICANN is available in the six U.N. languages plus Portuguese, and the DNS Fundamentals course that's about to be released and the Policy Fundamentals course that's about to be

released will also be available in the six U.N. languages. So there's a start there.

Looking back at the other courses that already exist, we've made a business decision about whether there is a business case for translating what is already there or if we should put those resources into an updated course. So any general course that's going to be applicable across the ICANN community is going to be translated into the six U.N. languages.

I would note as well that the platform itself has interface support for 30 different languages. There's a little globe at the bottom of the dashboard screen. If you click on that globe, you can select which language you want. There are a lot of options. There are 30 total now.

JUDITH HELLERSTEIN:

Great. So I would assume then that you would have the captioning in the multiple languages as well once you have it in that language.

LAURA BENGFORD:

Right. So, if a course is produced in a different language, every element of that course is produced in the alternative language. So we don't want substandard courses in other languages that aren't in the language that it was originally produced. So, if there is an infographic, it will be translated. If there is a video, it will have the captioning in the language that the course is being produced in.

A good example of what we're talking about is, for instance, that we have those brilliant lectures that Aziz Hilali did for us in French on the

history of Internet governance. We looked at that and it's so expensive to provide captioning on such long videos. We decided to do is to not put the money into doing that but to put the money into doing a similar course on Internet governance that's going to come out in the next few years that will be available in every language.

So those are the kinds of decisions that we're making. This is not just something that's festering in the background. It's definitely something that's important for us to do. But we can't do everything, and we obviously can't do everything very quickly. So we're trying to be strategic that everything that new that comes on is accessible and usable. We're making decisions about the existing content that's there – what should be renovated and what should eventually be phased out?

JUDITH HELLERSTEIN:

Great. Thanks so much. That's very helpful. Does anyone have any questions to ask Laura about ICANN learn issues and accessibility of ICANN Learn?

Okay. I guess not. Thanks so much, Laura. I guess will have to work with language services next time and ask several of our questions about what tools they use for captioning and to figure out how to do that because that's going to be something that we want to focus on, especially as Zoom has the new closed-caption, and the idea of using [inaudible] of using the remote AI captioning or whatever machine translation Zoom is using that we could take advantage of. So thank you for that.

Mark, on the ITI issue, if you could talk about the accessibility – or I don't know if it's you or Laura – and what efforts are being done on accessibility issues for the ITI.

MARK SEGALL:

Hi. For ITI, we have – well, I'll take a step back. About three years ago now, we hired a frontend architect for ICANN. One of the things that he's championing is the technical implementation of accessibility. As part of ITI, we've actually put together standards, basically following the [WTIG] 2.0. It was the double-A standard for most content. At some point, you run into a cost issue, so budget plays in, especially when you're talking about video. But for the most part, it's double-A. That's been taken into consideration as we continue to develop ITI. So one thing he's using is a free tool online, Lighthouse. It will give you a scoring. He'll typically run our finished frontend development on that, using that tool to make sure that we're meeting our needs. Plus, we've established the foundation framework for our frontend development, which is very accessibility-friendly and mobile-friendly, as the standards for our frontend development going forward.

JUDITH HELLERSTEIN:

Thanks so much, Mark. Yeah, because, as the ITI gets started, we want to make sure that we won't have any accessibility challenges on that going forward. So thanks for that. Does anyone have any questions on those issues? Otherwise, I'll move back to the #3 item on our agenda, the confluence.

Okay. Well, thanks so much for that. I'm going to go back to you, Mark. There are two issues here on confluence. I know we had just [updated] to the newer version, but sometimes we've been noticing – I know I had an issue with editing of specific pages, that sometimes you could edit them and sometimes you couldn't, or there were different way about editing where it would give you an error even though it was updating. So I ran across that in editing my statement of interest, on different pages. But this issue has been cropping up with other different people around. I just was curious. I know mine got resolved, but were the issues related to the update of it? Or was it some other issues related to that? Maybe you could address some of those.

MARK SEGALL:

Hi. I haven't heard about editing issues, but I did know that there was an issue with the ability to preview PDFs. With the incident we had a few weeks back, the vulnerability was in a native plugin with the confluence. They say the upgrade addressed it, but to be on the safe side, there was one particular plugin that had remained disabled until we had a chance to fully vet it and make sure it wasn't causing problem. The main impact of that plugin was the PDF preview.

For any other issues that we're having, if they're new since that update, then, yeah, there might be some kind of bug that's introduced in the latest update. Like I said, I hadn't heard this particular issue, but if there's an issue here, if I can ask one of the support team members to send me the details of it, or if there's already been a ticket created, to send me the ticket number. I can work the operations team to make

sure that we understand the problem and whether it's related to the upgrade.

JUDITH HELLERSTEIN: Thanks so much. Evin, can you send him mine? And maybe other had the same issue. It got resolved, but mine had a ticket created for it. I don't know if others had the same issue. But I'll have Evin send that to you.

MARK SEGALL: Thanks.

JUDITH HELLERSTEIN: I know we had the hack into the confluence system from the vulnerability, and I was wondering if you could talk about how that happened or what we're doing to prevent that from a future one as we rely so much on confluence.

MARK SEGALL: Yeah. The full details you can find on the incident log on the main site, on ICANN.org. The gist of it is that there was a vulnerability that had been identified. For whatever reason, we're speculating that possibly [Lastion], as part of their own GDPR efforts, probably removed us from their notification list. So ICANN wasn't notified that there was a known vulnerability. So, seeing as the vulnerability was identified, the main issue we identified was that the system was not behaving well, and the

team immediately took action. Within that 24 hours or so, the system was patched and back online.

As far as making sure in the future, we've got about two or three different lists that we're part of now. There's actually a group – I believe it's called Mitre – that is out there looking for various software companies that are announcing any kind of vulnerabilities. We've subscribed to that, just in case [Lastion], for whatever reason – we don't hear straight for them in the future.

So we've got at least two avenues there. There might even be a third that I didn't catch. But that's the main problem, that there was a vulnerability identified and we weren't notified of that until after it was too late.

JUDITH HELLERSTEIN:

Thank you, Mark. That's helpful. So we're not going to have a repeat of this. Great. So keeping on schedule, does anyone have any questions on this before I go [inaudible]?

Okay. I don't really see questions. Mark, in the few minutes that remain, is there any update on the ITI process that you can give us? We talk about the issue, especially, I think, with accessibility and other issues, of tagging [inaudible] pages. I know many people do not create tags. That's also a problem – finding pages. And I know ITI is not going on confluence, but maybe you could talk about one update on this and how we could also work on making confluence more able to be finding things [on our system on there].

MARK SEGALL:

In ITI, the latest is that I guess a few months we completed the first round of audits [and] a quick summary of the content audits. Basically, we had to get our arms wrapped around the content we had on ICANN.org. Over the years, ICANN.org was upgraded several times, but there was never a true content audit performed so that we actually knew all of our content, who's the owner of the all the content, and what kind of updates need to be made so that they were properly tagged.

So, for that effort, the first of phase it completed because obviously this is happening in the background. While we're continuing with ITI, more content has been added to the old site. So we have what we're calling catch-up audits that are occurring periodically.

So that's the non-technical aspects of what's happened with ITI. Technically, the team has just finished, in the last couple months, the registry agreement. Very soon you'll see the registry agreement being made available for feedback on our [alpha] site. I actually need to give an update because we're talking days of way from that being displayed.

Additionally, the team has been working on other complex content types. We call this complex because things like registry agreements have a lot of interrelated content and there's a lot of work that goes into the content modeling and trying to make sure that the content all goes together and you can find, when you look for one piece of content, its associated content as well. So the other ones that were more

complicated was [legal] content. The team has been working on that as well for the last couple months.

We're also getting ready to tackle public comment, and there's going to be a whole new method as to how public comment is being delivered. We hope everybody is going to be very happy. We know that there's a lot of challenges with public comment, both internally in how we set up, and externally in how it's consumed and how you can contribute.

So that's ITI in a nutshell. Any questions on that? I'll get to the second part of the question if there's no questions.

JUDITH HELLERSTEIN:

Thank so much Mark. On the public comments, are there going to be, right now, some fields that were not mandatory so therefore they [weren't] be able to be tracked? So are you going to make mandatory the fields of who comments and what constituency they're from and that, way, it'll be easier to track?

MARK SEGALL:

That's a good question. I'm not close to that part of it. I know that the team, from my perspective, is looking at architecture and what we'll be using for the [ingest]. From my understanding, there will be a form, a more modern form, technology. If we're using the form, then the [IE] can set validation logic so that you enforce certain fields that have to be completed. But I'm not familiar with exactly how we're going to implement it yet.

JUDITH HELLERSTEIN: Thanks so much. If you can quickly go, before we close out, on the second thing you were going to say. The second part.

MARK SEGALL: The second part was how we can tie it to the wiki. I think one of the challenges we faced with the wiki is that, over the years, it was something that was organically introduced and just built out. It's basically the same kind of challenges that we face on the ICANN.org website, and I would probably even argue even more challenged because there hasn't been as much – at least on the ICANN.org, there's been a control point for the content as it goes to the website. So we have some level of institutional knowledge within an operations team that publishes content for the organization, whereas the community wiki is a little bit more wide open.

So the main issue goes back to the content strategy/content audit. What is the content that we have on there? What's our end goal for that content? I would say that to tackle the wiki would probably be a similar challenge as we faced with ITI, where we need to establish that data ownership and then a taxonomy that can be applied to it so that everybody knows, if I store something here, it automatically should be tagged in XYZ.

So that would be, just from my learnings of ITI, what we need to do for the community wiki.

JUDITH HELLERSTEIN:

Thanks so much, Mark. I think that's helpful. I know that we all would love to have the community wiki go through ITI because we rely on it so much and it's very hard to find anything. Dev I know is amazing on how we can find anything anywhere.

And, yeah, Dev, that's true. We would love to have the confluence wiki be more mobile-friendly, but this is the nature of the software, I think, than anything else.

I just wanted to remind everyone that, on May 20th, we are going to do a Zoom call, questions on Zoom. Everyone has so many different questions on Zoom [inaudible] and we've started a list of question. We'll post them both on the Skype chat and onto the TTF page about what are you questions. We'll have the Meetings Team on that call. We couldn't have it earlier because that was the first available slot we could get with them. So it'll be a chance to really beforehand ask questions, find out more information. We have a bunch of questions already listed on there, and Mark has the link to our page. He'll be able to address those and put together a presentation on that. And we'll also be sure now to invite language services to the call because many of these questions deal with captioning and languages. So we want to make sure we can get all of them answered. We'll post a link in the chat. We'll post a link on the TTF e-mail and on the Skype about that.

Also, if you have any other topics you would like to be discussed, please let us know. We're always at interesting topics and more topics and how we could help out our users and how we can explain things [better to] our users. So let myself or any other Vice-Chairs out there [inaudible]. Abdulkarim, Satish, myself. We don't have a Vice-Chair for

EURALO, but if they're interested in apply for one, we would love to have a Vice-Chair also from EURALO.

Dev, you have your hand up.

DEV ANAND TEELUCKSINGH: I just wanted [inaudible] preparation for the May 20th meeting, I see that Zoom has a feature to automatically transcribe crowd recordings and therefore also make the recordings, I believe, with the closed-captioning available. So I would ask, perhaps as an action item, that this meeting be transcribed according to how it's mentioned on the Zoom support site, just to see how it works and how well it works or doesn't work.

JUDITH HELLERSTEIN: Okay. Thanks. But can we do that? Or, Mark, do we need to get the approval of language services?

MARK SEGALL: Hi. That's a good question. I think it'd be good to loop language services in, just so that they're aware, especially with a lot of the topics today being about [translation]. [inaudible]. It probably wouldn't hurt to have [them] weigh in.

JUDITH HELLERSTEIN: Yes, because, every time we try to do something, we will ... But I would also like to say that, in the new fiscal year, we will hopefully have real-

time transcriptions back. We did pass the first hurdle and we got preliminary approval in the additional budget request. We just have to wait for the budget to pass and get signed off. Hopefully we'll have full approval for a certain number of hours each month of real-time transcription.

DEV ANAND TEELUCKSINGH: Just to quickly mention the way the feature is described, it's a machine transcription of the recording. I just want to see how well it works or how well it doesn't. Or if it doesn't work.

JUDITH HELLERSTEIN: Yes. I would like that, too. That's the question. The question is, are we allowed to use those features, or is language services saying that that's not allowed? I think that's the AI that I would like Evin to pose: can we do a testing of that and can we use that feature and whether language services would agree with that? Because I don't think we can test that feature probably without the okay from language services. That's my understanding, but I may be wrong. Mark?

MARK SEGALL: Yeah, I think it'd be good just to run it through, like we're saying, language services, just because I think just of that awareness. I think, a lot of times, we end adopting something or are working with something and all of a sudden they find out after the fact and they may have had some kind of thoughts on that process. So I'd just rather lean on them, just to be on the safe side.

JUDITH HELLERSTEIN: Great. Thanks so much. I'm sorry for going over for five minutes. It was a very packed call. We were trying to get a lot in before the call, and we look forward to seeing you on May 20th with the Zoom call on questions and answers. We will have the Meetings Team, as well as Mark. Also, we will try to get language services on the call.

Thanks so much for coming on this call and discussing—

YESIM NAZLAR: Judith? I'm sorry. This is Yesim speaking. Before we end the call, I have a quick question. I'm sorry if I missed this. For the next call, on Monday the 20th of May, do we have a fixed time for this call? Or would you like to me open a Doodle for this one as you've been inviting language services as well?

JUDITH HELLERSTEIN: I thought we were centering on this time of 15:00 UTC. Mark, does that work with the Meetings Team?

MARK SEGALL: I'm just looking. The translation/conversion of [UTC] to [inaudible]. Let me just check on that real quick.

JUDITH HELLERSTEIN: That is 11:00 Eastern.

MARK SEGALL: Yes. [inaudible] Pacific. That should be fine. I will double check and let [IEC] know if there's any conflicts that have arisen.

JUDITH HELLERSTEIN: Great. So, unless we have other conflicts from them, we're going to look at 15:00 UTC, 11:00 Eastern/8:00 Pacific? Yes. We'll ask language services. If not, we'll get a Doodle. But the Meetings Team is also fine and I assume language services will be fine, too.

Thanks so much for the all. We look forward to seeing you on May 20th. We'll send out the time. If it's different than the 15:00 UTC, we'll send a Doodle. So thanks so much. Good afternoon, good evening, to everyone. And good morning to some for whom it's still morning. Thanks so much.

[END OF TRANSCRIPTION]