YESIM NAZLAR: Good morning, good afternoon, good evening to everyone. Welcome to the At-Large Technology Taskforce call taking place on Monday 18th of May 2020 at 15:00 UTC.

On our call today we have Judith Hellerstein, Olivier Crépin-Leblond, Remmy Nweke, Joan Katambi, Maureen Hilyard, Abdulkarim Oloyede, Dev Anand Teelucksingh, Joanna Kulesza, Alfredo Calderon, and Shamar Ward.

We have received apologies from Sébastien Bachollet and from Lutz Donnerhacke.

From staff's side, we have Evin Erdogdu, Mark Segall, Mary Wong, Carlos Reyes, and myself, Yesim Nazlar, and we're expecting Heidi Ullrich to join us shortly as well.

Just a kind reminder to please state your names before speaking for the transcription purposes, please, and now I would like to leave the floor back over to you, Judith. Thanks so much.

JUDITH HELLERSTEIN: Thanks so much to Yesim for the call management. We wanted to also brief everyone—as you can see from the agenda, what's loading on your screen and what will also be put in on the chat, we have a packed call today. We wanted to give everyone an update on the ITI as that's beginning to roll out, as well as the Open Data Portal. I know many people have been listening in to the different webinars they've been

giving, so hopefully Victoria can make it with that. And then some other items, basically other discussions we've had.

Also, Jonathan Zuck is going to be joining us, if he's not here already, to discuss about Loomio and the tools he's been using in an effort to build consensus.

[I wanted to go look at the past.] The link on the agenda points to not the January meeting but the one in 2019, but I know some of those action items, and we weren't sure that have been done yet either, and maybe Evin can take us through that quickly. Thank you.

EVIN ERDOGDU: Thanks, Judith. Looking at the action items, I did check the last meeting's agenda page and there weren't any action items recorded from that call, so that's why this [previous] action item page is up. Most of them are complete. I just see that there's one that hasn't been checked, and this was that you had requested a potential survey for communities and At-Large to be surveyed on criteria for a knowledge management tool. And I think this has been addressed via subsequent discussions on the mailing list and maybe in part by today's agenda, but [inaudible] back to you if we need to follow up on this or if we can mark it as complete.

JUDITH HELLERSTEIN: Thank you so much, Evin. Yes, I think we're maybe addressing that with testing of Loomio but some other areas. So we'll put that on hold, because I know this was requested by Olivier Crépin-Leblond specifically

about some knowledge management that he was [trying to—is using.] Olivier—I see he's on the phone but he doesn't seem to be on the Zoom list. Could you scroll to his name? And maybe he has—

YESIM NAZLAR: Judith, correct, Olivier is on the phone bridge only.

JUDITH HELLERSTEIN: Okay. This was, I think, Olivier's question, so that is his really his issue, but we could take that up a little bit later. So I think this is fine right now, so we'll just go back and we'll discuss it a little bit later if we have any other questions on it after the Loomio discussion.

So the next thing I think is Mark. Can we turn over to you for an update on the ITI?

MARK SEGALL: Good morning everybody. On Friday morning actually, we have some breaking on the ITI. We have published preview.icann.org, which is the culmination of work that's been done on ITI to date. the majority of that is a lot of it is behind the scenes. Some of you have been in sessions over the last year or two where we've had these targeted sessions to showcase some of the things that are going on, but what this preview release was about is primarily around just the culmination of all this work that's gone into it.

So I'll take a quick step back to kind of explain what ITI is at this point. A lot of it is the work that was done behind the scenes, so there was this

content strategy effort where an eyes-on audit of everything on ICANN.org was done, literally people were sitting there comparing what we have on ICANN.org today, who owns it, how should it be categorized, all that kind of work that doesn't even involve systems. We did have one system for that to empower the audit.

Then once that was done, taxonomy was built, and then on the document management system, we started to build that up. And then as we were going, we realized, okay, if we want to empower our staff for the future, first we need to get [inaudible] everything being a PDF. Modern websites are not a whole series of PDFs. To make things findable, you want them to be more in an HTML format, and also making it more friendly for mobility, accessibility.

So the work, on top of that document management system, we started building an authoring mechanism that allows staff to be able to author content and eventually get some elaborate workflows that we can put in there to make sure it gets that quality checkpoints along the way before it's ultimately published. Then on top of that, there was also the need for how do we handle translations.

Today, when we have a specific web team that's doing all the management of teams, it's a lot easier to rely on them to do a lot of manual efforts behind the scenes with language services and then get the content back and publish it, where in tomorrow's world, there would be the need for staff to be able to have seamless integration with language services. So there's this whole translation pipeline that's been built in.

And then you take all that and you need to publish it. We've put in a content delivery network which is going to enable geographic local hosting of some of the binary files, so when we do our PDFs, images and such in, say, Africa, we want to make sure the experience of downloading that file was the same as somebody in LA.

And then on top of that, there's a publishing pipeline and that basically integrates our backend document management system with the frontend content management system and ensures that the taxonomy and structures are properly mapped for public visibility. And then lastly, we've got a web frontend that goes over that CMS that allows some of the more modern features you'd expect in a website. So being able to do faceted search or ensuring that what we've built out on the website has got global components to it, meaning it's reusable code.

So a lot of work's gone into this over the last couple of years, and if you go to preview.icann.org, you'll be able to see some of the content that's been brought to light. I think one other aspect of this that deserves its own highlighting is the migration itself. It's important to note that the ICANN website went live about the same time as ICANN in '98, and over time, there's never been this exhaustive content audit, content strategy done on the content, so it's just been this organic growth of content, and if you factor in over time that from the period in '98 to 2004, it might have looked like this. From 2004 to 2012, it might have looked like that. It just gets this ever-growing complexity from a migration point of view. So that's one of the things behind the scenes that most people aren't going to see, but equally important, how do we fit our own content into this new framework and take into consideration all

the amazing amount of edge cases that have come up by virtue of the different paths our content has taken over the years.

So a lot of hard work has gone into this project, and I'm very happy to release this preview release. And what you'll start seeing is the team itself bringing us where we are today. We're taking a step back over the next month and trying to really take stock of what worked well for us and what hasn't worked well for us over the last couple of years so that we can get into more refined cadences going forward.

Another important aspect to this is that since we kicked off in January of '18, it has literally been nonstop for this team. So even if we wanted to make some changes, especially when talking about governance and foundational changes to a project, going nonstop, you never have that chance to take a step back and say, wait, let's reset here, let's reset there, let's keep doing this over here. And that's what this next month is about. And then we get into a six-week release cycle where you start seeing more stuff being presented on that preview site, more rapid, current. It'll be every six weeks from here to the end of the project.

And for end of the project, we're looking at several months away, but it's starting to take shape. Like I said, those reusable components that have been built are making it to where we can accelerate what gets delivered, with the [longform intent] still being the migration because that is a very complex aspect of the project.

So I'm open to any questions anyone might have.

JUDITH HELLERSTEIN: Mark, it looks—[show] the demo of the site. I don't know, maybe they can post it. there's a link on the blog. [inaudible] to the site. That looks good, and I do like to mention that you are following the W3C's AA web content, the WCAG standards. So I think that's very good, and I hope that you also have done some accessibility, other tests, web checkers, whatever to make sure that the website is also good. But so far, from what I can see, it looks to be very good. Do you know when after this you're going to be bringing ITI to the Wiki? I know you've been asked that every single time.

MARK SEGALL: Yes. To answer the first question, the accessibility has been top of mind. Our style guide was built with accessibility in mind. We did the style guide from the ground up as one of the other behind the scenes aspects of this. And with every release, we have tools to automate the testing of accessibility. And I won't say that we're 100% there yet because obviously we'll find some little bugs here and there that you've got to address, but we feel really good about where it's at.

As for the Wiki, I should step into a separate discussion going on, and this is why Mary and Carlos are on the call here. We know that there are a number of tools that predate many of the—at least engineering IT as we know it, and even the policy support steam as we know it. Some of these tools have been in place for several years and they never went through an exhaustive vetting or maybe they did at the time and what was good for everyone ten years ago is no longer good for them now.

Long story short, what Mary and Carlos and I are working on with the executives is establishing, service by service, what do we need to do about these? And ultimately realized is that we need some kind of discovery project for each one. The community Wiki for example, just taking a step back, what are the goals that we have for this service? What do we truly want it to be in the end as a tool? And this is where we need to take a page from what's been done with ITI and leverage the—we found a really positive way to leverage the community for ITI for feedback, and we need to do the same with these tools, because ultimately, these tools are for the community, so we can't just unilaterally say we're going to do this with the community Wiki, we're going to do this with the mailman, or whatever the tool discussion may be.

So like I said at the beginning of this, ITI, we had a very successful dynamic that we've set up where we have these touchpoints with key community members. I think there's a group of maybe 35 or 40 that we meet with on a regular basis. We get their feedback, it helps shape ITI, and additionally, we'll want to do something similar to that when the time comes for community Wiki to be prioritized. So whether community Wiki fits into ITI, integrates with ITI, or it's just its own separate service, I think that's one of the discussions that we need to have, just a high-level discussion of what is that future of the community Wiki.

JUDITH HELLERSTEIN: Thanks so much, Mark. I see a hand up from Shamar Ward.

SHAMAR WARD:	Yes, hello. I just wanted to ask the question to Mark. You mentioned accessibility is one of your key factors. I just wanted to know, in terms of, you mentioned Africa and making sure that they can for example download the particular set of PDF or some other information in a reasonable way. Is that a test that goes on randomly at random times? What is the strategy around being able to analyze and understand that particular factor?
	Because I think it's a good idea and initiative, because we may very well have different accessibility concerns device-wise, maybe they're using mobiles only, maybe they're using something else. So I think that's good to understand. But can you just mention a little bit more about, is it random testing, is it tested when something is changed? How is that testing strategy implemented?
MARK SEGALL:	Thank you for the question. Yeah, we're basically using industry standards for content delivery. I don't want to speak out of t urn because I don't actually have the exact tool we're using right now, I might be messing it up. But it's one of those big options out there. Whether it's Amazon's cloud or Google's cloud, I'm not 100%.
	And then second, the way that we're building the site is it's very similar to what was done for ICANN Lookup where it's essentially a client-based application, which means that the first time you load the page, you might have a little bit of a slow experience, then going forward, key components of the website are run from the client app so you're not

having the lag that you might have between your device and the server when you're trying to load. The content would obviously load, but not the framework around it. So those are some of the key considerations we took when thinking about geographic disbursement of our content.

And then in terms of accessibility, one popular tool is called Lighthouse, and that's one of the tools we've been using for validating accessibility. And our style guide and the wireframe we've been building off of had actual mobile designs in it so that we were actually building for mobile from the start rather than something being an afterthought. So those who are on mobile devices should have a very crisp experience when they're trying to navigate the site.

JUDITH HELLERSTEIN: Thanks so much for those answers. Do we know if Victoria is here, or should we just push it later on the agenda?

EVIN ERDOGDU: Hi Judith. I haven't received a response from her, but we could bump it to the next TTF meeting.

JUDITH HELLERSTEIN: Okay.

EVIN ERDOGDU: Okay.

JUDITH HELLERSTEIN: Oh, we have a question from Dev.

DEV ANAND TEELUCKSINGH: Thanks. Thanks ?mark, for this. I caught your presentation summary midway, so maybe this was answered before, and I apologize if it was. I think my concern is, the ITI initiative is a very good step, but how do you subscribe to your interests so that you don't go to the site and get potentially overwhelmed by all the different ICANN threads of anything and everything?

In other words, what I kind of envisage is like, okay, if you have a specific interest—I'm only interested in seeing IDNs, is there a way to customize, or are you looking at ways in which person can sign in and then get customized information presented on primarily IDNs showing up on it, rather than the whole smorgasbord of ICANN updates, if you understand what I'm getting at?

MARK SEGALL: Thanks, Dev. Yes, absolutely. One of the things we have not developed yet is a service for content subscriptions. This is going to be much more robust than anybody who used myICANN in the past. We were using a service called [Atenza] which was heavily reliant upon RSS feeds. My understanding is we are talking about RSS feeds as a separate item, but this concept of content subscriptions, it involves us having to enable ICANN profiles so you can go in and select what you want, and this should be on all the major topics. So let's say that you're interested in getting alerted every time a registry agreement had been updated, or you're interested in every time there's a new announcement on the

topic of IDN as you said, you could actually have it topic-based, content type-based as well. So that's one of the items that's on our roadmap here to start working on. We will start working on that next. The team that was working on revamping public comments, they wanted to get that behind them first and then we'll move on to the content subscriptions after that.

One last thing on that is also just the search itself is going to be much more—as you look at the homepage—and because it just went up on Friday, I didn't have a chance to prep for a demo this morning, or else I would have, but you'll see that there's a placeholder for this new concept of personas where—not that personas are new, but they're new to ICANN. But the top of the home page is going to be a section like, "I am a …" and then you fill in the blank and it takes you to a landing page for that personal where you can have that targeted experience as, say, you're a newcomer, or, say, you're a contracted party, whatever the situation may be. You can have a place where you can land and work within your own bubble. That should also help with that contained content that Dev was asking about.

JUDITH HELLERSTEIN: Thanks so much, Mark. We can only take one more question. Alfredo.

ALFREDO CALDERON: Yes. Thank you, Judith. Thank you, Mark, for the summary that you made. I was just wondering, looking at a bigger picture, are you thinking that eventually, we'll have some sort of a single sign on? And I see that in the agenda, you have Victoria talking about the Open Data Portal. But

are we going to have a portal where I can sign on and then I can see all the tools and features that ICANN Org has to offer to me as a volunteer or a member of the community? Thank you.

MARK SEGALL: Hi Alfredo. Yes, there's actually something already in progress there, tis called ICANN accounts, and I think it's account.icann.org or something like that. When you set up your account today, it's a limited set, I think it's tied to CZDS and ICANN Learn, but yes, we're going to use that same platform for managing your profile for ICANN.org and then your content subscriptions that would ultimately come from that. So yes, that's very much in the works and already live in some instances.

JUDITH HELLERSTEIN: Thank you, Mark, for that. I assume that's the same one that is the single sign on that's been used in ICANN Learn and others, right?

MARK SEGALL: That's correct.

JUDITH HELLERSTEIN: Okay, great. So we'll skip the open data. We used up the time already for that. and Mark, we'll go over to you and Dev. The question is all about the LACRALO translation engine, how that's working. And I know we did not receive the additional budget request that we put in to do a French transbot, but maybe you can give any update on what can be

done, is there any way that can be scheduled into your work? Thank you.

MARK SEGALL: Yeah, shifting gears here in my brain, the transbot as I've seen it, we've been watching it very closely since its rebuild that we did. I think it was early December when we launched that. It's been much more reliable. We did have a week or two there where things were a little weird with it because we needed to deploy a security patch to it and it caused some headaches for how it was handling from one list to the other.

That was ultimately fixed shortly thereafter, but as I understand it, we're not having those issues we were having in the past where one mailing list has more messages than the other. What we are finding is sometimes you'll see a little bit of a lag, but that's mainly because by design, if somebody doesn't exist in both lists, what ends up happening is that e-mails get routed to the At-Large support team or the owners of the list to basically enable that message to go through to the other list. So depends upon how quickly they're on top of it. It might seem like it didn't go through that list, wasn't held up at all, to maybe a few hours that it might have sat there until somebody was able to free it up.

Before I get into the future, I thought I'd just offer Dev a chance to— because I know he's [also] very close to this. And if he'd like to share his insight and see if there's anything different that I don't know about the tool at this point.

DEV ANAND TEELUCKSINGH: Thanks for this, Mark. And those new to the call, on the first call you could see that there's a link there in the chat, there's an entire background on this which spanned almost a decade actually at this point. So I must say with the deployment of the new translation tool, it's been a marked improvement in the translations from Spanish to English and vice versa.

I see a note from Harold Arcos, "Yes, it's working very well." So [I know that there's been some more testing] on our testing list. I don't know if there was anything feature-wise that was being looked at or anything of that sort. So, what is the platform—I presume, Fouad, that's for the previous topic.

But I think I'll just send it back over to Mark if there's anything else [inaudible] to it, because I know that the French translation—and that wasn't—to have the mailing list translation available for other languages such as French, that wasn't approved. But I don't know if Mark has any thoughts on that or whether there's any thoughts from staff as to whether it should be deployed for the certain RALOs.

JUDITH HELLERSTEIN: Yes, Mark, if you could do it, and I saw Mary Wong is on here and she also may be able to explain the reasoning why our additional budget request for that did not get approved. Thanks.

MARK SEGALL: Let me just first quickly respond to—Dev brought up that the testing list had been active. That was specifically for addressing some security

items that we wanted to make sure were in place just in the way of handled messages and keeping that secure. That was for about a month stretch there. I don't think there's been any recent activity on the test list. It was mostly just to address the security stuff.

As for the French list, unfortunately I don't really have much insight from my perspective. I'm pretty much the guy who just—what I'm given [inaudible] I'll get the backlog filled up and we start working. So unfortunately, I don't really have much to say other than I am aware that the ABR was not approved. But at this stage, I don't have any timetable on when that would be addressed.

JUDITH HELLERSTEIN: Thanks so much, Mark. Mary has her hand up. Thank you.

MARY WONG: Thanks Judith. Hi everybody. Thanks for having me on the call. Obviously, I can't speak to the technical issues and I don't want to take up too much of your time, but hopefully the rationale that was in the ABR decisions document is helpful. If you haven't seen it, please do. I'm happy to put the link to it.

Essentially, this has very little to do with the needs of specific community groups, including At-Large. ICANN Org definitely understands the utility and the importance of a tool like this, and definitely the reason why the ABR was put in is that when you look at it in a broader context, there is a pipeline of development and technical work that we maintain in Org across all the different community groups,

work efforts, and of course, Org functions. So there's pretty much a limit in terms of resources, bandwidth, staff and so forth. And it's in that background that prioritization needs to take place.

In this particular instance, I think Mark's mentioned that we are embarking on what we hope to be a much more cohesive and consistent long-term strategic look at how ICANN Org can support the community through your use of the various tools that are either available or that are upgraded or that might prove to be useful in the long run. And I know that Jonathan is on to demonstrate one of them.

I also know it's very frustrating that sometimes there is a wait as a result of all of these things. As Mark said, we don't have a timeline that we can come back to you on on this particular instance and request simply because that strategic exercise is going to take a look at all the tools that we are currently supporting across the Org for the different community groups, including the Wiki.

So what Mark also said that I want to highlight is that as part of that strategic exercise, we will be engaging with you and the rest of the community because we do need to understand what are current and future needs.

So again, not to downplay the utility and importance of the request, but hopefully you understand why in the broader context of what's going on, we just could not accept the ABR at this time. And the last thing I'll say to that, Judith, is that because you are using quite a lot of tools now in terms of, say, RTT, your experiences are very helpful for Org and for

other community groups. So additional feedback is always helpful and welcome. Thank you.

JUDITH HELLERSTEIN: Thanks so much, Mary, for that. Yeah, it's always disappointing because communication is such a key priority for ICANN and that it wouldn't take that much more effort to do and the technical work would not be as much because we already built the engine. So we thought that we could get some time of the technical staff to do it. but I guess we can keep pushing. It is very disappointing because we thought this was something that could be easily done as Mark had said that it wouldn't take—since we rebuilt the engine—all that much time to do it. So that's why I was curious about that.

Abdulkarim, if this is short, we can have your question.

ABDULKARIM OLOYEDE: Yeah, it's actually short. I just wanted to find out the general [review that's] happening. Can we have—because just like you said, I was thinking it was something we are going to be able to do really fast, but I'm not sure how this is going to [inaudible]. [inaudible] time to say we're looking away from Zoom or we're looking away from some of these tools?

JUDITH HELLERSTEIN: Thanks so much. I think this is both for Mark and for—I didn't get the idea that we're moving away from Zoom. I got the idea from Mary— correct me if I'm wrong—that there's an issue of prioritizing the time of

the IT staff. And this falls down lower on the priority list. And maybe we could [think about a way] to raise the priority of it.

MARY WONG:

So Judith, if I may, yes, we're not talking about Zoom at all. At least I wasn't. And in terms of prioritization, it's different when you look at it from the perspective of one tool or one community's use, or at least present use or intended use of it, because what's not a lot of work in one instance means that that's work and time that could be put to something else. And there is limited bandwidth.

So prioritization obviously is happening across the Org, and what can be priorities today may be different in five years. And that's why we have a strategic plan. So we understand the request and we definitely understand the disappointment, but what we're doing is looking at E&IT support in terms of development, in terms of maintenance and in terms of looking ahead, as well as time and prioritization for other groups and functions. So it is a much broader picture. I hope that makes it clear. I'm sorry if I wasn't clear before.

JUDITH HELLERSTEIN:

Yes, Mary, thanks so much. And I assume that's the same reason we did not get the Spanish approved on the RTT, is that they still want to keep testing out the tool even though we did test it a couple years ago on the pilot and we had Spanish and French and we tested them both. And for a short time, it went into the core but then it left the core very quickly because we had a money crunch. So it's just all very disappointing.

MARY WONG: So Judith, to follow up on RTT, yes, and I think where At-Large can be very helpful in this regard is to see your assessment of your experience with the latest iteration in English, which is the pilot, and obviously at this point, without going into past history, at this point ICANN Org support of RTT is only in English.

So going forward, it may be that that could move up in terms of the pipeline, but like I said, the At-Large assessment of your current experiences will be one very helpful factor there in assessing that. Thanks.

JUDITH HELLERSTEIN: Thanks so much, Mary, again, for your comment. We could talk a long time on this, but we don't have any more time on the agenda. I want to get to Dev. He's been doing a lot of work on the At-Large blogs, so I want to turn it over to him after that, and then we'll have a discussion with Jonathan Zuck.

So Dev, can you keep it short? Thanks.

DEV ANAND TEELUCKSINGH: Thanks. The concept behind having a blog or a content management system where al can post regular updates about what it's doing I think was pointed out in outreach and engagement group since last year. And this was the concept that myself and Glenn built, just putting our heads together and saying, hey, this is what it could look like and this is the kind of concepts. We can have updated news from all the RALOs,

postings about upcoming meetings, policy issues, and one of the key benefits would be that it could form part of a wider communication strategy where a post that's written to the blog so to speak is automatically shared through the social media channels. And it could also be syndicated to the ALSes' websites via RSS. In other words, it's sort of like write once, distribute everywhere.

You can also get these updates via e-mail and so forth.

So the question has been how do we actually do it. I know one of the concerns, understandable concerns, is that the security aspect of ICANN's IT staff to build and maintain such a site, which is a WordPress, which is a very popular content management system.

But my thinking is that, well, if that is the core concern, then we should probably just go directly to, say, WordPress.com which handles the entire hosting aspect of it, and it's essentially just something you subscribe to to put your content up on WordPress.com and get the same benefits as opposed to trying to set it up ourselves. And the price—let me just post the link to the pricing to WordPress.com.

So I would like to [see if we can have a] discussion, is this feasible? Because what I'm thinking is that we can make a contribution from the RALO discretionary funds or the local engagement activities, and [if it's] distributed out from the five RALOs, it will be like $5 US a month, or $60 US a year per RALO, which I think is quite feasible. And given that I think it would really help communications, raise the profile, improve social media strategies, etc. I think it's worthwhile.

And yes, you're right, Judith, it may also have a nonprofit rate. So that's really my comments on that and I'll open the floor to any questions or comments.

JUDITH HELLERSTEIN: Dev, thanks so much. I guess our main question—and I guess this question's for you, Mark, is if we go that route and we share the cost per RALO, is this something—it's still outside ICANN and then it can't be supported, but unless you have any other suggestions of how we could have the same kind of flexibility but have it hosted within ICANN.

MARK SEGALL: I think we'll run into the challenge that it's definitely a need to be fulfilled, and ICANN staff not being in a position to support that, yeah. And I know that over the past couple of years, specifically the last maybe four or five years, our security team has become much more strict on what kind of things are being brought into the mix. And even now, there's some other services that are out there that are kind of funded by ICANN but not necessarily maintained by ICANN, and there's even some legal question about those. That's still part of an ongoing discussion.

So to be honest, I really just don't know what answer I can give on this one, because I think if there's other factors that need to be into the conversation, namely the information security and the legal aspects. And I know that the question would come up from a perspective of if, say, that this site had been compromised from a security perspective, defaced or whatever it may be, or if there was some kind of privacy

implication, I think there's question about how those kinds of situations would be addressed. And to my knowledge, there's no answer to that at this time. So I think that the best way to look at something like this would be to have an appropriate conversation with the ICANN Legal and information security.

JUDITH HELLERSTEIN: Okay. Thanks so much. And Dev, I'll get to your question in a minute. But maybe, Heidi or others, can we make this as an AI so that we could maybe at the next possible future TTF meeting we could have someone from IT, security and Legal on the call to discuss these issues? Thanks so much, Evin. Okay. Dev.

DEV ANAND TEELUCKSINGH: Well, I see Mary also has her hand up, so I'll defer to Mary if she wants to say something and then I'll raise my question.

MARY WONG: Hi Judith. I'll keep it quick. And I'm sorry to be somewhat of the pessimist on the call today, but to Mark's comment and to the AI request, obviously, you should invite whoever you'd like to join you on your calls. I'll just note that this is part of that broader strategic exercise that I mentioned, and again, it's not just one request and what the specific security technical resource or legal consideration is, because what we want to do is have a consistent policy for all such requests from different groups and across the Org.

So I'm not sure that we'll be able to give you a definitive answer on basically something like an ad hoc basis. Thank you.

JUDITH HELLERSTEIN: Thanks so much, Mary. Yeah, we still would like to have the AI, have them come on the call and discuss this. So that way, it's out in the open and it's recorded, and it'll be transcribed. Dev, make it quick, please.

DEV ANAND TEELUCKSINGH: If you go with WordPress.com, as I said, it's really just like subscribing, just like how you subscribe to, say, Google Suite for example. And a lot of the technical concerns about ITI having to support the site goes away because essentially, you just say WordPress.com, [they're hosting—] so Mark, from my perspective, only what you'd be worried about is things such as passwords for the staff and so on that they will use to access the site.

And the idea would be that the staff would actually be the admins of the site, and then they could grant permissions to certain users, or if the decision is to let the admins do the entire posting on their own and we have to manually submit to them, then so be it. But to me, going directly with, say, WordPress.com as opposed to trying to [get] ITI to try to set it up themselves, goes a long way in alleviating those concerns.

JUDITH HELLERSTEIN: Thanks so much, Dev. Yes, and I think also a concern is if WordPress got hacked, what would be the ICANN legal feeling for that. So that's why he also wants to discuss those issues. But yeah, so we'll have a

continued discussion in the future calls when we can get the ITI security and the legal team on there to discuss these issues.

So now, I want to bring it into the next discussion, which is a short presentation of Loomio, not the second one because we're probably not going to have time for this, but in the TTF a couple years ago, we tested Loomio when, as Mark recalls, we were looking for knowledge management sharing platform for many years. We talked about Slack before. Slack became used by ICANN Org staff. Loomio was one of the discussions, but then Jonathan hit upon it again as we've been having a bunch of difficult times in the Consolidated Policy Working Group reaching consensus, and what does consensus mean.

So that is how we looked again at Loomio, and I'll [turn to Jonathan to take over the floor.] Thanks.

JONATHAN ZUCK: Thanks, Judith. I guess I'm cut from the same stock as Dev in that the only child in me often just says, "Fine, we'll just go do it ourselves," and we have to figure out—that seems to be coming up in a number of different contexts related to course development for ICANN Learn, related to content management given that we don't have a clear time horizon when the new technologies will be made available to At-Large, etc., and how we bridge those things. So that's part of the complexity that we face, is that there isn't a solution, and the solution that's coming doesn't have a time frame associated with it necessarily.

So this particular issue has to do with more inclusive decision making and consensus building, and I'll just go through it very quickly. There is a

children's book called Good News Bad News that's cute, and I decided to use it as the framework for my presentation.

So the good news is that the At-Large is very diverse. Geographically, from a gender perspective, and an age perspective, we have what is perhaps the most diverse community inside of ICANN. Next slide, please.

The bad news is that diversity can often lead to difficulties in terms of consensus building, especially if a diversity associated with the decision is different than the diversity associated with the implementation. In other words, if you have a small group of people that are making decisions but expecting a larger, more diverse crowd of people to implement those decisions, that often causes friction. Next slide, please.

The good news is that you end up with better decisions the more diverse the inputs into those decisions are. In other words, if you have age, gender and geographic diversity, you're 87% more likely to have decisions that are better on a number of different sort of bases, but basically in terms of decisions that last the test of time and are evaluated as having been good decisions after the fact. Next slide, please.

The bad news is that some of the tools that we have available for trying to do consensus building and driving discussions to decisions are not ideal or fit for purpose necessarily. One is e-mail that has a variety of problems with which I think everyone is familiar with in terms of threads getting separated, conversations going completely different places, the inability to track what a +1 was associated with, which

comment, getting records of how decisions are going, whether changes are happening in decision making, and also keeping track of the decisions that seem to be getting made, because one of the other problems we have is if decisions aren't well documented, then they get relitigated over and over again because there's somebody that didn't agree with the decision that got made so they just go operate as if the decision wasn't made. So you end up having the same conversation over and over again.

The second tool that we use quite a bit is Confluence Wiki, and it has some challenges associated with complexity. If you look at Wikipedia or something like that and you look at the talk tab for any particular section, you can sort of see how threaded conversations happen within Wikis. It's somewhat complex and requires additional information, knowledge about formatting and things like that, and without addons, doesn't drive you towards decision making.

And then finally, we have Zoom, where we have these calls, but what we're finding is that the calls provide kind a crutch where people assume that "I'll just figure everything out on the call, I won't read the documents, I won't figure out things in advance. I'm going to hope that there's enough information presented on the call that I can both understand it and make a decision about it and discuss it." And that's proving to be more and more challenging. Next slide, please.

The good news is there are some options for trying to drive more consensus building and decision making offline, outside of Zoom. So if you add Cloverpop add-in to Slack, that allows you to do some consensus building and decision driving. There is a similar something

called Polls for Confluence which is an add-in for Confluence that can facilitate some of that.

So there are some ways that we could adopt Slack more widely as we've often discussed and have been discussing for years to solve the threaded conversation problem, and with some addons, could add to consensus building and decision making. And there are addons for Confluence that aren't particularly expensive that we could just try to do some training and get people to make better use of Confluence, not just for documents discussion but also decision management, if you will. Next slide, please.

The bad news is that these things involve money, complexity, and as you've already been discussing, time. That is a lot of wait associated with implementing them inside of ICANN, etc. Next slide, please.

The good news is there's a tool called Loomio. There's a lot of tools out there, but Loomio has a number of different advantages. Next slide, please.

Loomio facilitates threaded discussions, much like Slack. It has e-mail integrations, so in other words, you can actually interact with Loomio just using your e-mail client much of the time and not have to go be constantly looking inside of Loomio. There's integrated decision making tools in terms of polls and proposal development, etc.

It's transparent so it serves that need of being able for the outside world to see how the discussions are taking place. It's accessible, and it's open source. So we could implement it ourselves if we don't want to use a hosted service. Next slide, please.

So I just took the initiative—and I'm sorry I did it without this group—just to see whether or not people are interested. Loomio is now in 2.0, they've done a great deal of change and development of it from the last time it was tested. I talked them into a 200-seat test. They normally do 10 seats for 14 days and I talked them into 200 seats for two months for us to make a test of how this works in terms of decision making. So some people have started making use of the test. And everyone is free to join in and try to participate in the test.

I think the complexity though, and what we'd love permission for, I think, is for staff to be allowed to participate in the test, because right now, they're not allowed to because it's not an officially supported tool. So that's one of the things that would be great to resolve. And that might be the end of my slides. If you go to the next slide, I think it's just questions.

Yeah, so the slides will be attached to the agenda. Afterwards, there's a couple of slides that talk about some of the underlying data, the links for the accessibility, etc. But that was the presentation I wanted to make, and I'm happy to answer any questions.

JUDITH HELLERSTEIN: Thanks so much, Jonathan. Would people mind—we're already at time—if we can have ten more minutes to answer all these questions? If that's okay with people. Mark, are you able to stay ten more minutes?

MARK SEGALL: Yes, I can stick around.

JUDITH HELLERSTEIN: Okay. Thanks so much. So yes, I think Dev, I think you had your hand up first. Or was that an old hand?

DEV ANAND TEELUCKSINGH: [An old hand.] Go ahead?

JUDITH HELLERSTEIN: [inaudible]. Yes, make it quick [inaudible].

DEV ANAND TEELUCKSINGH: Okay. So I posted two links there in the chat about this. We have Slack set up already, and there's a picture right now of the current screenshot of At-Large Slack. So Jonathan, we can integrate some [items] behind it. What seems to be the [inaudible] is for staff to take control of it and actually administer the thing to give everybody an account and so forth. So that seems to be the key concern here. But the Slack is running. It's using a free tier. And because it supports up to ten integrations, we should be able to add various addons to see how we can do the threaded discussions.

So I think the challenge with Loomio, when we did it, was that there was no mobile app, and it didn't support multiple languages. So yeah, I think that's the question, Jonathan. I can invite you to be on the At-Large Slack, because I created even the CPWG type of channels and you can have channels with the different RALOs, and for different policy topics.

Obviously, we can create a channel for key issues like, say, the discussions on .org for example and the EPDP.

And with your comment, Judith, you can have the e-mail threads emailed to you as well. You can configure it that way. That's it.

JUDITH HELLERSTEIN: Thanks so much. Abdulkarim was next.

ABDULKARIM OLOYEDE: Thank you very much. I think one of my comments has been mentioned, the issue of not having [inaudible] because it's really difficult—I've been trying it and I want to say [inaudible] using this, but the challenge I have with it is, number one, you have to remember every day to say, "Let me log into this," because there's no mobile [inaudible] gives you notification on your phone or something to say there's a conversation going on. And that's the first challenge I have with it.

The other one is the fact that the threads, anybody could actually see what is going on once they have the URL or what it is. Anybody can read whatever is going on. They might not be able to contribute but they can [inaudible] which I think might be a security challenge. Thank you.

JUDITH HELLERSTEIN: Thanks so much.

JONATHAN ZUCK: Judith, let me know if you want me to address any of this.

JUDITH HELLERSTEIN: No, [let's get the] questions out before—

JONATHAN ZUCK: Okay, sure. I understand we're confined for time.

JUDITH HELLERSTEIN: Right. Sorry about that. and Liz, you had a question.

LIZ OREMBO: Yeah. [Maybe to come out of a comment,] and I'm starting to appear kind of old school when it comes to the Slack, Loomio and the rest. I was just thinking, given that some have disadvantages, like the one I've just mentioned on the chat, of inclusion, that some of the tools or website tools will have to be on someone's webpage for them to keep addressing the issues.

So, can we actually divide what kind of collaboration will be needed for what kind of tools? Because when it comes to things like wider announcements, then mailing lists will be good for such collaboration, but it might be different [inaudible] committed towards in some environment like on working group, maybe it would be different.

So maybe we don't need to have just one tool for all kinds of collaboration but just identify which one would work for which kind of collaboration activities.

JUDITH HELLERSTEIN: Thanks so much, Liz. We only have a few more minutes left, but before I turn it to Jonathan, Mark, is there anything that is—I know you're using Slack for the team and I think we couldn't get it for everyone, but also, is there any other things if we do the tools? I know staff cannot contribute, but is there also an issue of using discretionary funds if we decide to go ahead? Thanks.

MARK SEGALL: I don't really have, I guess, the position to say how the discretionary funds are used. But you hit on all the other points, and it's similar to these other topics. There's a higher level of discussion and each one of these services has their merits, but at the same time, there's a lot of recurring threads running between them in terms of getting the buy-in from Legal or from security, and just making sure that they're all—that we come up with a cookbook essentially for how we introduce new tools and [so that] everything falls into that so that we're not having to look at each tool individually and run through the same set of steps. It just, does it fit the recipe of this cookbook? And [if it fits,] that's great and we'll move forward. But that's all I can really contribute to this conversation.

JUDITH HELLERSTEIN: Thanks so much, Mark. Yeah, so we look forward to getting this cookbook so that we could actually figure out where we fit on them. So Jonathan, you have the next two minutes. Sorry.

JONATHAN ZUCK: Okay. Thanks. I'll say at a high level, I believe that working groups and teams inside of ICANN need better tools for offline—in other words, off call if you want to call it that—collaboration, especially in this more virtual world that we seem to be existing in.

Those tools have to be improved from where they are now. Some of that can be done through training and add-ons. Some of that can be done through expansion of existing tools to be made available to more people. So to answer Dev's statement, I think we could get the job done just as well with Slack plus Cloverpop, but that would end up being expensive to make available to all of the At-Large volunteers. So that's, I think, one of the barriers associated with Slack. It can get expensive quickly. But Slack is one of the most popular tools on the market and has all kinds of other functionality and integrations with other tools, so there's something to be said for that.

So the reason that I lighted upon Loomio is the fact that it can be done cheaply. It's kind a combination of Slack plus something like Cloverpop and we could do it cheaply either hosted the same way that we're talking about WordPress, or because it's open source, we could bring it in and have access to source code from the standpoint of managing security and things like that.

I think this notion about notifications and stuff, Dev's already addressed both Slack and Loomio have the ability to [essentially] participate in those conversations from your e-mail client, so you don't need to log into the website every day in order to—it'll seem like e-mail to you, but instead, when you want to, you can go back and actually see everything

in the thread where it's supposed to be, unlike your inbox that very quickly becomes overwhelming and a mess.

So I'd just encourage people to take a look at Loomio. If nothing else, it's a cheap and easy way for us to see how the use of these tools can better facilitate conversation so that as we advocate for ourselves with ICANN IT in terms of their assessment of the tools that we need to have going forward, we're in a position to suggest that we really do need better collaboration, consensus building and decision making tools as part of the ICANN toolkit. Thanks.

JUDITH HELLERSTEIN: Thanks so much, Jonathan. As you saw, it was good in a way that Victoria couldn't make it. It allowed to have more forward discussions on the other topics. But yeah, as you see, there's a lot to discuss and we do sort of need to maybe move things on to another call, and so we'll have another call, I guess next month since we are—probably not next month because we have the ICANN meeting in June. It's going to be virtual, we'll have to wait to hear how that's going to be. But in the summer months, if we are still locked down, we usually don't necessarily have it in July but we probably might.

So stay tuned on that. And Dev, we've got to go because we're already over time. Okay. Thanks so much. And sorry we didn't get to your other tool that you had, Jonathan, but we'll put it on the next call. Harold, is that very quick?

HAROLD ARCOS: Thank you, Judith. My apologies in advance for incorporating the topic now, but I had no opportunity to do so when we approved the agenda. I need to consult the technology taskforce if we can find a solution to automate the process of recording attendance of attendees at meetings like this. It happens that in LACRALO, we are implementing our metrics and we have found that there is a [inaudible] that the staff does when it is note in the Wiki who has participated in the meetings.

In the LACRALO secretariat team, we have automated some records, but if they are manual processes, human error can and has been present. Our metrics also include checking participation in the mailing list. So we wonder if there is any way that the registration process is automatic. Of course, improving the work we do manually. Thank you, Judith.

JUDITH HELLERSTEIN: Thanks so much, Harold, for that. We can discuss this offline and put it on the next time. I know all the RALOs are looking at metrics issues, and not only RALO-wide, it's ICANN-wide. GNSO is [inaudible] about metrics, and I know in auction proceeds, they ask people to check—they put the metrics online, the participants online and ask you to check to make sure that it's correct, that you've attended and nothing was missed. We could ask that, but I think we'll have to put our heads together and figure out whether any other [electronic means are needed about that.] So we'll discuss it afterwards, because right now, we're already five minutes later after our time. I asked for ten extra minutes.

HAROLD ARCOS: Yeah. Thank you, Judith.

JUDITH HELLERSTEIN: Thank you. And Abdeldjalil, the language interpretation option inside Zoom is also only for interpreters and our interpreters, when we have them, are on Adigo. But we can look at that and that has been tested by some others. So we'll look at that on our next call. So we'll keep building our agenda. So thanks so much for coming, and sorry we went over. And we'll try to schedule a call. Since we can't do it in June because we have the ICANN meeting, then we'll try for July and everyone to do a call.

So thanks again for everyone to come on the call. Hopefully, we'll see each other in real life soon. We don't know when that's going to be, but we hope soon. So we have everyone to continue to stay safe. And thanks so much, and sorry we ran over. Call is—Evin, can you end the call, please? Thank you.

EVIN ERDOGDU: Sure. Thank you all. Bye.

DEV ANAND TEELUCKSINGH: Bye all.

EVIN ERDOGDU: Bye all. Thank you.

DEV ANAND TEELUCKSINGH: Take care.

JUDITH HELLERSTEIN: Bye everyone.

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

[END OF TRANSCRIPTION]