



ICANN
ANNUAL GENERAL

63

BARCELONA

20–25 October 2018

Technology Taskforce

Sarah Kiden | 23 Oct 2018

1

Introduction to the
Technology
Taskforce

2

Selected TTF Work and Projects

- Policy tracking
- TTF wiki layout
- Conferencing Solutions
- TTF Wiki Page
- LACRALO mailing list translation tool, etc

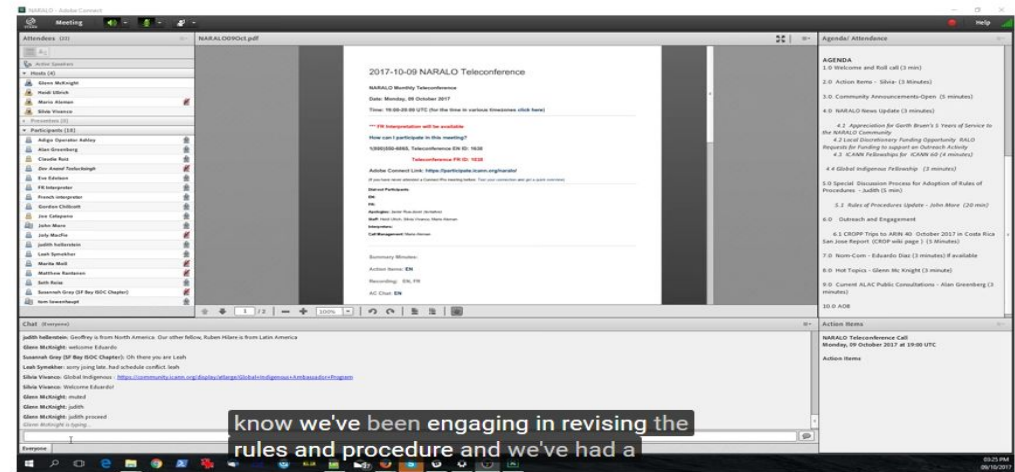
3

What are your Technology Issues in
ICANN?

Introduction to the Technology Taskforce

About the Technology Taskforce (TTF)

- The Technology Taskforce (TTF) evaluates and reviews different technologies and tools that can help the ICANN At-Large Community communicate, collaborate and accomplish their goals and objectives for ICANN activities.
- Examples of these technologies include Chat or Web conferencing tools, Captioning, Knowledge Management tools, or anything that helps Individual Internet users become active within ICANN.



Test of NARALO Conference call livestream

About the Technology Taskforce (TTF)

- The TTF is open to anyone in the ICANN community interested in Information and Communication Technology and how they can be applied to solve the needs of ICANN At-Large and other ICANN Constituencies.
- The TTF has 1 conference call a month.
- TTF work and Projects can be found at <http://bitly.com/TTF-work>
- The TTF wiki page <http://bitly.com/Technology-Taskforce>
- To join the TTF, email At-Large Staff at staff@atlarge.icann.org



Selected TTF Work and Projects

Working Groups

Website, Chaired by [Dustin Phillips](#)

Conferencing Solutions: Chaired by [Satish Babu](#) and [Justine Chew](#)

Accessibility: Chaired by [Gregory Shatan](#)

Technical Issues: [Judith Hellerstein](#) and [Dina Solveig Jalkanen](#)

Outreach and Engagement: [Sarah Kiden](#) and [Judith Hellerstein](#)

To join any of these groups email staff@atlarge.icann.org
For a more comprehensive overview of all past projects see the following link [At-Large Technology Taskforce Work and Projects](#)

Policy Tracking

The At-Large website has a [policy summary page](#) listing all of the correspondence issued by the ALAC (advice to the Board, and responses to public comments) since 2003 and allows for searches by Topic Keywords assigned to the correspondence.


The screenshot shows the ICANN At-Large website's policy tracking interface. At the top left is the ICANN AT-LARGE logo. The navigation menu includes ABOUT, POLICY, NEWS & EVENTS, TAKE PART, and COMMUNITY. A purple banner features the slogan "Help Us Shape The Internet's Future" and a search bar labeled "Search At-Large". Below the banner, there are language options: English, العربية, Español, Français, Português, Русский, and 中文. The main content area is titled "Policy Comments & Advice" and includes a pagination control (1 2 3 4 5 ... Next > Last »). On the left, a "Search Comments & Advice" sidebar contains three search filters: "Title Contains" with a keyword input and search button; "Penholder" with a keyword input and search button; and "Publish Date Range" with start and end date inputs. Below these is a "Topic" filter with a dropdown menu showing "Accountability/Transparency" with a count of 65. The main list of comments has columns for "Publish Date" and "Title".

Publish Date	Title
In Progress	Draft Final Report of The Second Security and Stability Advisory Committee Review (SSAC2) Topic(s): Reviews/Improvements
In Progress	Competition, Consumer Trust, and Consumer Choice Review Team (CCT) Final Report & Recommendations Topic(s): Reviews/Improvements
In Progress	Initial Report of the New gTLD Auction Proceeds Cross-Community Working Group Topic(s): Operations/Finances
In Progress	Draft PTI and IANA FY20 Operating Plan and Budgets Topic(s): IANA, Operations/Finances

Policy Tracking

Policy details shown on searching Advice or Public Comment

English العربية Español Français Português Русский 中文

 **ALAC Statement**

Initial Report on the New gTLD Subsequent Procedures Policy Development Process (Overarching Issues & Work Tracks 1-4)

Topic(s): Penholder(s): Publish Date:
(NARALO) Jonathan Zuck 3 Oct 2018
(APRALO) Justine Chew

Status


1. Develop First Draft Ended: 27 Aug 2018	2. Open for Comment Ended: 30 Aug 2018	3. Finalize Final Draft Ended: 26 Sep 2018	4. ALAC Vote Ended: 2 Oct 2018	5. Submission Submitted: 3 Oct 2018
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Submitted a Statement

Submission due: 3 Oct 2018 23:59 UTC

Background

Purpose: This public comment proceeding seeks to obtain input on the Initial Report of the New gTLD Subsequent Procedures Policy Development Process Working Group, which is chartered to evaluate what changes or additions need to be made to existing new gTLD policy recommendations. The document includes materials from the full Working Group and four sub-teams within the Working Group, Work Tracks 1-4. Work Track 5, focused on Geographic Names and the Top-Level, will produce a separate Initial Report. Current Status: This Initial Report is being posted for public comment as supported by the GNSO Operating Procedures. Next Steps: Following review of public comments received, the Working Group will integrate...
[See public comment in icann.org](#)

 **ALAC Statement**



English 680 KB [Download](#)

Activity

- 9 Jul 2018 [Wiki workspace created](#)
- 27 Aug 2018 [First draft posted in the wiki workspace](#)
- 27 Aug 2018 [Community started commenting on the first draft](#)
- 26 Sep 2018 [Final draft posted in the wiki workspace](#)

Limitations

- ICANN Board responses to advice submitted by the ALAC cannot be found as they are not linked to database. Exist here <https://features.icann.org/board-advice>
- Staff responses to ALAC's inputs to ICANN public comments cannot be found as they are not linked to the database.
- Texts of PDFs are not indexed, limiting the ability to search for persons who acted as penholders for the advice statements and looking for specific wording in the policy statements.

Project leads : Justine Chew, Satish Babu

<https://community.icann.org/display/atlarge/Web+Conferencing>

1

Initiation

Commenced by At-Large Technology Taskforce (TTF) since early 2013.

4

Key Desired Features

Based on an **evolving set of key desired features**.

2

Adobe Connect Challenges

Undertaken as a result of Adobe Connect connectivity challenges.

5

Progress & Challenges

Notwithstanding limited resources and numerous challenges, and complicated by introduction of new solutions over time, some progress has been made.

3

Identifying Alternatives

Involves **ongoing usability review of alternative solutions** to Adobe Connect.

6

Next Steps

To continue review subject to constraints in resources to critically assess alternatives in light of continued proliferation of solutions / solution providers.

- The TTF explored a variety of conferencing solutions in 2013 when ICANN appeared to be switching to *LucidMeetings*, a cloud based conferencing solution.
- Since then, the TTF has focused on continued research on plugins for *Adobe Connect* to further enhance/improve the benefits of conference calls for At-Large.
- However, the TTF continues to review other solutions as and when they (including new versions / features) become accessible.
 - We extensively looked at Meetecho which is used by the IETF but found it not mature enough for ICANN
- Similarly ICANN IT also reviews other conferencing solutions that are used by different multilateral institutions
- So far, neither the TTF or ICANN has found any other conferencing solutions that meet the needs of the community.

Accessibility

Needs to support:

- ❑ Most popular desktop browsers running on MS Windows, Apple OS, Linux with **minimal required plugins**
- ❑ Variety of **mobile / tablet devices** running on iOS, Android
- ❑ Users with **low bandwidth internet access**
- ❑ **Voice dial-in**
- ❑ Small to large participant numbers

Functionality

Should feature or allow integration of:

- ❑ Whiteboard - **presentation sharing of multiple format documents by any participant**
- ❑ **Management of agenda** during conference
- ❑ **Queueing** for speaking order
- ❑ **Polling** of attendees
- ❑ Public and private **text chats**
- ❑ Separate or multiple **audio feeds, translations**
- ❑ **Captioning**, notes generation

User Experience

Ease of use with minimal guidance needed for both participants and administrators, intuitive UI

Administrative Ease

Needs to support:

- ❑ **Meeting scheduling**
- ❑ **AV recording in reusable format**
- ❑ **Archiving and posting** of recording – video streaming, audio file etc

Vendor Reliability

For technical support:

- ❑ Standby, online - chat, email, telephone
- ❑ Responsiveness
- ❑ Ease of integration with additional plugins
- ❑ Upgrades, new feature rollout
- ❑ Cost, licensing

Factors / Challenges

The TTF has and continues to face inevitable circumstances which impact its review:

- New solutions, features become available over time as industry matures, making it more difficult to conduct apple-to-apple comparisons
- Desired features list changes/grows over time
- Not all solutions are open source or available for trial without cost. Those which are require use of own servers, volunteer resources etc.
- Workability of solutions often subject to quality of Internet connections which is beyond a vendor's control /remit.
- TTF trials should ideally involve a reasonably large number of testers in various locales, using various devices running a variety of operating systems

VS

Solutions Reviewed / Tested

- Up to February 2015, the TTF had reviewed over a dozen web conferencing solutions apart from Adobe Connect
- Special purpose calls were done with TTF members testing each of the solutions, looking at usability, features, accessibility, cost and cross platform availability
- Comparison table of the solutions tested (Adobe Connect, Lucid Meetings, Blue Jeans, ReadyTalk, Webex.com, GoToMeetNow, join.me, MeetingBurner, Infinite Conferencing, AnyMeeting, Jitsi Meet)
<https://community.icann.org/x/O1R-Ag>
- The TTF continues to identify/test newer alternatives as they become available/accessible (Zoom, MegaMeeting, Clearside, MeetEcho, Blackboard, ClickMeeting)

- As at October 2017, the TTF has not yet made any suggestions in terms of a viable alternative conferencing solution.
- In light of recent developments with *Adobe Connect*, coupled with the time & cost investments made thus far, TTF continues to focus on research on plugins for improving use of *Adobe Connect*.

Moving forward, TTF will continue to identify, review & test (where feasible) solutions:-

- ❑ Based on evolving key desired features list, but not necessarily meeting all
- ❑ Which are open source and/or available without/at low cost
- ❑ To suggest for use by smaller groups of At-Large Community
- ❑ On an as-and-when basis

- ◉ Connectivity challenges
 - Since ICANN switched to the new vendor in recent times many users have complained about connectivity issues ranging from an inability to connect to poor audio quality, constant dropping or crashing of Adobe Connect
 - When screen sharing, users' screen tends to crash more frequently and also the tool bar, which includes the chat, queue, audio column, attendees' list, disappears when doing screen share
 - Mobile users cannot see when someone has shared their screen in Adobe Connect, and cannot use all pods (eg. cannot participate in polls during calls)
 - Adobe Connect can only display one audio channel, would be better if can have a separate audio feed
- ◉ Recording administration / archiving
 - Resource intensive

Connectivity Guidelines

- The TTF has created a page to track Adobe Connect Connectivity issues, <http://bitly.com/ttf-issues>
- In an effort to be more proactive, the TTF created a new sub-project to focus on these connectivity issues
- ICANN IT has its own ticketing process and so any guidelines the TTF creates has to work with the current ICANN Ticketing process.
- Currently, ICANN staff running each meeting are tasked with submitting tickets for IT problems that occur in each of these meeting.
- What the TTF will be working on is creating guidelines advising users of the steps and the information that IT staff need to follow up on any ticket created regarding connectivity issues.

Connectivity Guidelines

- The guidelines will include what information IT staff will need to figure out how to resolve the issue and to allow the IT staff to better follow up with their vendor
- IT staff are working to create a form so that staff or others can place this info on the form.
- ICANN IT staff requests TTF outreach support so that smaller groups and sessions are aware of the system
- Other: Wizards, ICANN online help resources

Project leads : Dustin Phillips, Sarah Kiden

<https://community.icann.org/display/atlarge/At-Large+Technology+Taskforce+RED+ESIGN>

[Dashboard](#) / [At-Large Advisory Committee \(ALAC\)](#) / [At-Large Working Groups](#)



At-Large Technology Taskforce Working Group

Created by Matt Ashtiani, last modified by Judith Hellerstein on Oct 15, 2018

[Description](#) | [Get Involved](#) | [Contact](#) | [Monthly Reports](#) | [Members](#) | [Action Items](#) | [About](#)

Description

The At-Large Technology Taskforce (TTF) evaluates and reviews different technologies and tools that can help the ICANN At-Large Community (including the At-Large Advisory Committee (ALAC) communicate, collaborate and accomplish their goals and objectives for ICANN activities. These tools range from chat tools, web conferencing tools, captioning to anything that will help Individual Internet users become active in the At-Large Community. Technology provides the tools that enable people to connect, collaborate, and work towards making the world more accessible, enabling the benefits of the Internet to be available to all.

Get Involved

We welcome anyone who is interested in collaborating and seeing how we can better meet the needs of ICANN At-Large to participate, suggest ideas, and become an active member. We have recently opened up the group to other ICANN constituencies and look forward to working with all ICANN communities to solving common problems. All who are interested to join are welcome. We look forward to your participation and involvement.

Mailing list: ttf@atlarge-lists.icann.org

To subscribe to the mailing list (or read the archives / manage your subscription) please visit <https://mm.icann.org/mailman/listinfo/ttf>

TTF subgroup to look at redesign of TTF wiki page (updates)

- Had several subgroup team calls to discuss the redesign and implemented changes here:
- Had a call with At-Large staff to discuss project in the context of this project in the larger context of their effort to standardize and restructure the layout of the community wiki pages
- We concluded that we will merge the Prototype wiki page with the current homepage in a way that makes sense in this context

About Technology Issues Page

The TTF maintains a [Technology Issues Page](#) to track possible technology related issues noted by the TTF and the At-Large Community for raising with ICANN Staff to develop solutions and/or workarounds. <http://bitly.com/ttf-issues>

At-Large Technology Issues

Created by Dev Anand Teelucksingh, last modified on Oct 23, 2017

- [Current Technology Issues](#)
- [Adobe Connect Issues](#)
- [Resolved Technology Issues](#)

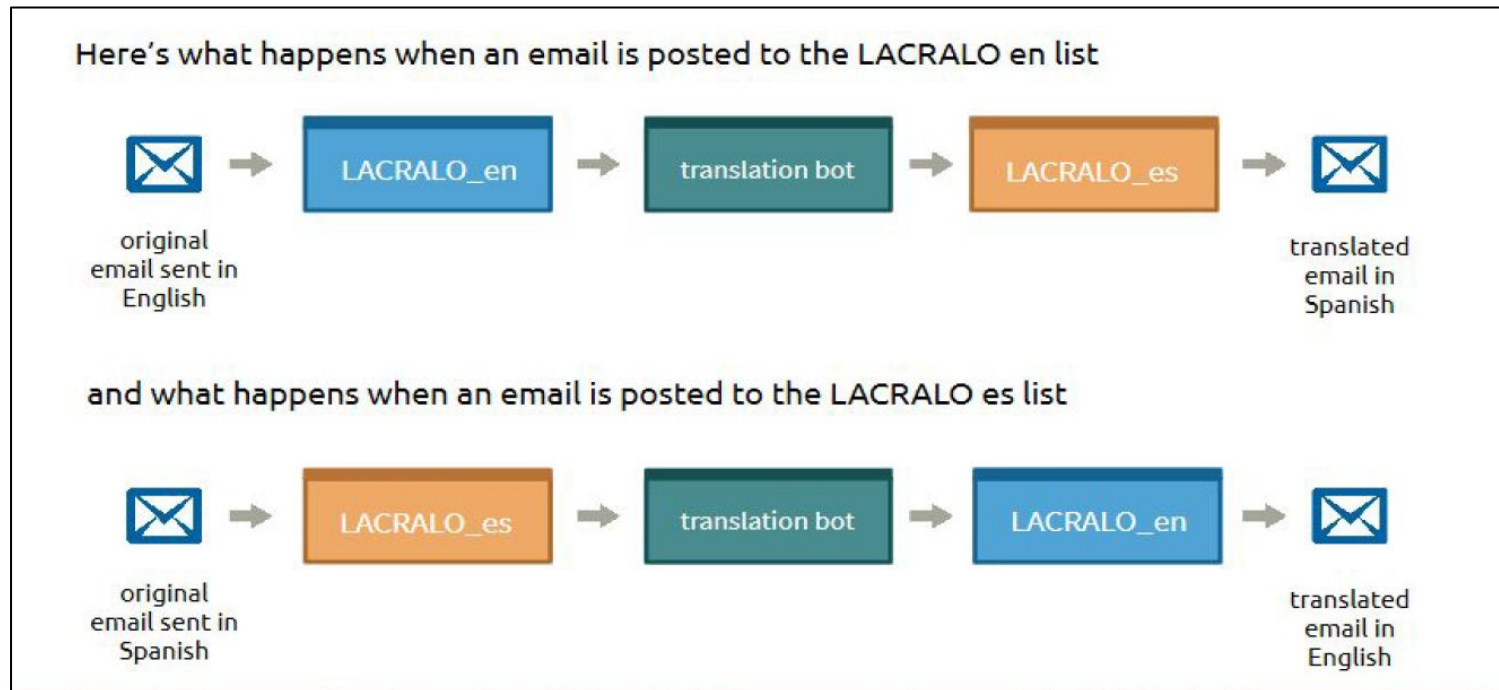
This page seeks to track possible technology related issues noted by the [At-Large Technology Taskforce Working Group](#) and the At-Large Community for raising with ICANN Staff.

Current Technology Issues

Status of Issue	Updated	Description of Issue	Solution / Workarounds
IN PROGRESS	22 Oct 2017	LACRALO mailing list issues - see discussion-of-LACRALO-mailing-list-issues for a deeper background behind this issue.	The TTF filed a budget request to the At-Large FBSC in FY17 for ICANN to finance the hiring of a programmer to assist the volunteer ICANN staff member to fix outstanding bugs - see At-Large FY17 Budget Development Workspace , this was approved by the At-Large FBSC and filed with ICANN Finance. On the 2016-08-08 At-Large Technology Taskforce Call, ICANN Staff member @Corinna Ace

LACRALO mailing list translation

The TTF has long noted the severe translation problems with the LACRALO mailing lists and for FY17 submitted to ICANN a budget request for ICANN to get resources to fix the LACRALO email translation issues.



Key features of the new translation tool

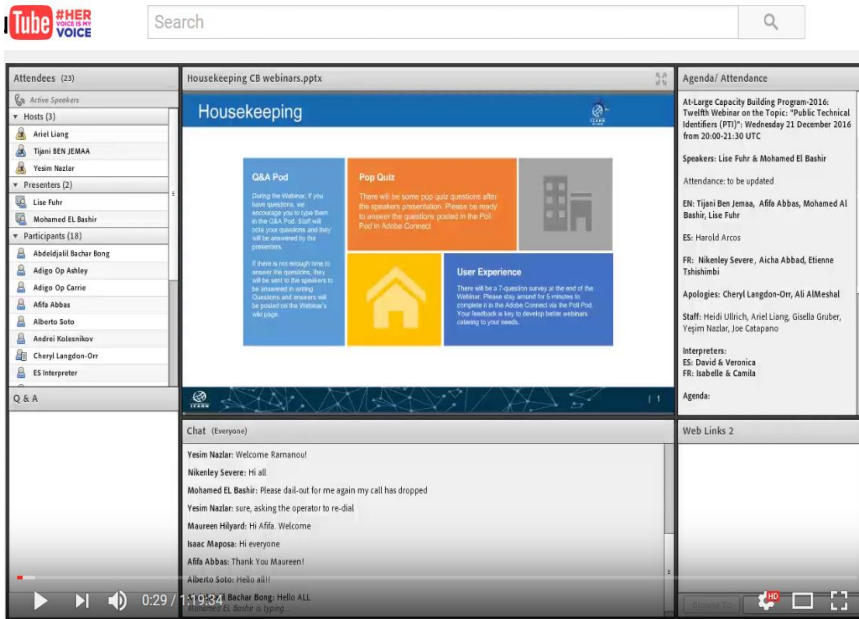
- Subject line of emails is not translated to preserve email threads
- The translation tool will notify the sender if the email couldn't be translated.
- Translated emails will also include attachments (TXT, PDF, DOC, JPEG, PPT, PNG, GIF) from the original email.
- If there is text that you do not want to be translated (e.g names), you can
- enclose text with a <DNT> </DNT> tags

Challenges noted:

- An email sent to both lists at the same time causes problems
- The generic notification to the sender when his/her email cannot be translated doesn't identify exactly where the translation failed.

Tool deployed to main LACRALO lists on October 6 2017

Making Adobe Connect recordings accessible on mobile devices

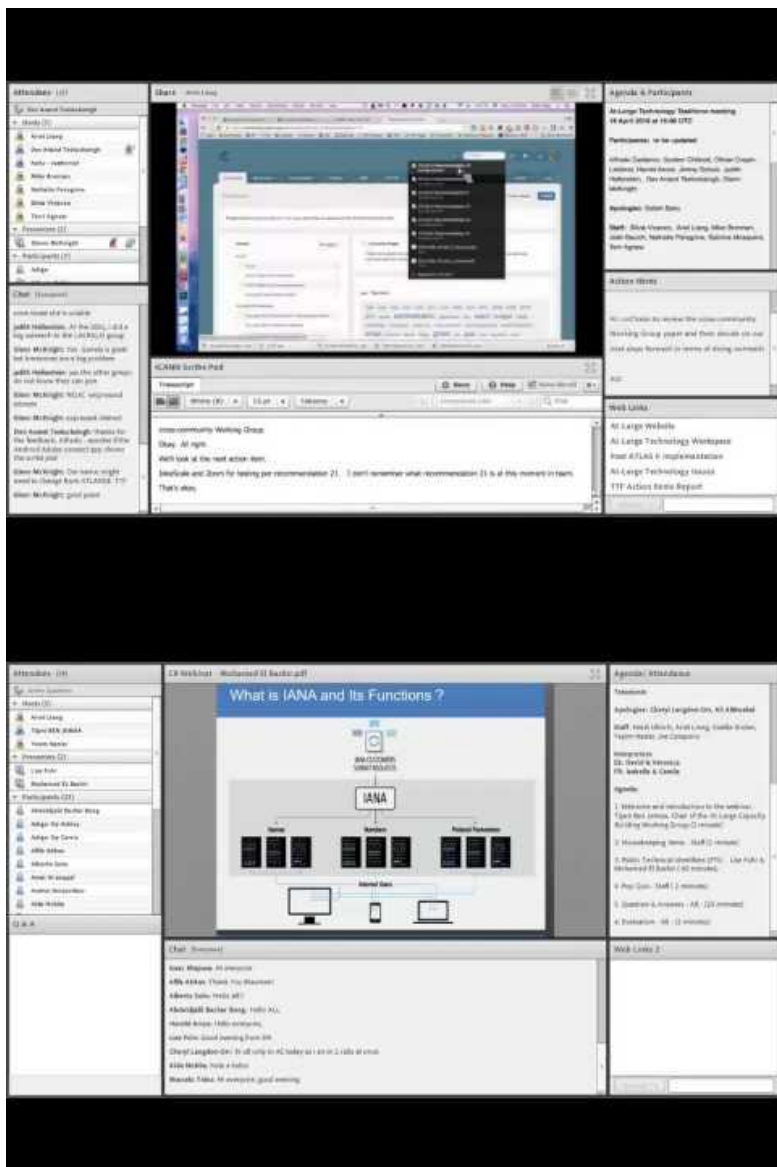


At-Large Capacity Building Webinar: Public Technical Identifiers (PTI)



19 views

- All of the ICANN At-Large conference calls and webinars are done using Adobe Connect. However, the recordings from this conferencing solution are encoded in Adobe Flash.
- Such recordings are therefore unplayable on mobile and tablet devices and playback of recordings on a PC with Flash installed is cumbersome compared with video sharing websites.



- The TTF noted that with [Adobe Connect 9.5](#), [ICANN has the ability to save recordings in MP4 format](#) using the Adobe Connect add-in on Staff's computers.
- Formats like MP4 can be edited and put on video sharing websites for easier re-sharing on websites and social media and accessible to the At-Large community using computers or mobile devices.
- At-Large Staff has created two recordings and uploaded to YouTube
 - [Technology Taskforce 08-04-2016](#)
 - [Capacity Building on PTI](#)

- At ICANN59, Billy Einkamerer noted that YouTube supports Flash video (FLV) uploads. ICANN staff made available a FLV recording and this was uploaded to YouTube directly without any conversion to MP4.

[ICANN 59 TTF session on YouTube](#)



ICANN Stakeholder Tool

ICANN Stakeholder Tool v8.3 (October 22 2018) by Dev Anand Teelucksingh

File Edit View Insert Format Data Tools Add-ons Help Last edit was made yesterday at 2:50 AM by Dev Anand Teelucksingh

fx =vlookup(C2,Countries!A2:B,2)

A	B	C	D	E	F	G	H	I
	Show ICANN Stakeholders in		Argentina (.ar)				<i>Stakeholder Tool created by Dev Anand Teelucksingh, At-Large Feedback welcome at</i>	
							Wikipedia Link about Argentina (.ar)	
	ICANN Region	LAC					31 Fellowships	
	Physical Region	LAC					ICANN Meeting	Name
							ICANN62 Panama City 2018	Julian Esteban Lescano Camer
	GAC	Yes					ICANN62 Panama City 2018	Franco Glandana
	ccNSO	Yes					ICANN59 Johannesburg June 2017	Maria Gabriela Gijón
	At-Large	Yes	11 At-Large Structures				ICANN58 Copenhagen March 2017	Antonella Maia Perini
							ICANN58 Copenhagen March 2017	Edgardo Clemente
	Fellowship	Yes	31 Fellowships				ICANN57 Hyderabad November 2016	Adela Goberna
	Nextgen	Yes	5 Nextgen Students				ICANN56 Helsinki June 2016	Julian Esteban Lescano Camer
							ICANN54 Dublin October 2015	Julian Esteban Lescano Camer
	NCUC	Yes	4 NCUC Organisations				ICANN54 Dublin October 2015	Martin Pablo Silva Valent
			9 NCUC Individuals				ICANN53 Argentina June 2015	Adela Goberna
	NPOC	Yes	3 NPOC Organisations				ICANN53 Argentina June 2015	Miguel Ignacio Estrada
							ICANN53 Argentina June 2015	Carlos Rivers
	Business Certifications	Yes	4 Companies				ICANN53 Argentina June 2015	ICANN53 Argentina June 2015

CountryDashboard | NPOCLive | RegionalDashboardSummary | RegionalDashboard | RrSGLive | Countries | AtLarge

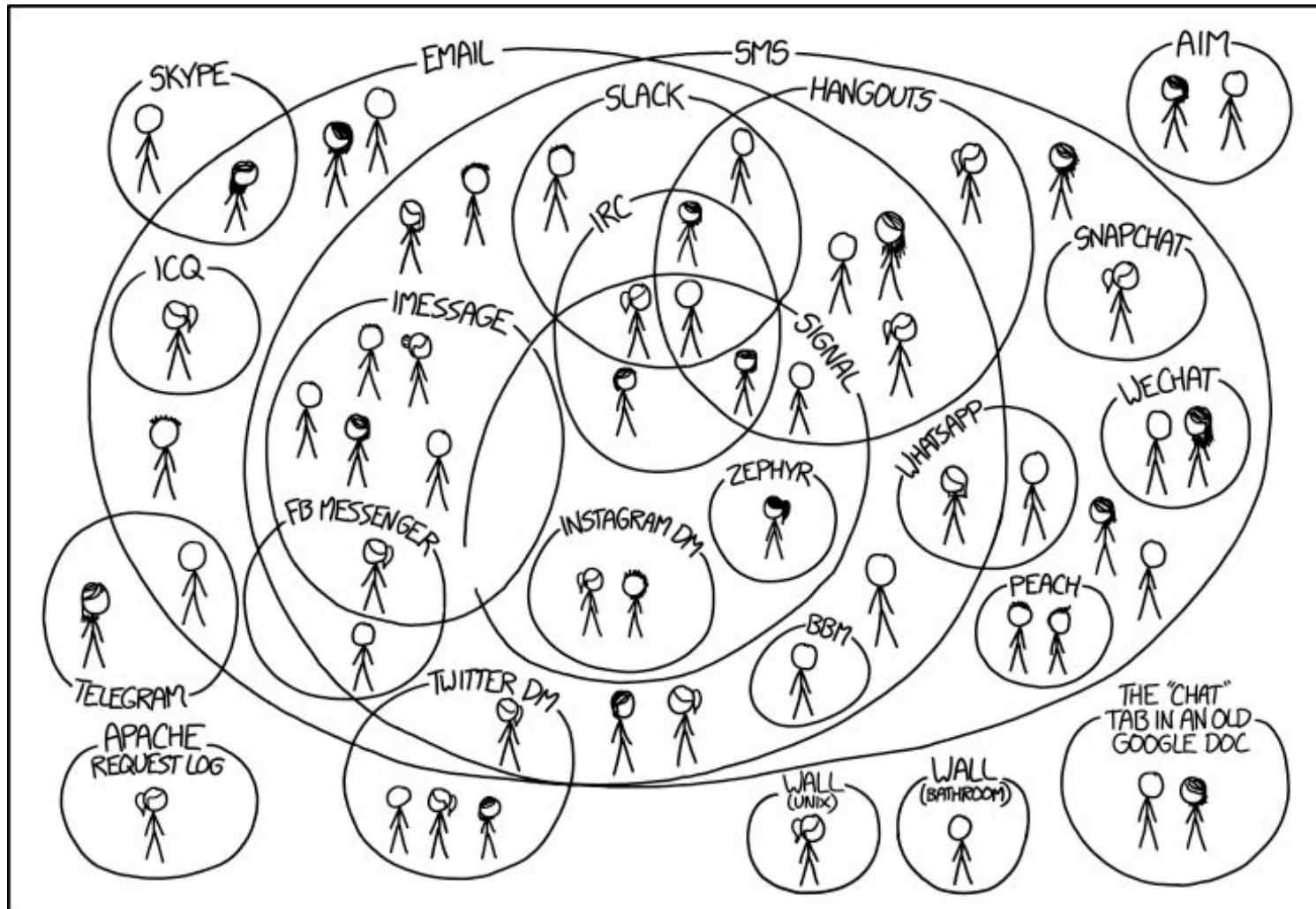
ICANN Stakeholder Tool

- Analysis of the Fellows that have passed through the Fellowship can yield persons that could be potential members of At-Large.
- How do we know where to target outreach? Where were our gaps ?
- The ALAC and ccNSO were discussing ways in which ccTLDs and At-Large
- members could better work together but how to find who who's what where
- For places that didn't have an At-Large presence, could other ICANN stakeholders from that country be contacted? Who were those Stakeholders?

Developed by Dev Anand Teelucksingh (devtee@gmail.com)

Stakeholder Analysis Tool <http://bitly.com/ICANNST> At-Large Wiki page on the Stakeholder Tool <http://bitly.com/ICANN-Stakeholder-Tool>

How At-Large should use Group chat?



I HAVE A HARD TIME KEEPING TRACK OF WHICH CONTACTS USE WHICH CHAT SYSTEMS.

Credit : XKCD <https://xkcd.com/>

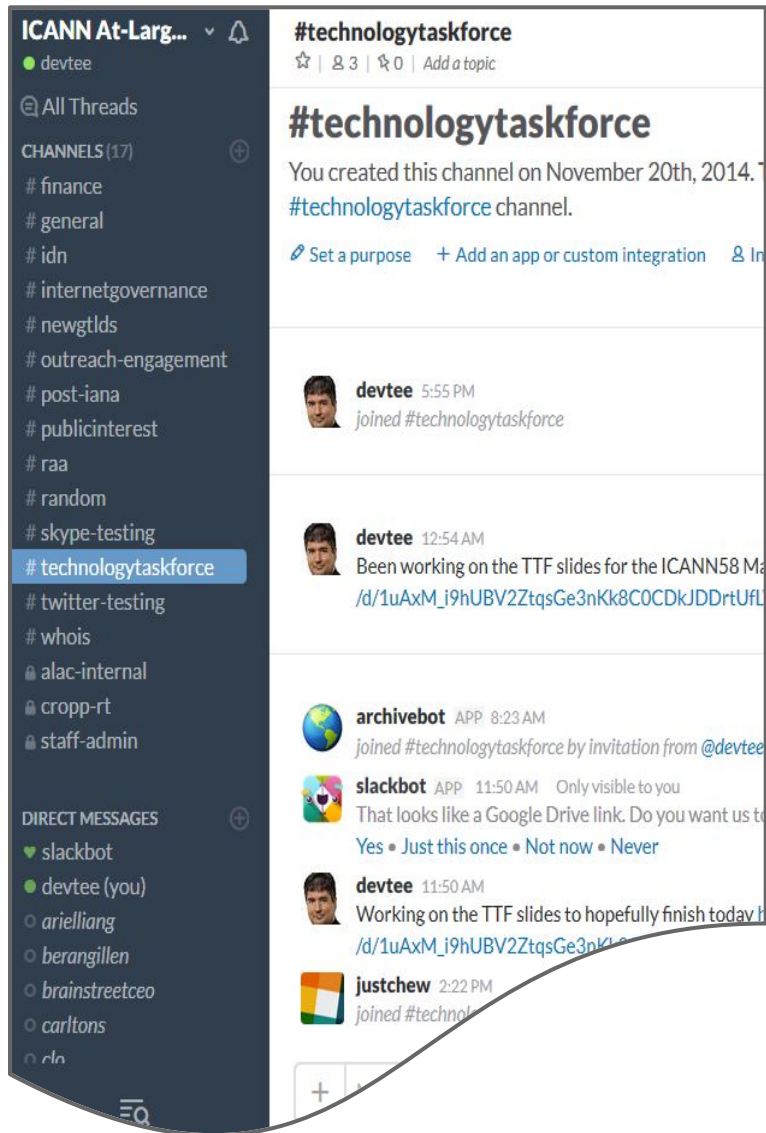
How At-Large should use Group chat?

At-Large uses Skype for chat/instant messaging.

Some of the disadvantages with using Skype:

- Chat history is not preserved. A number of At-Large discussions over the years have been lost as persons upgrade their machines.
- Conversations on various topics happens in one group so as multiple persons chime in at different times, potential conversations on a particular topic/issue are lost in the one stream.
- No ability to search messages across all skype groups - one has to remember what skype group a message was in to find it.

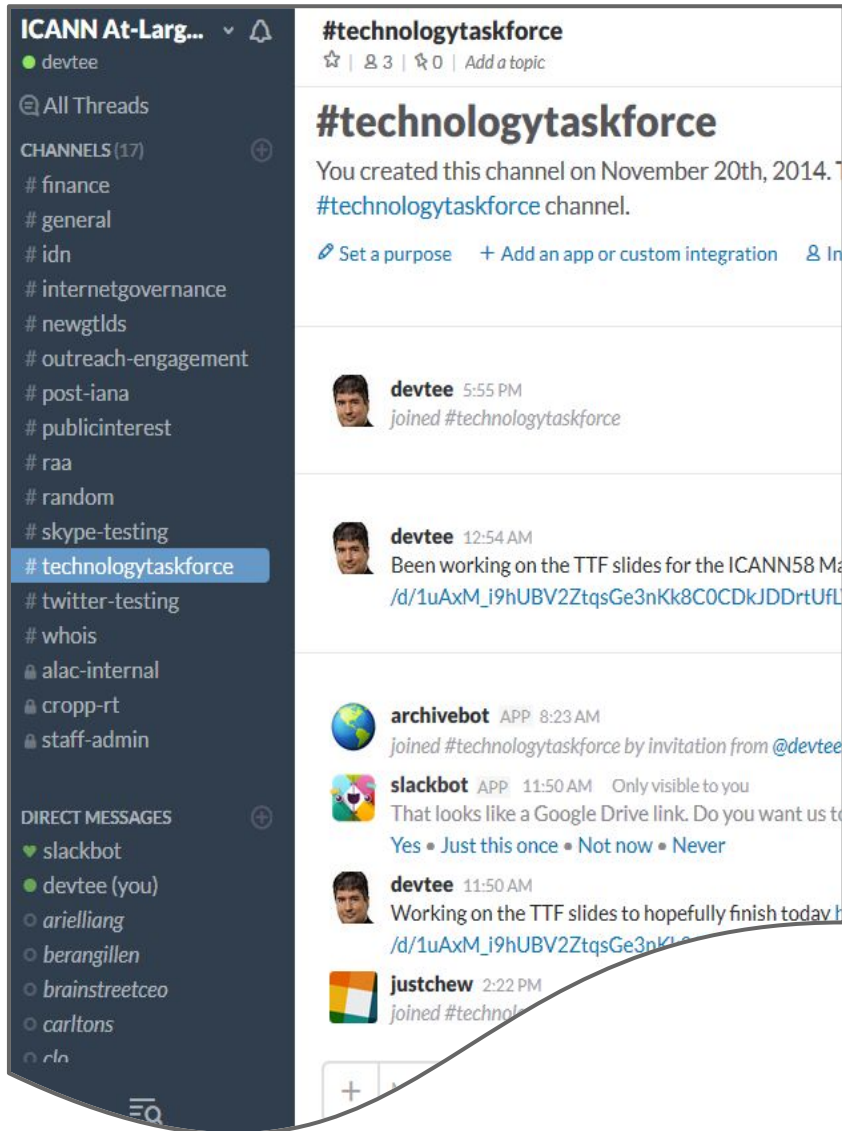
Features of Group Chat



[Slack](#), [Mattermost](#), [Rocket.chat](#), [HipChat](#) all share common features:

- creating public rooms or channels for groups and/or topics
- creating private groups not visible to persons not in the group
- mobile apps to send push notifications to senders on mobile devices
- ability to search across your channels and rooms
- can be administered by staff to create, archive, delete rooms/channels
- staff/admins have more control to add, remove, and invite persons
- allows for extensions/integrations so that different services can be integrated (eg Twitter)

Benefits of Group Chat



Group Chat ([Slack](#), [Mattermost](#), [Rocket.chat](#), [HipChat](#)) offers significant benefits over Skype

- At-large community members can be added by Staff and added to channels of their particular interest and/or group.
- potential for discussions on topics they are interested in, reducing email clutter and increasing participation.
- ability to find messages and conversations of interest to them.

- The TTF first tested and used Slack before the ICANN50 meeting in 2014 for the At-Large Summit II, to assist with the At-Large Social Media. Channels were created for each of the Thematic Groups, and Staff used to coordinate with Social Media volunteers to send pictures and information from the Thematic Groups sessions for resharing on At-Large's social media.
- We looked at [Hipchat](#) and [Hall](#) in 4Q 2014 (which was acquired by Hipchat in 2015).
- The TTF has had a demo of Rocket.chat by [James Gannon](#) from the NCUC at the ICANN56 Helsinki meeting and a followup demo on the [2016-09-19 At-Large Technology Taskforce Call](#)
- The TTF tested [Sameroom.io](#) which bridges different chat systems so that messages from one chat system can appear on another chat system (e.g Skype to Slack)
- The TTF tested [Mattermost](#), in February 2017 thanks to Niran Beharry installing Mattermost and making it available to the TTF for using.

What approach to use?

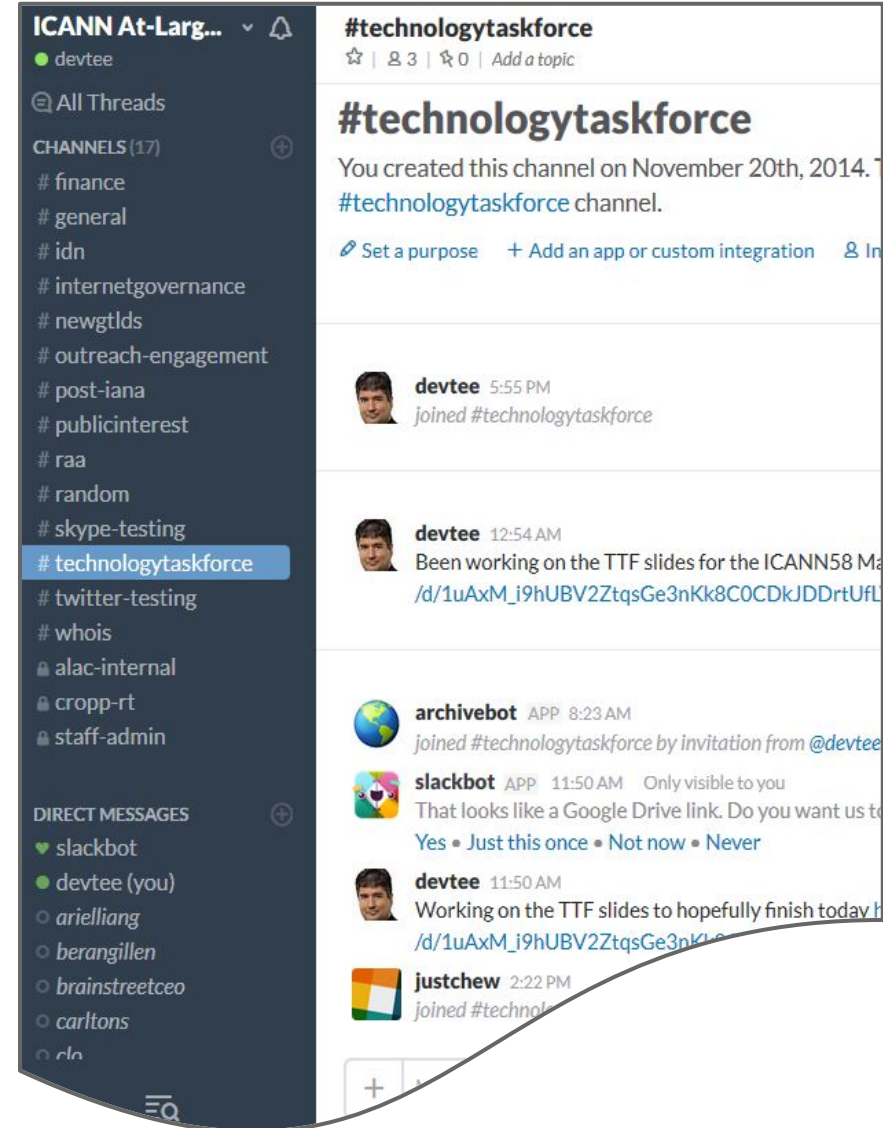
ICANN should deploy its group chat solution that can be controlled and supported internally by ICANN.

An ICANN deployed solution would allow ICANN to customise the group chat solution to suit the AC/SOs which have varying needs.

Such an approach will require some planning, investment and testing by ICANN before such a solution could be publicly available.

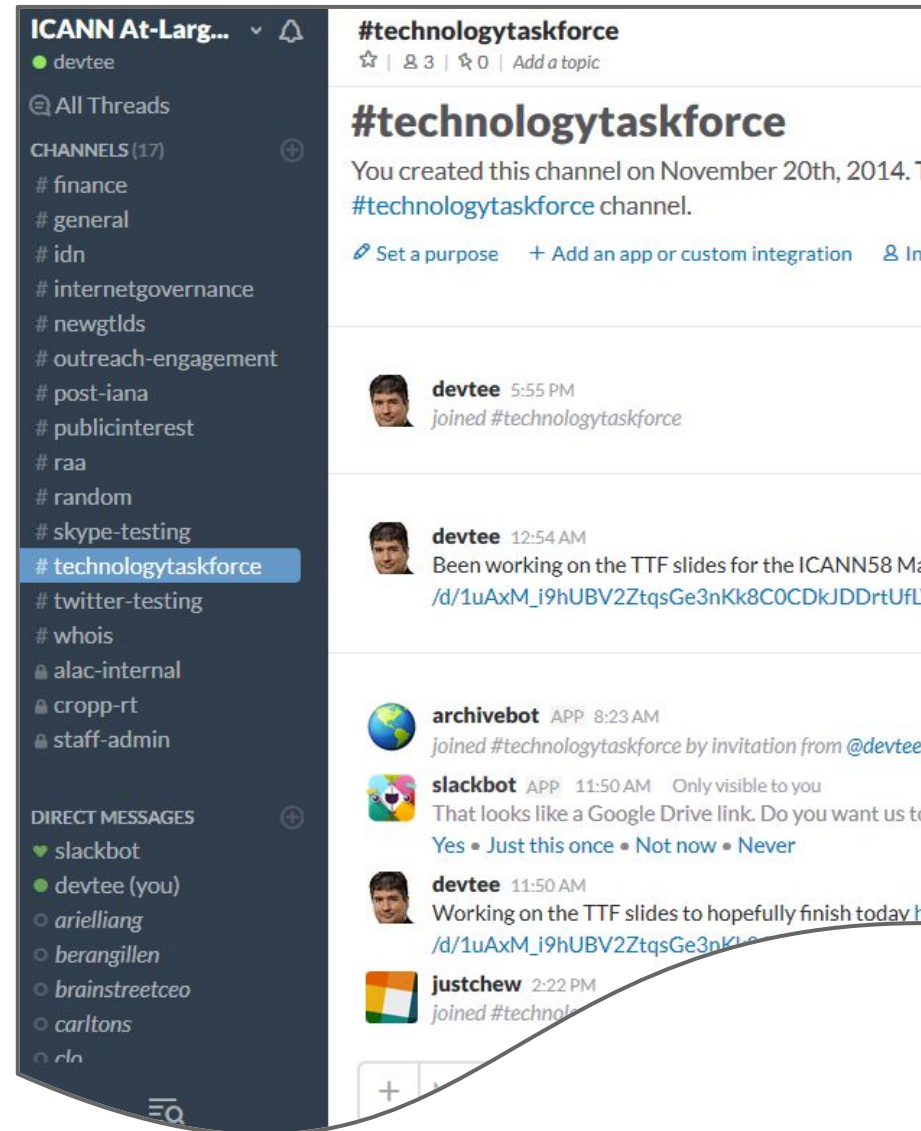
What approach to use?

However, one approach the TTF has investigated is for the At-Large Community to use the free tier Slack version that we have at <https://icannatlarge.slack.com/>



What approach to use?

- The free tier offers 10 integrations - the TTF has installed several integrations in Slack
 - Twitter notifications to Slack channel
 - Have Voice/Video chat with Skype
 - Google Calendar to send notifications from the At-Large Calendar
 - Translate tool for persons to translate text inside of Slack



What are Your Technology Issues in ICANN?

TTF work and Projects can be found at <http://bitly.com/TTF-work>

The TTF wiki page : <http://bitly.com/Technology-Taskforce>

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