



Technology Taskforce

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Introduction to the Technology Taskforce

2

Update of selected projects

- Policy tracking
- TTF wiki layout
- Review/Report of Conferencing Solutions
- TTF recommendation to ALAC re: group chat

3

Selected Technology Issues Updates

- upgrade of the LACRALO mailing list translation tool
- making recordings of conference calls playable on mobile devices
- ICANN's Adobe Connect issues

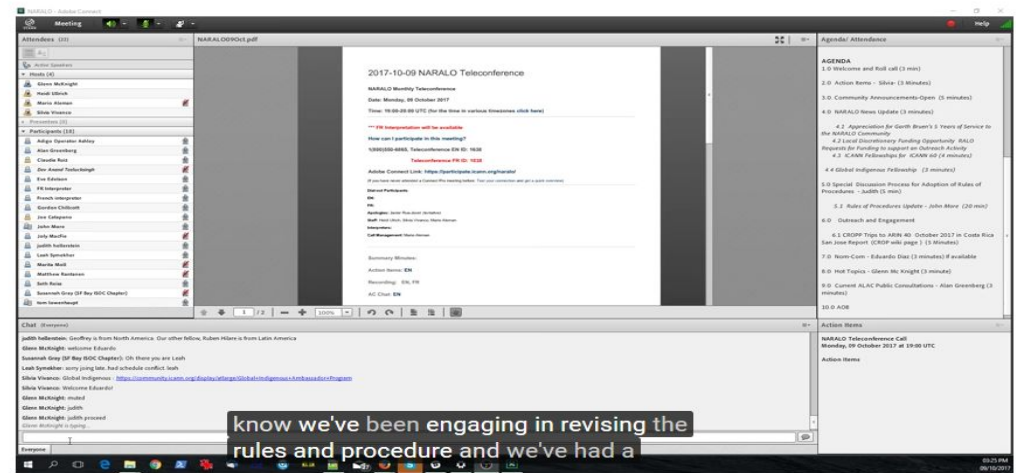
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What are your Technology Issues in ICANN?

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 to 2 conference calls 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



Update on Selected Projects

TTF Subgroup to develop review of conferencing solutions

- Project leads : Justine Chew, Satish Babu

<https://community.icann.org/x/MpvbAQ>

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About this Review
of Conferencing
Solutions

2

Adobe Connect
Challenges

3

Key desired
features for a
conferencing
solution(s)

4

Progress made
amidst Challenges
Faced

5

Next step,
feedback,
suggestions

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 when ICANN appeared to be switching to *LucidMeetings*, a cloud based conferencing solution in mid 2013.
- The TTF held several meetings with *LucidMeetings* and used it for its WG calls from late 2013 to mid 2014, before returning to *Adobe Connect*.
- 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.

- ◉ 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

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

Selected Technology Issues

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.

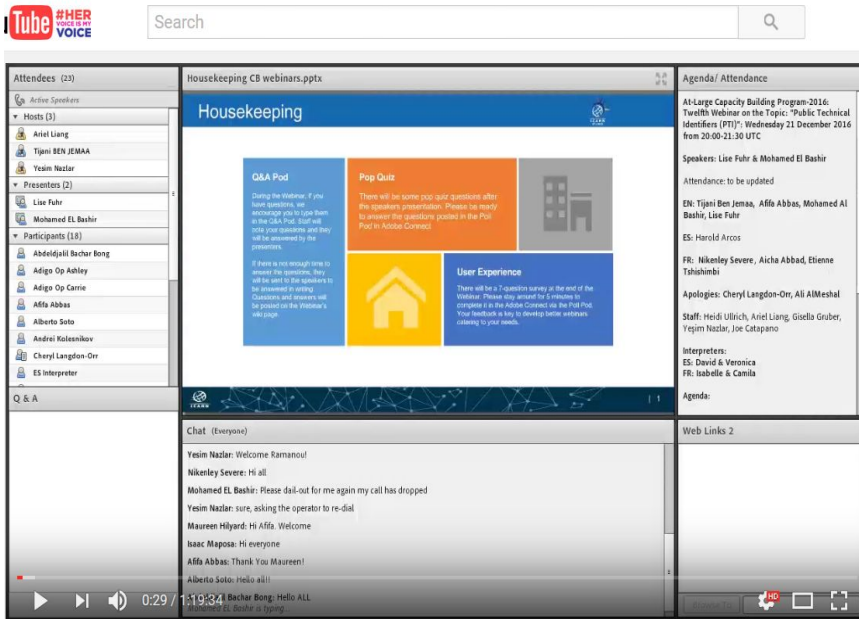
Current Technology Issues

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

Some of the key technology issues noted:

- ★ New LACRALO mailing list translation tool
- ★ Making Adobe Connect recordings accessible to mobile users
- ★ Adobe Connect connectivity Issues

Making Adobe Connect recordings accessible on mobile devices



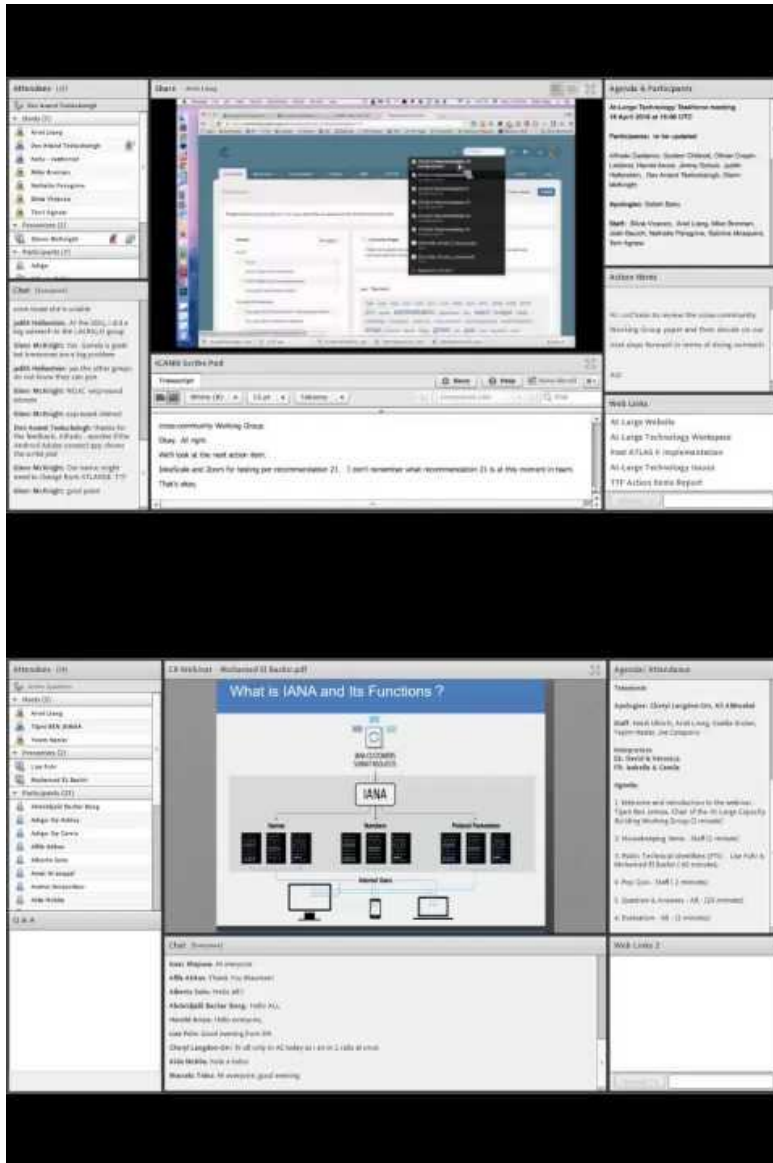
At-Large Capacity Building Webinar: Public Technical Identifiers (PTI)



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.

Making Adobe Connect recordings accessible on mobile devices

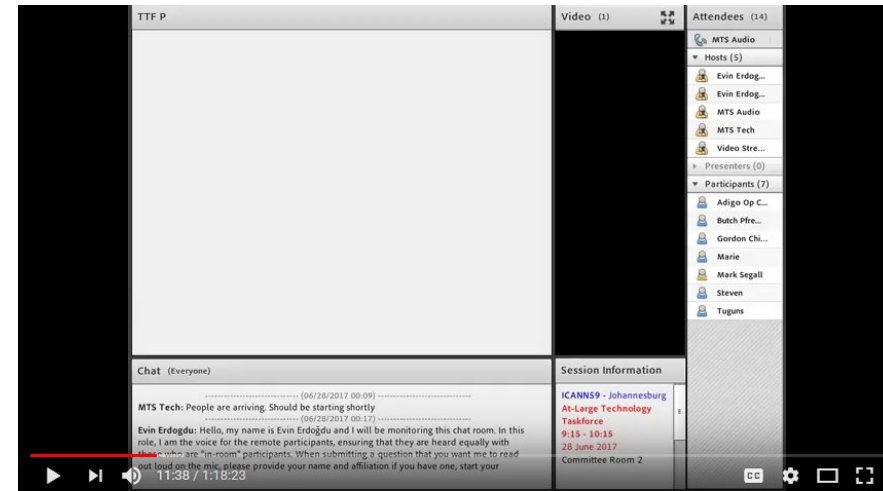


- The TTF noted that with [Adobe Connect 9.5](#), [ICANN has the ability to save recordings in MP4 format](#) using the Adobe Connect add-in on Staff's computers.
- Formats like MP4 can be edited and put on video sharing websites for easier re-sharing on websites and social media and accessible to the 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](#)

Making Adobe Connect recordings accessible on mobile devices

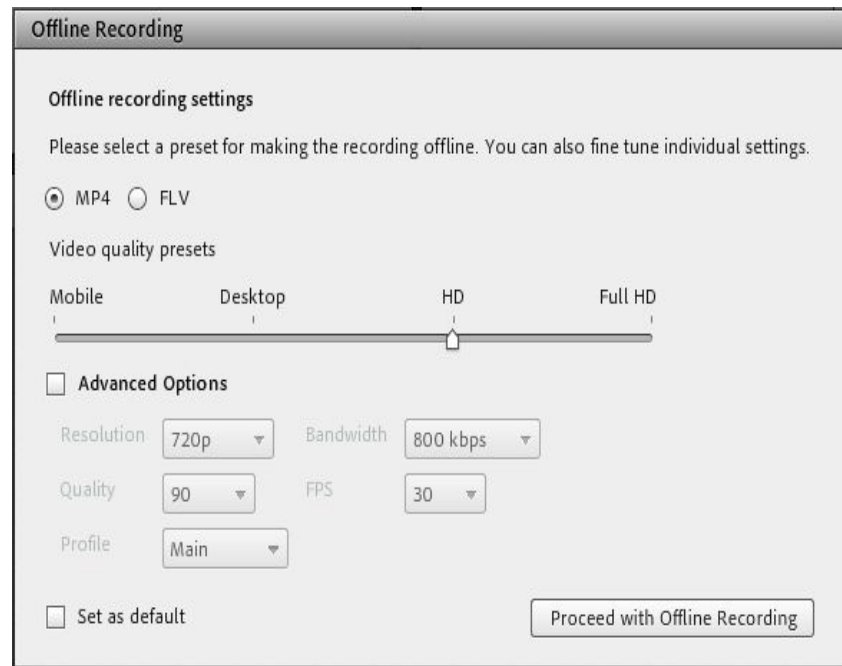
- At ICANN59, Billy Einkamerer noted that YouTube supports Flash video (FLV) uploads. ICANN staff made available a FLV recording and this was uploaded to YouTube directly without any conversion to MP4.

[ICANN 59 TTF session on YouTube](#)



Challenges noted:

- Staff have to download/playback the recording in real time to do the conversion of the adobe connect recording to MP4 or FLV.
- On Macs, only one instance of Adobe Connect add-in can be launched at a time so staff cannot attend a meeting while creating an offline recording.
- High bandwidth need to stay connected to the Adobe Connect room to download the FLV file and to upload the video to YouTube - Staff may not have enough bandwidth where they work and be able to do both regular duties and do the conversion.



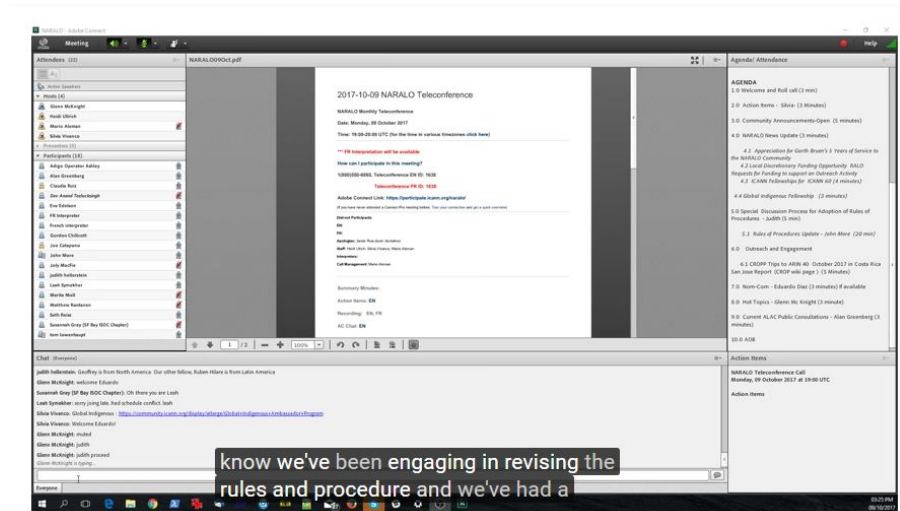
(Credit : [Adobe](#))

Another approach : Livestream conference calls to YouTube

As a test, Dev Anand Teelucksingh used [OBS Studio](#) to stream his desktop to YouTube while attending the [NARALO October 9 2017](#) in Adobe Connect.

Advantages:

- Can post to social media to watch the livestream as the meeting happens
- Eliminates the need to download recordings and then upload to YouTube after the call.



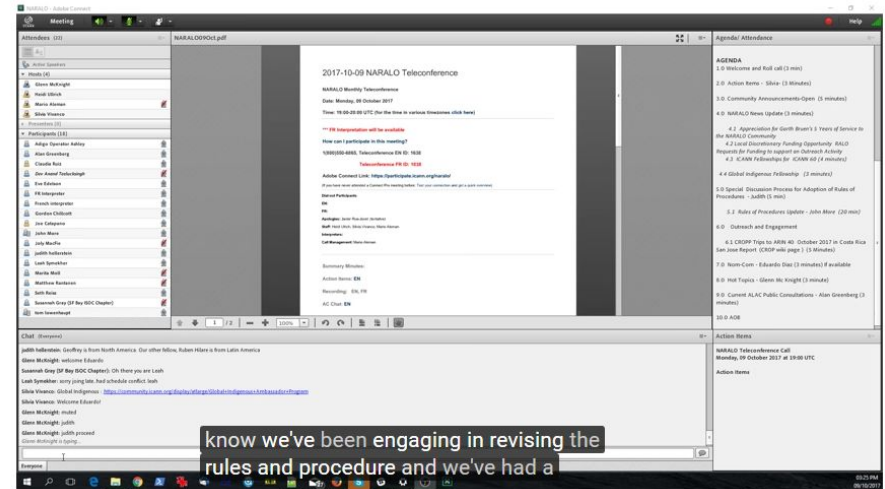
Test of NARALO Conference call livestream

Livestream of NARALO October 9 2017 call
<https://youtu.be/8tV5yALgl8A>

Another approach : Livestream conference calls to YouTube

Challenges

- Requires bandwidth to both attend and stream at the same time.
- Care needed to mute system sounds and microphone
- Care also needed to not switch away from Adobe Connect or have other programs pop up over the screen



Test of NARALO Conference call livestream

Livestream of NARALO
October 9 2017 call
<https://youtu.be/8tV5yALgl8A>

We need to have the At-Large's Community meetings available on sites like YouTube.

Two possible approaches

- Use a computer at a location such as an ICANN office (which should have sufficient bandwidth) to do the download of the recording after the call and uploading to YouTube, alleviating the need for At-Large staff's computers to be tied up doing the download/export. The computer can be run by a staff person at the office or remote controlled by At-Large Staff.
- Use a computer at a location such as an ICANN office (which should have sufficient bandwidth) to enter the Adobe Connect room at the beginning of the meeting, stream the desktop showing the Adobe Connect room to YouTube for the duration of the meeting and ending the livestream when the meeting ends.

Questions, Comments?

- Since ICANN switched to the new vendor many users have complained about connectivity issues ranging from an inability to connect to poor audio quality, constant dropping or crashing of Adobe Connect.
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- Adobe can only display one audio channel, would be better if can have a separate audio feed.

Adobe Connect Connectivity challenges

- In an effort to allow for Adobe to work better on the Mac, PC, and Mobile platforms, Adobe has focused its efforts on creating and distributing desktop versions of Adobe Connect not only for the Mobile market but also for the desktop/laptop market.
- This effort has resulted in more audio and connectivity problems but many of these go away when using the desktop versions and launching from there then from the browser.
- It is hoped that these new versions that do not use Flash will solve some of the interoperability issues

Learn more on the TTF page on Adobe Connect at <https://community.icann.org/x/6xcQAg>

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