
DEV ANAND TEELUCKSINGH: Good morning, good afternoon, good evening everyone. My name is Dev Anand Teelucksingh, Chair of the Technology Taskforce for this Monday the 19th of November, 2012 at 16:08 UTC. On the agenda today we're going to be reviewing the At-Large social media strategy. There were several comments received from the presentation given at the ICANN Toronto meeting. After reviewing the comments made we will look at the technology workspace and then one of the pages there, and you can review it for you to offer comments. And finally, we'll then look at some of the ideas for improving the organization of content on the At-Large Wiki.

And then, if time permits, then perhaps a short update on the LACRALO machine translation issues. And then any other business. Is there anybody wishes to add anything to the agenda? Going once, going twice – actually, I do have one item to add to the agenda. I should have added it before. It's regarding the accessibility of ICANN services, and I will get more into that when we come to that action item.

Very well, Julia or Silvia, can you do a roll call please; thank you. Julia or Silvia?

JULIA CHARVOLEN: Yes, sorry. Hello?

DEV ANAND TEELUCKSINGH: Hi. Can we do a roll call? Thank you.

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

JULIA CHARVOLEN: Sure, I'll begin. Good morning, good afternoon, good evening. This is the At-Large Technology Taskforce Working Group on the 19th of November. On the call today we have Dev Anand Teelucksingh, Olivier Crépin-Leblond, Gordon Chilcott, Nirmol Agarwal, Titilayo Bolarinwa. We have apologies from Wilson Abigaba, Juan Manuel Rojas, Yaovi Atohoun and Jose Arce.

From staff we have Silvia Vivanco, Heidi Ullrich and myself, Julia Charvolen. I would like to remind all participants to please state your name before speaking for transcription purposes. Thank you very much and over to you.

DEV ANAND TEELUCKSINGH: Thank you very much Julia. The review of the action items of our last call, which was held just before the Toronto meeting, the two AIs, there were only two action items. One, to contact IT staff to see if the blog post can be restricted to certain persons. According to Matt this is indeed the case, so that action item is complete. The second action item is to find out from other RALOS who they have sued the tools. This is referring to the social media tools.

I've not really fully completed this. I know NARALO as part of the outreach program in Toronto have used a lot of YouTube and Flickr to document their various activities, and they've actually, Glenn McKnight from the RALO has done I think a fantastic job actually a fantastic job actually of highlighting and showcasing the NARALO activities. I think it's something that other RALOs need to really look at to designate

somebody to capture video and pictures and so forth and upload them to YouTube and Flickr so that everybody else can see and listen to the video.

So those are the two action items. I did not really have a chance to really check the other RALOs per se. Nothing to me really stood out, but I would need to be corrected on that. So those were the two action items. And anybody, if they want to raise a question or, by all means please feel free to jump in, or of course, raise your hand in the Adobe Connect room.

Okay, so the next item, the review of the At-Large social media strategy. I posted the link to the presentation that I gave at the Toronto meeting during the Sunday At-Large and Regional – oh dear, I've forgotten the link, the name of the page. But it's the Sunday all day meeting for At-large. And we received several comments, quite a lot of comments actually from participants and attendees. Glenn McKnight suggested adding content from pictures being tagged on Flickr and other social media networks. And also where is the YouTube channel in this social media strategy.

And I have to say I see no problem with integrating such photos and so forth. At-Large already has a YouTube channel, so it should be no problem to, when somebody loads something up to YouTube on the At-Large channel, the social media networks would then update to point to that new content. Glenn McKnight also talked about something called augmented reality. And this is not really directly a social media strategy, but he talked about the use of this tool [LEAH]. And what LEAH is it allows you to add digital content to print media.

The idea is that when you look at a brochure or pamphlet or whatever, you can use a camera and it recognizes certain pictures on the printed media, on the pamphlet, brochure whatever. And you could hyperlink that to a YouTube video or something like that. So it makes it more interactive. So actually, this is probably something that could be looked at for the brochures when we next look at updating the brochures. Glenn was very passionate about this and he was showing me during the Toronto meeting.

Let's see, what else was also mentioned. Eduardo Diaz mentioned is it possible to have the recordings of meetings be presented as podcasts that could be subscribed to, rather than having to hunt through the At-Large Wiki to find it. And well, again everybody can make some comments, but I think yes it will be useful. My only concern is how exactly could this be done. Sergio Salinas Porto talked about the multilingual aspects of it. Is it possible to have the social media accounts in the other languages, at least in the six UN languages, so that persons in other, that don't speak English, can follow the activities of At-Large.

So this is also I think desirable, but again, I have concerns about the scaling of such multiple At-Large social media accounts. But I'll open the floor to that afterwards. What were the other two comments made? Well there's a comment that perhaps this social media strategy would bring – I think the word riff raff was used – and not serious persons with the social media strategy. Well, my comment to that at the time is we need to make the effort to try to reach as much persons outside of At-Large, to make them aware of the At-Large activities in order to get new people in.

And I think, oh yes, one more thing. Glenn talked about the possibility of creating mobile applications as part of the social media strategies so that persons can then download applications on their phone and then be able to use that to either follow, or at least be in At-Large activities. I think I've summarized the key points made, the comments made. Any initial comments or thoughts? I'll open the floor to persons. Gordon, please go ahead.

GORDON CHILCOTT:

Thanks Dev. A couple of things crossed my mind when you were going through your summary. One of these of course is the fact that as much as we introduce ourselves on the social media engines that are out there, it's going to be difficult to get people to come to see us in these environments unsolicited; even in my own organization there's a number of people who don't even know for sure what ICANN is. So one of the things we might want to do is to seek some coordination effort with our new communications executive within ICANN.

The other is the mobile applications, for most of these engines mobile applications are available. But perhaps we need to have some mobile available shortcuts to get us in there. Again it's a question of introducing ICANN.

DEV ANAND TEELUCKSINGH:

Okay, thanks Gordon. Titi, please go ahead. You may be muted Titi; star seven to unmute. Titi we still can't hear you. Okay...well Titi I see has posted in the chat – this is Dev Anand, sorry – Titi has posted in the chat. So obviously, it sorts out all your problems.

The comments – “podcast will be a useful platform but in fact this requires personnel dedicated to it at the very least. And regarding (Inaudible) we are hearing different guises already. We need the inclusiveness. Yes, it meets desired elements but they should be driven by...” I can’t see that last part there.

Okay Gordon, to answer your question Gordon, regarding having the material ready to be shown or made available to those new persons in At-large, there’s quite a lot of material already published – the beginners guide to participating in At-Large; beginners guides to participating... And there’s other beginner guides to domain names and IP addresses.

So we have some of the core material, at least some of it, maybe not all of it, some of the material already available. I think what probably needs to happen is that – and this is probably something that needs to be worked out by the At-Large Outreach Strategy, what further materials need to be brought in, or what document could be used to tie all of these things together in one easy to use form. That’s my comment. So perhaps we need to work more closely with the At-Large Outreach Working Group that was created at the Toronto meeting to work better on this.

The thing with mobile applications, I guess my question is, my concern with mobile application is this – if a person is not aware of ICANN, At-Large and so forth how would they be made aware of the mobile applications to then download to be made more aware of At-Large. It’s kind of a chicken and egg situation there. I wonder if, that’s just my one observation about. I don’t know if there’s a mobile application; trying

to work to develop a mobile application could work. Perhaps if it somehow encapsulates a mobile application that encapsulates what is ICANN and so forth, what does it do, how do you participate; maybe that could work.

And indeed Gordon, what you said about working with Sally Costerton of the new communications team at ICANN, maybe this is something that ICANN needs to do. I'm not sure this working group can do it on its own. I see also Titi is also continuing to post on the chat. Okay, Titi is commenting that on social media platforms you need to be strategic and identify which would be most useful. And indeed, Twitter, LinkedIn, YouTube and Facebook; there the lowest reaching fruit in terms of the social media platforms. So these are already being targeted as such.

Gordon I see your hand is still there; you have a follow-up question or comment?

GORDON CHILCOTT:

Yeah Dev. As for the mobile applications, I believe the applications are already there. We probably need to concentrate a little bit on how to use those. And I want to make notice of an earlier remark of Titi's that seemed to me – I hope I'm getting his comment correct here – that one of the things we might want to look a little bit more closely at again is platform neutrality. Thanks Dev.

DEV ANAND TEELUCKSINGH:

Okay, and thanks Gordon. I think I agree with you there. At least the idea is that by having the social media, the RSS feed technically we can use that to export the content to any new platform that we choose to

publish on. So for example Google+ if we decide that that's more critical and that's more important – well I won't say more important, but also useful to target. I guess this is one question I have also regarding the social media strategy. Okay, we've done the technology building blocks to make the social media strategy happen. One key question, and perhaps I'll put Olivier on the spot here as the ALAC Chair, is who do you think should be the ones to actually drive, or actually post to the social media content?

Should it be At-Large staff only? Do you think the ALAC needs to possibly designate certain persons, like the rapporteur, to actually post updates to the At-Large social media strategy. I don't know if Olivier wants to jump in on that.

OLIVIER CRÉPIN-LEBLOND: Thank you Dev, it's Olivier for the transcript. Can you hear me?

DEV ANAND TEELUCKSINGH: Yes we can hear you. This is Dev, go ahead.

OLIVIER CRÉPIN-LEBLOND: Thank you Dev, Olivier. The current system for the social media is that the person who is in charge is Matt. So it is staff at the moment that runs the space. I understand that a lot of the feeds and do on are done automatically, so those are kind of set up. What we really do need is of course someone to animate this space. I'm not sure whether we have that much volunteer time to animate the space. It's always a question because it's great to have volunteers to start with, and then it becomes

tedious because you have to do it every day because you have to keep things up to date.

And when the volunteer is gone then suddenly there happens to be an out of date social media page etc. It's always a concern; when things are out of date is sometimes even worse than when they're just missing. So unless you have plan to have more than one person to be able to deal with the space, we would probably have a staff member for the time being deal with the space.

Now that said, there is also a wider social media strategy that is going to take place in all of ICANN. And we are eagerly awaiting for Sally Costerton to provide us with more information on how things are going to pan out with them. And at the moment there are no details of the overall strategy given, apart from the My ICANN website, which we have been able to see and which was presented over in Toronto. That's all.

DEV ANAND TEELUCKSINGH: Thank you Olivier. This is Dev. Indeed, I agree with what you said. The difficulty is to find volunteers and then to make sure that those volunteers will be engaged and want to do it. So I think definitely, at least for the short term interim that perhaps At-Large staff could do it. I'm just also concerned with At-Large staff having a huge burden of doing multiple things themselves.

So I think perhaps this needs to be looked at a little bit more. Perhaps for example, I wonder if the RALOs could also get involved. But I guess the problem is at which point who speaks for the global At-Large. So my

instinct is that this would be somebody from the ALAC. But that's just my opinion on that. Titi has also posted something on the chat here. Regarding "(Inaudible) At-Large to share, push At-Large ICANN info or do we want it to be interactive."

At the very first point Titi, they should at least try to disseminate information so that persons can then share that in their At-Large structures far more easily than say just getting an email with items hoping that you'll forward it to other members in the At-Large structure or not. And also the other issue is to perhaps make that information aware to other members of the public that are not members of At-Large.

In terms of making it interactive, this is also going to be a challenge. And I think it comes back to who is going to be manning the social media strategy. Because again, I don't think that it's a technology issue; it's a workflow person issue. So it would be very helpful if persons would be, as I would see it, persons would be monitoring the social screens and then if persons are commenting on it other persons on those platforms could jump in and answer questions. And therefore not forcing the staff to be the ones constantly looking at all the different platforms to answer questions and so forth, because I think then it becomes very, it will be time consuming. I won't say impossible, just time consuming.

Okay, only one other thing – I know we're spending quite a bit of time on this – that is the multilingual aspect of the social media possibly having contents redistributed in six languages, the six UN languages at least. While I can empathize with the idea of having native content in

all the six UN languages, I don't think that it's achievable from a manpower or person power point of view. There are two ways as I see it. I call it a scalability issue.

You'll be creating multiple At-Large social media channels. And while this may make it potentially easier for those native languages to be better understood, communicated, it's a danger that it's a lot of duplication of efforts, one. And it just becomes much more harder to broadcast something. What my thinking would be is that the RALOs could take the contents coming from the social media platforms, as they would, I would think, naturally be subscribers to this. And of course perhaps repost and provide a translated version or something of that nature; so that the RALOs themselves pick up the unofficial translation.

I should also mention that again, one of the ideas of using a confluence Wiki is because by having the "translate" plug-in on the Confluence Wiki, persons can at least go to the article in question. And then at least get a machine translation. Again, I don't know if anybody has any strong feelings on this, so does anybody have any comments. Going once, going twice – okay.

So I think one of the next steps is to really work with Matt, and then begin to test how to actually use the At-Large social media strategy. And of course, see what type of information could be sent out over this platform. And again, evaluate and see the results and see whether it's working or whether it needs to be adjusted. Regarding Eduardo's suggestion of having these recordings linked as a podcast, I guess we could put that as an agenda item. I don't know how to solve it at this

point, but I guess we should at least list it as our agenda item to see if this is possible to do or not.

And let's see, I think those other two may be key action items in the social media strategy. Okay, next agenda item, updating the At-Large Technology Workspace. Now the idea behind the workspace is to provide easy to use content for the regular At-Large users to be able to help them understand how to use all the different technology tools that we use in ICANN.

I have completed one of the items on the Wiki, which is on the web conferencing. And I've tried to at least put some of the key points that I think need to be included is web conferencing, and the main problems end users face when trying to understand what you need to use Adobe Connect. And in fact, even at the recent IGF in Baku I was helping troubleshoot people that were having problems connecting to the Adobe Connect. So this is my inspiration to document what you need to use Adobe Connect and talk about how to use Flash and so forth and how to install it.

And then talk about the possibilities of using Adobe Connect with the mobile or tablets. And then how to actually use the – actually I see a different typo there when I did this – but how to actually use Adobe Connect and talk about what happens when you get each call – you get a link from the Adobe Connect meeting room, you click on that, and then that opens up. And [to pattern it properly] we'll probably need some screen shots to just walk it through, and/or a video to make it a little more easy to understand.

So I know that we have to then look at doing other data pages – Skype and so forth. I know Gordon has been starting to do this, so I don't think there's any additional thoughts about this, or is this the right style or the wrong style; too much admission, too wordy. I'm obviously open to comments on this because I want to try to template as much as possible. So this is the "about/introduction" – what do you need to use it; and then how to actually.

Those are the main category headers, and then further information underneath that. Any reactions to this? Going once, going twice, going thrice – Gordon, go ahead.

GORDON CHILCOTT:

Just a quick one. As I say I've started with Skype and Bill and I have talked about this a little bit. The only conclusion we've come to is to try this format for a while and see how it goes. We really don't have a hell of a lot of content in there to judge yet.

DEV ANAND TEELUCKSINGH:

Yes I agree. I agree. What I probably will do, perhaps I will do some, as I see I've made some typos on this page as I'm now looking at it. So once I do that correction, I probably just might post it to At-Large and say "Hey, this is what we've done; any comments? Was this easy enough to understand" and so forth. So that's probably one action to also do; post a link to the web conferencing and see if it's adequate or good enough. And are there other questions that At-Large users have about Adobe Connect, so that's probably another action item there.

Okay, that's one thing. Item number six, which is the ideas for improving organization of the content of the At-Large Wiki. I just put the link there to this. I know simply since I've raised it in the previous Technology Taskforce calls, that there's some unhappiness with how the content of the At-Large Wiki is organized. And I mean it's a huge challenge obviously because there's just so much volume being generated by At-Large various working groups, policy development statements and so forth.

But I just wanted to have, to itemize the pages; document the ideas first, then to discuss it. And then work closely with At-Large staff to help try to implement it if they agree with the idea of these concepts. Because again, At-Large staff are very, very busy and for them to try to make these changes is easier said than done. It's a very time consuming task.

So I just put in the two points that have been mentioned in previous calls. Gordon, I see your hand is raised, go ahead.

GORDON CHILCOTT:

Yeah Dev, this is a kind of a plea. The list of At-Large workspaces on the page is kind of incomplete. And in particular, in September I was asked by the Chair of my RALO to provide a link to the workspace for this group, which was not easy to dig up and do. He couldn't find it. I got him the link finally, and it's not here. And this thing really kind of needs to be updated. If you go to the NARALO page there is a monthly report that is produced. And in the last monthly report that was published, and I believe it was released this morning or this morning was the first

time I saw it, you will in there a list of work groups in which members of NARALO are involved, and a little bit more up to date than this one is.

And by the way, this work group is listed in there. So as a start, that work space list really needs to be edited.

DEV ANAND TEELUCKSINGH: Okay thanks Gordon. I think the case is that the content is there, but I agree with you. I think what happens is that the At-Large Working Groups page does, I think, have all of the working groups on this page. And that is – actually I see Olivier has posted the link there – At-Large Policy Development. And indeed Olivier, I think that's true. I think that those are the two pages that are needed, are practically vital and so forth. But I guess the comments coming from the first suggestion was that if we look at how the GNSO organizes their working groups; they create a space for the At-Large Working Group spaces, and I think this is what prompted the questions about that.

So it tells you you have these At-Large Workspaces, but they're not quite related to the At-Large Working Groups. There's a relation but it's not very clear.

GORDON CHILCOTT: Dev if I could add another comment – Gordon here.

DEV ANAND TEELUCKSINGH: Go ahead Gordon.

GORDON CHILCOTT: One of the things that Garth Bruen noted in the NARALO workspace, and it might a lesson we can bring here, was the number of clicks that it took to get to anything that was either useful, or in particular, important. If you have to drill down a great deal it starts to become inconvenient to the point of you may as well not bother. And the search engines can sometimes be of limited use as well. So some of the things that it would be interested to find out what items on this page are visited most frequently, but it might be worthwhile trying to find out what people really need to get at here and making it convenient to do so.

DEV ANAND TEELUCKSINGH: Okay, well I guess ultimately Gordon, my question is then okay – and I guess again, it's easy to say we want this to be better organized. I think it's easy to say but of course the devil is in the details. How do you then organize it to be more efficient? So do you think you could somehow document that one point to say okay, to reduce the number of sublevels, I guess is what you're talking about when you when you say more steps and so forth. The number of sublevels you need to get to the working group page, or whatever content you want to find. I guess that's really either what has to be documented in some way so that we can then see it.

And then when we implement it everybody is clear on what we're implementing. Do you follow, Gordon?

GORDON CHILCOTT: Gordon Chilcott here; yeah I think I do follow. It might be worthwhile having a look at the current state of the situation by simply documenting what it takes to get to a couple of places first, and then see where we are from there.

DEV ANAND TEELUCKSINGH: Actually that's a good idea. And then this is what happens now – "in order to find this particular webpage you have to do this, this, this, this, this," and you count the number of steps it takes. And then you suggest the reorganization that reduces this number of steps it takes to do this deep dive; perhaps that's a good idea. And I see Olivier has put a green tick to this. So perhaps Gordon, I think this is an action item for us to do – to document some of the steps that it takes to find certain things on the At-Large Wiki; record the number of steps it takes and then look at coming up with an organizational solution to reduce the number of clicks or subheadings. Olivier, please go ahead.

OLIVIER CRÉPIN-LEBLOND: Thank you Dev. It's Olivier for the transcript. I was just going to suggest that if you do this and get the results, that you share it with Matt because of course he's been trying to organize some of the working space in the Wiki, so it's really, really helpful. The other thing I was going to remind everyone is the website itself we should treat totally separately to the Wiki. We can rearrange the Wiki as we are since this is going to remain, so we do have to do some rearrangements and certainly reducing the number of clicks to get to pertinent information is really good.

With regards to the website, as you know, there is a larger process going on with having it totally redesigned from scratch. That's taken a little bit of a delay due to the changes at high level with the new CEO and the new person dealing with communications, but I gather that this will gather pace again pretty soon hopefully. Thank you.

DEV ANAND TEELUCKSINGH: Thank you Olivier. This is Dev. I agree. This idea is just to look at the At-Large Wiki and not the At-Large website. As you said, the redesign is underway, but it is going to take time because there is a large staff. And of course we've already talked about, in previous calls, about our issues with the current At-Large website, so we don't need to revisit it here. So I think Gordon, I think you have a very good idea. Let's see if you can try to, and really make this an action item, let's try to take some usage scenarios – "I wanted to find this information and this is what it took for me to get here," and document the steps.

And then once we have that information, we can then say "okay, let's reorganize it so that this happens. And it will be, obviously the reorganization would make it less clicks, less subheadings and so forth. So I think that will be an action item to document the number of steps it takes and then from there we can then look at figuring out how to reorganize it. Okay, Olivier I see your hand still raised. Is this a follow-up? Okay, it's not. Excellent. Let's see, we're coming up close to the top of the hour here. Let me jump back to the agenda.

Okay so let's move on to the next item on the agenda, which is item number eight – Update on the LACRALO machine translation email issues. I managed to have a chat with David Clausen from IT staff, and I

think there are some ideas that's been discussed, and I think that would go a long way of improving the LACRALO translation list issues. One of the key things that has to be done though is what, according to David Clausen from ICANNs IT staff, the Google translation can only accept 6000 characters in one time.

And when you have people that don't use punctuation and so forth, it's extremely hard to get effective machine translations. So one of the things he discussed is if there's an email that doesn't match the guidelines, the particular guidelines, and the guidelines have to be developed and posted on the Wiki, the intent is to say don't translate the email message but just simply post to the email list that the email was not translated due to not meeting the proper formatting guidelines or the email list guidelines. And then post a link to the original text.

The idea being that at least the [bulk] language communities are aware that a message was posted. What sometimes happens, and what is quite terrible, is that the email gets dropped, so the email gets posted on one list but is not seen on the other list. And this leads to a lot of confusion. So that's one thing. A few other things was that subject line being garbled. I think the consensus is to not translate the subject line at all and avoid that issue of mistranslated email subject lines and going in different email threads and so forth, which really makes it confusing to follow conversations in LACRALO.

So one of the LACRALO working groups is actually working to develop the guidelines and come up with sample emails that could be used to educate the LACRALO users about "Okay, this is how you need to write the emails – use short sentences" so forth and so forth. And hopefully,

once the guidelines are published and the changes are implemented, that I think hopefully the translation will improve from what it is now. Of course I'd be happy to take any questions on this – any quick questions or comments? Okay, good.

Final item on any other business – this is regarding the accessibility of ICANN services. When the new ICANN, My ICANN website service was launched, I think it got a pretty good reception from most people that okay it's good that all the information is being consolidated in one place and you can get email briefings from all the different communities that you want to subscribe to. Somebody pointed out that the My ICANN website is not accessible, and accessible to screen readers and so forth. And I guess this just highlights that we in At-Large should ensure all of our information is available, is accessible to all the users out there.

So I think ICANN has been notified about the My ICANN not being accessible to screen readers and so forth, and I think it's been delaying their developments on this. But I think we probably do also need to look at all of our tools that we use – the Adobe Connect, the Wiki and so forth and see are there accessibility issues and therefore report this to ICANN IT staff, so that they can if not fix, at least put pressure on the tools like Adobe Connect and so forth, to improve the accessibility of the software, of the technology.

So I think perhaps we'll have to make this a standing item or perhaps have a webpage to document all of this information to see whether is Adobe Connect accessible, Skype, all the various tools that At-Large uses. So that's my suggestion, to at least note and track this item; to create a webpage about the accessibility of all the various tools used by

At-Large. And do the research and of course, relay any concerns to ICANN regarding any concerns that we discover that this content is not accessible and so forth.

I see that Titi had also wanted to bring this up, and perhaps Olivier also wanted to say something on this, so I open the floor for any comments or questions. Okay, well I think I'm going to take that as acceptance since I hear no disagreements to not begin to track the accessibility of all the ICANN tools that we use. And of course, report back to ICANN if we discover any serious issues. I see Olivier has raised his hand, go ahead Olivier.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Dev, it's Olivier for the transcript. I think that is a really opportune moment now to bring this forward to the table when the new CEO has said it is a new season and there are a lot of new things going on; it's particularly important to make sure that accessibility, not only geographical accessibility but accessibility to people with disabilities, is going to be assured.

There are a few people that attend ICANN meetings and that have disabilities, whether hearing, whether visual or as far as moving around is concerned. And physically at meetings things are really taken care of for them, but it appears that on the websites themselves that's really not the case. And I had a chat last week with Amadeu Abril I Abril who you might say now has visual impairments and definitely the websites are not a great help for him at all.

And certainly having no ability to make those work with any tools that might help in alleviating the impairment is something that's not acceptable, in my own point of view. Thank you.

DEV ANAND TEELUCKSINGH: Thank you Olivier. I think many would agree with you, if not everyone. I think as Fadi said, it is a new season at ICANN, so I think this is indeed an opportunity to evaluate the tools that we have and again not only accessibility issues. So that will be another action item to put this up on our agenda as a standing item to check all our tools and see which ones are accessible or not, and then inform IT staff. I see Olivier, I think you raised your hand again.

OLIVIER CRÉPIN-LEBLOND: Yes Dev, it's Olivier again. You mentioned trying to check various tools. I think there might be some tools that are used in order to check for accessibility, and if you do need the help we can follow-up afterwards – you probably know about these already, but if you don't, I can put you in touch with a couple of people who might know. And certainly we had one of our members who has asked, so they probably are using specific tools to make sure that websites are accessible.

DEV ANAND TEELUCKSINGH: Thank you Olivier. This is Dev. Yes indeed, this is probably also another thing that we can also do. Ask that person do they agree with what works or them or not and so forth, so we can get some feedback on this. I mean I've read for example that Adobe Connect is accessible to screen readers, so a person who's not able to see can still use the Adobe

Connect room to be able to interact with the Adobe Connect for example. So that's one of the tools that we have, and again, evaluate all the various tools for accessibility. We can do this over the next few meetings.

Okay, top of the hour. I didn't think we would have enough content to actually last the entire hour, so this is good. Any other business, any other questions or comments or thoughts? Going once, going twice, going thrice – very well, okay. I'm trying to think when would be the next call. I have a feeling, and perhaps I'll make the suggestion that perhaps we would probably not want to have this on the third Sunday of next month, because that would put us smack dab in the middle of Christmas and so forth.

So my suggestion would be that we don't have a meeting in December. I don't know if anybody has any initial thoughts on this. I see a green checkmark on this from Gordon, so I'll make the suggestion but I'm tempted to say we can at least work on this obviously, all of this information offline outside of the conference calls. And we do have quite a few action items here, so you can of course work throughout December; I'm not saying you don't have to work in December.

But you can then hopefully when we meet again in January 2013 we could of course see a lot of progress made on all of these agenda items. Okay great, I think with that, I'm not seeing any further comments or questions, I think we can adjourn this call. Thanks to everyone for attending, thanks again to At-Large staff, and have a great day. Thank you all.

[End of Transcript]