NATHALIE PEREGRINE: Good morning, good afternoon, good evening. This is the At-Large Technology Taskforce Working Group on the 20th of May, 2013. On the call today we have Dev Anand Teelucksingh, Olivier Crépin-Leblond, Yaovi Atohoun, Gordon Chillcott, Siva Muthusamy, and Emani Fakaotimanava-Lui. We have an apology from Bill Thanis. From staff, we have myself, Nathalie Peregrine.

I'd like to remind all participants to please state their names before speaking for transcription purposes. Thank you very much. Over to you, Dev.

DEV ANAND TEELUCKSINGH: Thank you very much, Nathalie. Good morning, good afternoon, good evening, everyone. This is the Technology Taskforce call. On the agenda, we have the review of the action items from the previous call in March, and then a review of the Technology Taskforce session at the ICANN Beijing meeting. Then we'll look into what are the outcomes coming from the Beijing meeting, ideas for improving the organization of content on the At-Large Wiki. Then further to that we'll be looking at using the Lucid Meetings tool. Lucid is a platform for conducting meetings that ICANN is now looking to use, either to supplement or to replace the Adobe Connect technology that we use for meetings. Then we have Any Other Business.

I saw that Siva had posted a question to the Technology Taskforce meeting list asking about At-Large Mobile Development, and I'll put that

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under Any Other Business there. Hopefully Siva will come in an elaborate on what he has in mind for this.

Okay, so that's the agenda. I'm not hearing anybody in the chat or seeing anything now, so I assume everyone is okay with the agenda. In that case, let's jump right into it.

Review action items from the Working Group dated March 18.

Action Item Ongoing – The Technology Taskforce to evaluate and review tools used by At-Large, and inform ICANN of the situation regarding accessibility. This was in response to the concerns that the technology that's used by ICANN is not accessible to differently-abled persons, such as persons who are blind and so forth.

I've talked to a few of the At-Large structures that are focused on dealing with differently-abled or disabled persons. There's an ALS out from Armenia, for example, that is a member of EURALO. My intent is to get those ALSes involved and start to document the situations regarding these technology tools and their accessibility, so that is ongoing.

Myself to write one-page on the (AC room). I have to confess that I have not done this. Well, I did start it, but I have not completed it. I'll have to leave this action item in there for me to do.

Ongoing – Staff to place a link to the At-Large Working Group portal in the Gateway box on the Wiki. I believe this has been done and that now, when we look at the Wiki pages, the Gateway box which is in the upper left now has a link to the actual working groups. I don't know if

it's propagated to every single Wiki page, though, but I think that has been done.

I see Nathalie has posted that this has been completed. That's good. I guess we can take that item off the Action Items.

Ongoing – Lance to place a template for structuring information in the Technology workspace. Actually, I see Lance has actually posted something to the Wiki. I'll just post a link here. We'll probably look at that under Any Other Business as time permits for that, so we can then discuss it.

Action Item Ongoing – Write to the Outreach and Capacity Building Working Groups to make use of the At-Large Social Media Strategy and developing of Glossary of Terms. This has been done. The Capacity Building Working Group, I think, is having a meeting sometime this week. And as already mentioned—

UNIDENTIFIED PARTICIPANT: (inaudible)

DEV ANAND TEELUCKSINGH: I'm sorry?

UNIDENTIFIED PARTICIPANT: Tuesday.

DEV ANAND TEELUCKSINGH: Tuesday. Ah, thank you.

NATHALIE PEREGRINE: No. Today, Dev. They're meeting today.

DEV ANAND TEELUCKSINGH: Oh, goodness. Yes, it is today. Well, in anycase, I've already talked with the chair of the Capacity Building Working Group, Salanieta Tamanikaiwaimaro, and mentioned that the tools already have been documented by the Technology Taskforce. (inaudible) to come up with the ideas in terms of content and who should be sharing the content and so forth, and who will be monitoring the social media in terms of getting feedback from people who like it or ask questions on the various social networks. So that is done.

Developing of Glossary of Terms. I think this technically should have been under a separate action item. That has not been done, but that's going to be coming up, in terms of improving the At-Large Wiki. That's ongoing.

Action Item – Staff to find out if the Technology Taskforce has its own e-mail address so people can e-mail the TTF and it can be posted to the TTF mailing list. I believe this has been done, and I believe that anybody can now post to that e-mail address. Has that been done, Nathalie?

Okay, that has been completed. Excellent. Thanks. We can now move that action item as complete.

Final Action Item. Staff to ensure all TTF members have editing rights. I believe it was Gordon who was trying to edit the Wiki and he was not able to. So just to confirm from staff whether this was completed or not.

Okay, it has been completed. Okay, well, Gordon – and of course, all other members of the Technology Taskforce – if there any issues, of course, raise it immediately with staff. Okay. So you can mark that as complete. All right. So let's now move ahead to – Yaovi, I see your hand is raised. Please go ahead.

YAOVI ATOHOUN: Thank you very much. Yaovi speaking. For the first action item, I just want to know (inaudible) the accessibility (inaudible) for the whole culture of members of that culture because I see where (inaudible) in Armenia, so is this (inaudible) or some member from (inaudible)?

DEV ANAND TEELUCKSINGH: Thanks, Yaovi, indeed. Well, this action item came about because a member of At-Large who's differently-abled posted on one of the RALO lists complaining about how the ICANN website itself was not accessible, and therefore she – I believe it was a she – was not able to really access the website or find out information about ICANN and so forth.

This is taken as a standard action item to look at the accessibility of technology tools used by At-Large to document how these tools are accessible to differently-abled persons. We have not really made much

progress on this action item, I will admit. That is why I also wanted to partner with the ALSes that are focused on this issue, such as that ALS from Armenia, for example, Yaovi.

What we do have to do is get those persons involved and then start documenting in our workspace for each of the tools that we use, how accessible is it, are there work-arounds? If not, then at least bring it to ICANN for attention.

Moving along, then, with the agenda, we have the Review of the At-Large Technology Taskforce session at the ICANN Beijing meeting.

Well, it was a useful meeting. At that meeting, we went through the fundamentals of the Wiki and walked through certain key things that a beginner would need to know how to use the Wiki – how to login, how to add a comment, how to add a page, how to add content such YouTube videos to it and so forth.

Certain questions came up regarding when we were going to (hold) the At-large spaces on the Confluence Wiki; what is the difference between a workspace and what are the working groups, and the confusion regarding the use of these terms; why do some working groups (don't) have workspaces, for example?

One of the suggestions was that this group documents the steps for working groups to follow in creating workspaces so it's consistent.

There's also comments regarding as well, a few persons who understand Wikis; a lot of persons don't, and they tend to fall back to just e-mails to get all the information, so we need to have some training

and hand-holding to really get them to really get the Wiki and understand its potential.

One of the suggestions was that we need to look at the online education portal that the person from ICANN – Matthew (Shear) I believe it was – to develop content, how-to videos, to improve the At-Large skill set.

We then walk through things like how do you do the Policy Development page. Heidi showed the ALAC Portal page on the Wiki. Then Chris Gift, the ICANN VP, I believe, in charge of Online Community Services – we had a discussion with him. Chris is looking at anything that is online that the ICANN community uses – so collaboration tools, translations, customer support, and so forth.

Eduardo mentioned things such as the difficulty of subscribing to mailing lists, and whether myICANN could be used to alleviate that issue. (inaudible), I believe, made a comment that the content should be visual. When you're sharing content over Facebook or social networks, you're taken to a page that is "very dry" – were his words, I believe. A person can get a little bit lost trying to figure out what is this all about. He was suggesting that we have to come up with a summary page or teasers so persons coming to the page for the very first time aren't so bewildered or confused or lost.

There were a few other comments. Oksana raised the issue of translations or language support, and there was a discussion about looking at ICANN's website in terms of redesigning it because there's so much content; the accessibility of ICANN to (inaudible) the public. I

think Emmanuel also mentioned that new members should be added to the feeds of all the Wiki changes, and then that would force persons to be – well, they would be aware. And that would also force them to go back in and trim their feed to say, "Well, okay. I'm not interested in this," or that or whatever.

I think those are the keys points from the Technology Taskforce meeting. But ultimately, the key comment I keep hearing informally is that people find the Wiki is so difficult to find information and so forth. I think, in discussing with a few persons at Beijing, I think we really do need to try to look at how we're organizing content on the At-Large Wiki and how it's presented to At-Large members and to the wider public that come to our pages. That's going to be on our next agenda item, which is improving the organization of content on the At-Large Wiki.

Any other quick thoughts or comments regarding the Beijing Technology Taskforce session meeting? Going once…going twice…going thrice.

All right. Well, let's now move ahead to the idea of improving the organization of content on the At-Large Wiki. Let me just post the link here. I tried to just summarize this in a very small way because I really wanted to get some more feedback as to how we want to approach this and so forth.

We have started this Wiki page, but I've now just gone in and tried to put it in this perspective of, what are the issues that we're looking at when it comes to the At-Large Wiki.

Persons in At-Large have expressed frustration in not being able to find content of importance to them.

Anyone arriving at a Wiki page via a search engine or a link shared over social media trying to understand what is ICANN, what is At-Large, what is ALAC – what are we about and what we are doing and how they can get involved.

It's also hard to search the Wiki to find information about the history of At-Large and ALAC and the working groups. For example, if you wanted to find the history of all who is really good advice to the ICANN board by the ALAC, it would be fairly hard to find. For example, if you wanted to get a timeline of information and see how our advice has evolved or been consistent or what have you.

Then finally, if a working group member misses a working group meeting – or misses two meetings, for example – it's very difficult to try and find the meeting transcripts, etc., to keep up to date.

Those were the keys issues I thought that persons had with the At-Large Wiki. I'll open up the floor to anybody who has any sort of issues. Olivier, please go ahead.

OLIVIER CRÉPIN-LEBLOND: Thank you very much, Dev. It's Olivier Crépin-Leblond for the transcript record. I have a question with regards to the Wiki. I know that there are many different add-ons which can be added to the Wiki systems. If you listen to the Tools sub-directory or the Tools option in the pull-down menu, I know that there were a few things that were added over time.

I'm not quite sure how these things can be added. Are these maybe suggestions that you could make to ICANN IT so they try and work and find suitable solutions for the Wiki itself without having to start using a brand new system?

DEV ANAND TEELUCKSINGH: Thank you, Olivier. This is Dev. I would say yes. Well, for the record. The At-Large Wiki uses a platform called Confluence, and they do have a lot of plug-ins that I think we can recommend to ICANN IT staff to install and so forth. For example, a plug-in that I've discovered that I thought would be very useful is the ability to update the Wiki via e-mail.

For example, if there was an e-mail comment that's been posted on a RALO mailing list or a working group mailing list and not on a Wiki page where the policy is being commented on, what typically has to happen is someone has to manually cut and paste text into the comment. But there's a plug-in that allows someone to just simply forward that to a specific e-mail and it will update the comment on a Wiki page. I would think that would be very useful for staff.

So (inaudible) yes. We should look at plug-ins that the Confluence has and recommend that they be installed to save time, save effort, and make it easier for At-Large to use. So I hope that answers that question. There are a few other plug-ins I have in mind, but I won't go into them now. Gordon, please go ahead.

GORDON CHILLCOTT: Thank you, Dev. Gordon Chillcott for the record. I hate to sound like a broken record here, but there is a phrase that you've used in the last give minutes which I'm not seeing answered here, and you're probably not going to easily. That phrase is "find information." When you reorganize the Wiki pages, and I agree you should, you're going to find it somewhat easier to find a page.

As an example, one of the items here about trying to find a meeting transcript, I've never had any real difficulty finding them – at least in the last six months – and I send transcripts of the meetings to my ALS each month. The transcript for this meeting will be sent over. To me, that's not really a problem, although I suspect for some work groups it is.

So we can reorganize the way we find pages. Finding information is a different kettle of fish. When I go in to find information – for example, anything that has been written on Thin Whois – what I'm looking for is information on Thin Whois. I really don't care what page it's on. In fact, I couldn't care less. I'm looking for what was said, and that is a very, very different type of search.

(inaudible) talking about, given the treasure chest of information that is the ICANN library, if I can call it that, is document-mining. You're mining documents for information. That is how information of this (type), especially in an environment like this, are found. I've worked in environments like this before, and we've had to resort to search tools that were able to provide the ability to dig into all the documents to find what was said on whatever topic it is (inaudible).

So, reorganizing the pages and restructuring is important. It's very important because you need to be able to find out what happened at the last meeting, especially for those of us who are members of maybe more than one work group. But the business of finding information is rather different. That's it for me. Thanks.

DEV ANAND TEELUCKSINGH: Okay. Thanks, Gordon. This is Dev speaking. I tried to capture that in that first issue – the frustration of not being able to find content of importance to them, and I hear that comment often. Indeed, it's a challenge.

I think, also, we always have to look at insuring things like the documents and so forth are also able to be indexed properly by the Confluence Wiki so that when somebody does a search for a topic – Thin Whois, for example – that document will come up. I guess that also comes up (with) things like taxonomy in terms of tagging attachments and so forth.

Siva, I see your hand raised up. Go ahead.

SIVA MUTHUSAMY: Since most of the participants, or at least a good number of participants, access the Wiki and the collaborative platforms (inaudible), is there any specific study done on user experience on possible limitations?

DEV ANAND TEELUCKSINGH: This is Dev. I'm not aware of any formal study being done. I don't know if At-Large staff would be aware of it. To answer that question, I don't think there has been any formal study or such done. I just note that from – go ahead, Siva. Go ahead.

SIVA MUTHUSAMY: It does not have to be an elaborate study. It could even be an informal collection of feedback from known participants about how difficult or how easy that they find to use the Wiki on the mobile. I think we should do that.

DEV ANAND TEELUCKSINGH: Okay. This is Dev again. I think Gordon is agreeing with you on that. Let me see if I have this idea captured. You're suggesting that this would be some sort of informal survey done (inaudible) some At-Large members from, I guess, all the RALOs to ask them what precisely – how easy it was to use the Wiki, that type of thing?

SIVA MUTHUSAMY: Yes, and especially on the mobile.

DEV ANAND TEELUCKSINGH: Especially on being able to access the Wiki from a mobile device.

SIVA MUTHUSAMY: Yes.

DEV ANAND TEELUCKSINGH: Okay. Gordon agreeing with you on that. All right.. I think we can put that as something to look at. Olivier, I see that your hand was raised. Go ahead.

OLIVIER CRÉPIN-LEBLOND: Thank you very much, Dev. A few things. First, a question, and then I'll want to follow up with afterwards with something that's likely unrelated to this.

First one, with regards to finding information, I know that there is a search box that is on every Wiki page on the top right hand side. But I've also noticed some people going into Google and knowing the name of the document that they're looking for, then doing a Google search for the name of that document and that then shows up because, thankfully, Google appears to be indexing our community.icann.org website rather well. So they've done that.

Does anyone have any experience as to which one of the two works better, whether it's the inside search or the Google search?

DEV ANAND TEELUCKSINGH: This is Dev. I would say the Google search works better for the actual attachments of PDFs and so forth. I would say the Google does seem to work very well in searching the attachments. In terms of searching for meeting titles and so forth, I do tend to rely on the Confluence Wiki search.

I should have mentioned that I went through some of those tips at the Beijing meeting, like how do you access the search quickly, and tips in

terms of if you're trying to find a particular topic, instead of starting off typing in "At-Large," you start using the keywords from right to left. You would search for "Technology Taskforce Minutes," and that would get a faster result. But I see some participants have raised hands here. Gordon, do you want to speak to this?

GORDON CHILLCOTT: Thank you, Dev. Gordon for the record. One difference I notice between the two searches is that the community search engine is rather good if you're looking across the top of the document – that is to say the title of the document, or even maybe its abstract. Google seems to get a little bit deeper in, and that brings up another point.

The document mining tools that I've used in the past answer the question – I'm going to pick on Thin Whois again – what information is available on Thin Whois in documents that don't necessarily direct Thin Whois. They might be talking about something entirely different, but the topic of Thin Whois comes up for two or three paragraphs and something important is said. The difficulty is trying not to miss these remarks. But anyway, that seems to be the difference between the two searches.

DEV ANAND TEELUCKSINGH: Okay. Anybody else? Siva, do you have your hand raised to answer this question that Olivier asks?

SIVA MUTHUSAMY:	Dev, no. I actually have another question that relates to the mobile application development point that I raised in the e-mail. Have you take note of that? It is not that I'm pushing for that idea, but I thought that it would be a good way to reach out to more participants via mobile application (inaudible) maybe to work on some sort of mobile platform to make it easy for people to come and participant.
DEV ANAND TEELUCKSINGH:	Okay. This is Dev. Yes, I did note it, and we're going to try to put that in Any Other Business if time permits. We'll discuss the possibility of a mobile platform when we get to that Any Other Business. Olivier, I think I should give you back the floor because you said you had a follow up question regarding the search.
OLIVIER CRÉPIN-LEBLOND:	Yes, thank you very much, Dev. It's Olivier for the transcript. It actually goes further than the search. I know that it started out as the search, but we're looking here at ideas for improving the organization of content on the At-Large Wiki. There is one thing in there which says, "Define taxonomy for labeling Wiki pages." Now I have worked with Matt on a new labeling system for our statements and for any correspondence that we issue externally, or even internally. The format – I can just quickly put it on there…it doesn't actually show very well. As you'll notice, I've just put it on the chat. It starts with AL for At-Large, and then you've got ALAC or whichever other part of the At-Large is releasing the document. Then there is a

dash and then ST. This is for "Statement." Then you've got Month – two digits for the month; two digits for the year – then a dash. Then you've got – I don't know what that is – NU. (inaudible) At any rate. I've got to think of this one.

This is probably the number of the statement. Yes, number of the statement – how many statements we've had. And then we've got the revisions, and it's usually 00. But there are times when we've had to perform occasional revisions to a statement. We've already sent it and then something happened and we needed to change it. So we have those two zeroes which can be changed into a one. Then the language at the end.

Now this is just something which we're going to launch very soon. It's a minor modification on the current system that we have, but hopefully it's something that we can extend to all the documents. And I wonder whether it might be worth looking at a similar system for the At-Large pages that might help when doing searches.

This is a very wild suggestion – well, not wild; but it's just a very rough suggestion – and I'm just throwing this into the bucket in case it might be picked up by this group.

DEV ANAND TEELUCKSINGH: Okay. Thanks, Olivier. I have to say that's a very detailed taxonomy in terms of tracking the statements and so on. AL-ST, month and year – I have to say I'm drawing a blank as to what NU could be – and the revision number, then the language.

Well, I was thinking the taxonomy… And it goes to what Gordon was saying in terms of if you wanted to find something on, say, Whois, then whenever all the content that's related to Whois would be tagged on the Wiki, and therefore – Confluence has the ability to show all the pages in a chronological order with a particular label. That way, you could see all of the Whois activity on the At-Large Wiki. That was to be the idea. I wasn't really thinking…

The thing is, it has to be consistent. So "(RAA) Whois." The topic is GTLD. That type of thing. So I would think that we could use this.

I just wonder. I guess the question would be for Olivier. This taxonomy that you proposed there – how is this going to help the ALAC or help you in terms of…

I see you're pasting in some text there. While you're pasting in the text, I see Yaovi has his hand raised. Yaovi, go ahead.

YAOVI ATOHOUN: Yaovi speaking. Can you hear me?

DEV ANAND TEELUCKSINGH: Yes, I can hear you. Go ahead, Yaovi.

YAOVI ATOHOUN: Thank you. I just want to be sure that I understand the (position) from Olivier. My understanding is that (inaudible) that we have a (inaudible) or attachment so that when we are doing a search, we (inaudible). I

want to be sure that this is my correct understanding. (inaudible) so that if we (inaudible) some way, we are sure that we (always are) getting access to the same document. This is my question.

DEV ANAND TEELUCKSINGH: Thanks, Yaovi. I think, now that Olivier has (inaudible). Olivier, (inaudible). This is really more for actual document names and such – like PDF and so on – not so much the taxonomy for Wiki pages then. Now I'm getting a better idea of this.

OLIVIER CRÉPIN-LEBLOND: Yes, that's correct. It's Olivier for the transcript. That's correct. It really is. This is to start with our documents. The reason for it being that we have so many different parallel things going on these days, we need to have some kind of good taxonomy for our documents. The thing I've just throw here is… The wild guess was whether Wiki pages could also make use of the taxonomy since you mentioned later on taxonomy for this.

It could be that document numbers are not required and that perhaps, instead, you have good – not glossary, but – keywords and you define a good set of keywords that would be able to help; specifically, for example, when you look at the different work of the working groups, make sure that any page that deals with Whois, for example, would have "Whois working group" as a keyword. Then you could specific your search and you wouldn't end up with "whois" from every single thing at ICANN when you do a search on this. Thanks.

DEV ANAND TEELUCKSINGH: Thanks, Olivier. Indeed. I think, from now understanding more about it, I think having taxonomy for file names can help. I just wonder how useful it will be in terms of for new members. I think this is great for the persons already heavily involved in tracking the actual documents. I kind of wonder if persons will be looking at these at (inaudible).

In a sense, we're almost coming up with a lot more acronyms, and I know that's one of the criticisms – that, "We're using so many acronyms in this thing so we should minimize the use of acronyms." But that's the initial comment on it.

But the taxonomy, like I said, would be more of keywords. And all these attachments can of course be tagged with those keywords. So I'm just going to go back into this. So, those were some of the issues that we're looking at in terms of improving the organization of content. Now how I want to consider how we want to move forward with this is…

Well, what I posted was the solution and I gave the broad solution space here. The solution would be to reorganize how the content is saved on the At-Large Wiki and then how such content is presented to the viewer.

The idea would be that will look and see the working groups, look at the RALOs, look at the ALAC content, and review how each of this content is saved for the working groups and develop a Wiki template for those working groups. And once we document how the information is now structured, how we then possibly restructure the information, and then develop the Wiki template to best present this information to the user.

That's how I want to do it for each of those three things: the At-Large Working Groups, the RALOS, and then finally the ALAC. My thinking is that we should try to work on developing the template and developing partly new structure in time for Durban. Then once we ensure that we get feedback from all the RALOS and At-Large and so forth, then we can look at reorganizing the content afterwards, once we've done the template probably first and documented the structure first.

One of the examples that's been cited for reorganizing the content, for example, in terms of reorganizing the content for the ALAC, right now the At-Large Working Groups are listed on the Wiki page under the ALAC space. The suggestion is that we create a separate space in Confluence to have called "At-Large Working Group Space." This is similar to how the GNSO does it, for example. So that space would have all of the working groups. That was one suggestion.

I just want to have some thoughts on (inaudible)? Is this the approach we want to go with? Do you think that's feasible or not feasible? I'd love to hear your comments on this. That's broadly what I want to try to do – look at how content is seen for the At-Large working group; document that content and how that content is saved; do we need to reorganize it and, if so, document that; and then develop the Wiki template that will present it to the viewer.

Thoughts, comments, questions, concerns, or is there silent agreement on this? I see Siva has raised his hand. Siva? Or is this an old hand that you had put up?

SIVA MUTHUSAMY: Me? Did you call me?

DEV ANAND TEELUCKSINGH: Yes. I see your hand is still raised. I don't know if this is a response to me.

SIVA MUTHUSAMY: It's supposed to be down (inaudible).

DEV ANAND TEELUCKSINGH: Okay. I'll drop it then. Any other quick thoughts or questions on this? Going once…going twice…going thrice.

Okay. Just as an example as to why we may need to look at, in terms of working groups, how content is saved for At-Large working groups – and I'm just putting this out as an example and a possible suggestion. The reason why we need to document is saved for At-Large working groups, right now each content is tied to the actual meeting in terms of action items, transcripts, and so forth. So a possible suggestion for reorganizing of it may be that things like transcripts will be in its own section; action Items will be in its on section so that it will be coupled so to speak from the meetings.

It's that type of thinking that we will have to do. It's that type of thinking in terms of how the content is reorganized. Therefore, once it's decoupled like that, then when the person goes to a Wiki template for the Working Group, they will just see a link for the transcripts, a link for action items, and so forth. Like I said, that is just a suggestion, but that is

the idea that I want to look at – documenting how the document is saved, how it's structured. We can then look at ways to whether this can be improved or so forth.

So I'm not seeing any questions or comments or such. Unless somebody disagrees, we want to try and proceed with this idea. Okay? Going once… Ah, Gordon says he needs to think about this one. Okay.

Like I said, the idea is to come up with the template and so forth. We're not actually making the change about it now. We want to only develop the template, develop the structure, post it to the RALOs for comment. I would like to try for Durban – to be presented to the At-Large by Durban. Then if there are comments that, yes, we would like to do this, we can then look at migrating the content and so forth.

Question from Emani – "Can we have a standard on font size?" I would say that, in terms of the template, we can look using different… I would say yes, the Wiki template can be standardized. We will use the certain size fonts and so forth. Yes. I would say yes. That can be looked at.

Just to follow up with Emani's comment in the chat, he says that sometimes bold is too big and takes up too much room. I think, yes, the Wiki template can be customized to adjust the font sizes of obvious things like headers and so forth. When we look at the Confluence documentations, I should say, we can probably look at ways of how we can adjust the look and feel of the Wiki.

And I note Gordon Chillcott's, "Keep the mobile users in mind." Indeed.

So one of the things I wanted to talk about also is then how we're going to try to structure out time to try to do the objective of improving the organization of content. This goes up to the agenda item 6. This is using the Lucid Meetings tool for work on the ideas for improving the organization of content.

Lucid, for those who don't know, is a tool that's been promoted for use within ICANN. I'll post a link here in the AC chat room. Essentially what Lucid Meetings is is a tool that allows for teams to collaborate and work for meetings and so forth. It allows you to set an agenda. You have attendees. It will be like a replacement for Adobe Connect.

I had a preliminary look at this Lucid Meetings in discussions with Chris Gift who is in charge of – oh dear, what was his exact title? – Online Community Services. They're looking at using this tool that could possibly be used for At-Large in terms of its use by At-Large in its meetings.

So my suggestion was, in order to beta test this, that we actually use the Lucid Meetings tool to actually possibly have, I would say, bi-weekly meetings – if not weekly meetings – to work on the topic of improving the organization of content on the Wiki and so forth.

There are some benefits to using the Lucid Meetings, and there probably are maybe some drawbacks. This will also allow for a way for us to actually give it a try. Does it work for mobile users, and so forth? I can speak to more of what I thought were the benefits and disadvantages, but I'll just throw it out there. Any initial thoughts about using Lucid Meetings?

The idea would be that we would use it for this project of looking at improving the organization content. And by using the Lucid Meetings tool, we will be able to give feedback to Chris as to what works and what doesn't work. Yaovi, please go ahead.

YAOVI ATOHOUN: Thank you. Yaovi speaking. My question – so (inaudible) complementary tool and (inaudible) we are going to (inaudible). So do you have any idea of how much the population (inaudible)? (inaudible) voice and video just to know more about. Thank you.

DEV ANAND TEELUCKSINGH: Thanks. As I understand it – and perhaps ICANN staff can confirm this – I believe the Lucid Meetings tool is being used by the ICANN board and, perhaps, internally within ICANN. I don't know if it's actually been used by any of the ICANN community like GNSO or anything of that sort. But the intent is to see can this tool be used for At-Large. Can At-Large actually use this tool, for example.

There's no time table for this. I believe the Lucid Meetings people are working on presenting something by Durban because they're working on user interface tweaks and so forth.

I see Olivier has his hand up, so maybe I'll give the floor to him. Olivier, please take the floor. You probably have more information about this than me.

OLIVIER CRÉPIN-LEBLOND: Thank you very much, Dev. It's Olivier for the transcript. I have had the luck of having a demonstration of Lucid Meetings whilst visiting the ICANN offices in Los Angeles. It looks as though this is an additional tool that will be rolled out to all of ICANN for anyone to be able to use. There will be an increasing number of meetings that will make use of Lucid Meetings.

They are not going to take down Adobe Connect and replace it with Lucid Meetings. I think it's a case that some meetings are more productive using Lucid Meetings and some conference calls will be more productive using Adobe Connect.

But one thing that they are hoping that we can do – and this is where the Technology Taskforce comes in – is that this community, being the most diverse; being the one that has people that live in far places that might not have a very good Internet connection or that might be running these applications off a mobile, this is a perfect location to do some testing and to pioneer the use of this. So this is why this Working Group was suggested as a test bed on something and being able to run its calls on that.

That's the basic point of it. With regards to timing for rollout, it's an ongoing task because the people that run this company – Lucid Meetings – have a very good relationship with ICANN and are apparently making use of ICANN very much as a test bed. Anything that we would like to see in addition to what is currently done is currently done because that gives work for Lucid to improve the product. We're effectively participating in the users testing out the product, and that gives us an ability to be able to have features in a product that we think

might be missing from what we currently have in Adobe Connect or anything else. That's all. Thanks.

DEV ANAND TEELUCKSINGH: Thanks, Olivier. Indeed. Thanks for that summary there. That's why I want to use the Lucid Meetings tool rather than just simply trying to demo it without actually doing something with it. I think (inaudible) working on a particular project, and then we can really get into actually using it and, as I said, coming up with, "This didn't work; maybe this could work." I think we could really give some useful feedback to the Lucid Meeting persons as to what works and what doesn't work.

I know there are some very interesting benefits because it's completely browser based. For example, there's no use for any plug-ins of any kind like Flash which is required by Adobe Connect and typically has a few problems, especially on mobile platforms.

I think what we will do is set up a meeting with Lucid for the next Technology Taskforce call. We're running out of time, unfortunately, so the other key question here is what's the time schedule for using for, well, the Lucid Meetings tool – but when to have the meetings. Do you want to try have, say, a weekly meeting on this? I'll be willing to go through that effort.

If you want to go to have weekly meeting using the Lucid Meetings tool… It's the 20th of May right now, so we literally have about five weeks realistically before the first week of June to really get anything done. So any thoughts about whether to have a weekly meeting or once every two weeks?

I see that Amani has pointed out that, yes, testing would be very useful to get feedback as to whether it works or not.

Any comments? Weekly or once every two weeks? What are your thoughts? A lot of people say bi-weekly. That implies two meetings a week. I want to be clear on this. Once every two weeks?

Let's see. I see Yaovi typing, and multiple people typing. "Every two weeks," says Yaovi. Gordon's saying every two weeks. Olivier thinks once a day. Yaovi, go ahead.

YAOVI ATOHOUN: Yeah, I'm thinking that we can just have (inaudible) just 15 or 10 minutes (inaudible), not a real meeting (inaudible). Just 15 minutes or 10 minutes.

DEV ANAND TEELUCKSINGH: Okay. So what you're suggesting is we do, in a sense, like a pre-meeting in the sense of just to get used to the Lucid Meetings tool, and then have a formal meeting on improving the Wiki. That's what you're suggesting, Yaovi, if I understand you correctly?

YAOVI ATOHOUN: Yes, Dev.

DEV ANAND TEELUCKSINGH: Okay. Actually, I think that's not a bad idea. Anybody have any objections to that? So we will just do like one preliminary meeting with

Lucid Meetings so everybody gets to sorts out their connections issues or browser issues – whether it works with this browser or that browser, etc. That type of thing.

I'm just looking at the chart here. Let's see. Just a comment, Olivier. The Adigo system line will still be used. (inaudible) the Lucid Meetings will kind of run at the same time as the Adobe Connect. It's just that, well, switching back and forth between two different collaboration platforms will be kind of confusing. Very difficult on a mobile, challenging on a desktop when you have multiple screens to look at and so forth.

My thinking would be to do it, so to speak, "cold turkey" on Lucid and see how it works. All right. I think (inaudible), since I will agree with Yaovi that we should have a first preliminary meeting to try to connect to Lucid Meetings and perhaps get a look at how it's structured, how it works, and so forth.

I think the action item coming out of this meeting would be to set a Doodle up for using the Lucid Meetings tool for the Technology Taskforce. Let's try to do one before the end of this month – say sometime next week, Nathalie. Have a Technology Taskforce meeting to look at the Lucid Meetings tool next week.

After that, then we'll look at the following week. We'll look at the actual following month. In June we'll look at improving the Wiki and so forth. And of course, we can update the Wiki (inaudible) mailing list and so forth. Yaovi, go ahead.

YAOVI ATOHOUN: Thank you. Yaovi. I agree with your action item, but I have a question. On the homepage – the one you put on the Adobe – we have a sign-in or (inaudible), so what is the meaning?

DEV ANAND TEELUCKSINGH: Ah. Thank you, Yaovi. Well, this is also for the At-Large staff because what staff will have to do is create accounts for each of the Technology Taskforce members on the Lucid platform because ICANN has an account or system set up for Lucid already. So as part of setting up the meeting next week, one of the sub-tasks for the staff will be to create accounts for each of the persons. And you'll be given the login credentials for logging in to the Lucid Meetings room. Okay?

YAOVI ATOHOUN: Okay.

DEV ANAND TEELUCKSINGH: Well, I see that we have now five minutes past the hour, so I don't think we'll have time to actually go into the other two topics which is the mobile application platform. Let's consider that discussion on the mailing list. And also didn't get a chance to look at Lance's template. So I'll also put that out for comment on the mailing list, and let's continue the discussion. Okay?

Does anybody have any other questions, comments, concerns? Going once…going twice…going thrice. Okay, great.

I'd like to thank everyone for attending the call. I just want to say because I didn't say it at the beginning – welcome, Emani. Emani was at the ICANN Beijing meeting and, after the Technology Taskforce session, he wanted to join this Working Group. So I welcome Emani and his inputs. And of course, thanks to everyone and to staff. Until the meeting next week, this meeting is adjourned.

[END OF TRANSCRIPT]