
NATHALIE PEREGRINE: Okay. Thank you very much, Dev. Good morning, good afternoon, good evening. This is the At-Large Technology Taskforce Working Group call on the 30th of May 2013. On the call today we have Yaovi Atohoun, Gordon Chillcott, Olivier Crépin-Leblond, Lance Hinds, and Dev Anand Teelucksingh. From staff, we Gisella Gruber; and myself, Nathalie Peregrine. We have this evening no apologies for this call.

I would like to remind everyone to please say their names before speaking for transcription purposes. Thank you very much. Over to you, Dev.

DEV ANAND TEELUCKSINGH: Okay. Thank you very much. Just to make sure, is anyone on the bridge that wasn't mentioned? Okay, hearing no one else. Okay, then let's proceed.

And a very good morning, good afternoon, good evening to everyone. On this call, we're going to be looking at using the Lucid Meeting tools and we're going to be eating our dog food, so to speak, or actually using it just to get an idea of how it works and if there are any shortcomings and so forth. So any feedback, if any of you wishes to talk about or raise, feel free to add it.

We're going to move to the next agenda, which is the introduction to Lucid Meeting. So just to give an overview of the Lucid Meetings tool, it works completely in the browser as opposed to using any plugins. This is probably one of the key differences to Adobe Connect. Adobe Connect

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on the desktop typically requires Adobe Flash and so forth. This is running completely in the browser without Flash, without Java or anything of that sort. Theoretically this means that it is perhaps more accessible, especially to mobile, tablet devices as well as working along a variety of browsers.

Let's see. That's for the record. Lance has pinged me saying he's not hearing me. Lance, are you hearing me now or are you on the call? Okay. Well, I assume that he's not able to hear it. Probably just see if you can work with [inaudible]. Thank you.

So the way Lucid Meetings works is that everybody should be seeing several [charts] on the left-hand side. What Lucid does is it forces you to set up an agenda and set up the agenda points. [inaudible] says 1, 2.0, 2.1, 2.2, 3, 4, 5, 6, 0. The intent is using Lucid you become more coordinated or organized because you forcefully move to an agenda. The Adobe Connect room, which again there are benefits and drawbacks, is that it is, I would say, a dumb tool in the sense that you can just launch Adobe Connect and not really use it. But this Lucid tool forces you to really interact and creating the agenda, and as you notice, you see a timer just to the right of it in light grey and [inaudible] two minutes on it already.

As you can see, on the right-hand side is the speaker queue. The [inaudible] facilitator, so to speak, can add additional speakers and so forth. And the attendees list, this is under the speaker's [cue], you have the people who are present on the call. There's something where I can give – if you notice, there's a pencil icon. I'm not sure if everybody's

seeing this. In fact, what I will do, I'll give everybody the note-taking capability.

What this note-taking ability allows you to do is, if you go back to the left, underneath the agenda, you'll now be able to add notes to the meeting. So as we are talking, you can add a note that could be shared with the rest of the group. The idea is in case you want to do a summary of what people are talking about, issues you want raised for the record, that sort of thing, you can do it that way.

And then underneath on the right going back to the right-hand side, there's the group chat which I think everybody is seeing this right now. It works as any typical private chat.

Just to also mention that you yourself can look at the agenda. Right now we're now under discussion, but you're free to move ahead in terms of clicking ahead to the other agenda items and so forth and open up any documents that are coming down further in the agenda.

This is really a standard collaboration similar to the Adobe Connect. The concepts are the same. I think I've gotten the key points. Now, what I would love to find out is how exactly can a person raise their hand. I'll just stop now. Does anybody have any questions?

A note, everybody else sees it, so do be mindful of what you put in the notes. I see Olivier is now in the speaker queue. I'll [inaudible] to the speaker. Olivier, please go ahead.

OLIVIER CRÉPIN-LEBLOND: Thank you very much, Dev. It's Olivier for the transcript record. I'm [inaudible] away on the notes and testing this thing. I really have very little to say. That's why it says neutral next to me. I was neither in favor nor against what you've just spoken about, and thank you very much for giving me the chance to speak. I had nothing to say.

DEV ANAND TEELUCKSINGH: All right. I'm just looking at how the speaker queue works. I think only the facilitators can manipulate this. I guess now what I do is – how do I do this? Okay. It's a [inaudible] to manipulate the speaker queue. Let's move ahead now to the next agenda item.

What happens when I click ahead to move the people to the agenda item, everybody should get a little note on the screen saying, "Are we ready to change everybody's screen to the next agenda item?" Yes. We're moving on. Then everybody's screens update to the next agenda item.

What this agenda item was – and I only spent two minutes on it. Again, just so we could get some feedback. Okay. So this is how we move toward agenda items. The presenters will be able to click on the items. I just see right now we're on 2.1 and then there's a 2.2, 3, 4, 5, 6, and 7. I'll mention again there's an agenda chart where everybody can see the whole agenda laid out. I see Olivier wants to say something. Go ahead, Olivier.

OLIVIER CRÉPIN-LEBLOND: Thank you very much, Dev. It's Olivier again. Question now. You just changed agenda item. I didn't see much on my screen. All I saw was the

agenda move to the next item, but I didn't actually see what you just mentioned was happening, like a box or something. Could you try that again please?

My second question is whether you are the sole person who controls this, or is it possible to have more than one person controlling this? In other words, if you were doing one thing, are staff also able to control this and do this on your behalf?

DEV ANAND TEELUCKSINGH: That's the thing. I'm not 100% sure, and I guess this is the way of testing it.

NATHALIE PEREGRINE: Excuse me, Dev. This is Nathalie. Olivier, what you have is three statuses of participants in the Lucid room. You have something called facilitators which is equivalent to a host in the Adobe Connect room, which is Dev and myself at the moment. You have team members, which is all the other people on this call. This enables you to flick through the tabs [inaudible] past meetings at the top. And you would have something called participate. A participate would only be able to see the agenda items and what's being done at this very moment. It's a bit different to the Adobe Connect room for that.

OLIVIER CRÉPIN-LEBLOND: Thank you. So all of the facilitators are able to function in parallel.

NATHALIE PEREGRINE: Exactly.

OLIVIER CRÉPIN-LEBLOND: Okay. Fantastic. Thank you.

DEV ANAND TEELUCKSINGH: Okay. Anybody has any thoughts or questions? Going once, going twice.
Okay, I see Lance wants to say something. Okay, Lance, go ahead.

LANCE HINDS: Dev, I'm sorry. Lance Hinds for the record. I don't know if I missed something, but I'm trying to understand. So we are reviewing this tool. We have Adobe Connect. And then we have, in terms of missing records – and I don't know if I'm going ahead, but I'm trying to see why we are going down this road. Is it that we are not happy with Adobe Connect or this is a specific solution that this is going to be for?

DEV ANAND TEELUCKSINGH: Okay. That's a good point. Well, this the opportune time to go ahead to the next agenda, which is the next agenda item and I'm going to now move ahead to it. Now what I see as a presenter, when we're going to move ahead to the next agenda item, it says, "We're ready to change everybody's screen to the next item." So we are moving on. So now we're moving on to 2.2, which is gather feedback from users on the call. So hopefully this will [inaudible] everybody.

But to answer your question, Lance, the intent here is to use this tool to see whether this will be beneficial to At-Large. [inaudible] other ACs and

SOs are probably also going to find time to evaluate this and so forth. The Adobe Connect is not going to go away, because one, it's already established already and it actually [scales] a little bit better in terms of number of users. Right now Lucid Meetings only supports [50] users whereas the public webinar where you have sometimes video camera feeds and so on during ICANN meetings and [inaudible] and so forth, that's already – how should I put it? – established technology that works. And of course it allows much more users than 50, especially during various webinars and so forth.

So the intent is Adobe Connect will still be kept in terms of webinars, public webinars, for the ICANN meetings itself. But in terms of actual working groups, perhaps this tool can be useful. And it's up to us to really decide if that's the case. If it's not, give us reasons and so forth.

LANCE HINDS: Okay.

DEV ANAND TEELUCKSINGH: All right. I see now we have a speaking queue. I see Yaovi's in the queue. Yaovi, please go ahead.

YAOVI ATOHOUN: Thank you. Yaovi speaking. I just want to be sure, can you hear me?

NATHALIE PEREGRINE: No, I can't hear you.

DEV ANAND TEELUCKSINGH: We can hear you. A little bit gargled, distorted, I should say, Yaovi. But try to speak slowly and we hope you get [inaudible].

YAOVI ATOHOUN: Is this better? Is it better?

DEV ANAND TEELUCKSINGH: Yes, it's better.

YAOVI ATOHOUN: Okay, thank you. [inaudible] a lot of functions that are [inaudible]. So my question is about [inaudible] 1.0, 2.0, 2.1, 2.2. My question the function on ICANN to [inaudible]

DEV ANAND TEELUCKSINGH: This is Dev. That is correct. We are on agenda item 2.2.

YAOVI ATOHOUN: We can see on the right side [inaudible]. So now we have a good ten minutes [inaudible]. That is my question, thank you.

DEV ANAND TEELUCKSINGH: Okay. Thank you, Yaovi. This is Dev. In setting up the agenda in Lucid, you allocate time. You can choose not to. But in terms of [inaudible] agenda items, you put a scheduled time. The intent here is so that we can stick to the agenda, so to speak. We can see now that as of now, we scheduled ten minutes for agenda item 2.2 and we spent four minutes already. Again, it's a way to ensure that we're sticking to the agenda,

and if we need to change the agenda, extend the time or whatever, then the idea would be that maybe we should not have stuck to the agenda item. That way, we should have allocated more time or broken up the topic – the agenda item – to more agenda items. So that's the idea. Okay, I see Heidi is in the queue. Heidi, go ahead.

HEIDI ULLRICH:

Thank you, Dev. This is Heidi. Just to follow up Lance's question and Dev's response, a couple of things. There are no plans to eliminate Adobe Connect. The Lucid rollout is just simply an additional tool, particularly for those working groups that are smaller and that do a lot of collaboration in terms of projects or statements, etc.

So when Olivier was involved [inaudible] rollout or had a preview of this, he already made the point that this was not a good tool for the ALAC meetings because of the format of this. The Adobe Connect would remain that tool for the large ALAC meetings that are primarily a discussion.

One other advantage of Lucid, though, is that it's very good for mobiles, smartphones. You can actually be a chair and direct a Lucid meeting from your mobile. So it allows greater mobility for those working group chairs. You don't need to be linked to a computer to do that.

Finally, ICANN is working very closely with Second Rise, which is the company that is developing Lucid. So right now, this agenda item of gathering feedback is absolutely critical to ICANN people and staff who are working with Second Rise on the development of Lucid.

DEV ANAND TEELUCKSINGH: Thanks, Heidi. This is Dev. Thanks, Heidi, for that clarification. I see now Gordon Chillcott. Please go ahead.

GORDON CHILLCOTT: Thanks, Dev. Gordon Chillcott for the record. A couple of points, since you're looking for feedback. I rather like the screen, although there's a couple of things that I think might be missing, but maybe I need to stay tuned as this thing develops.

When this meeting was announced, I went through my collection of browsers – and I do have a rather wide one. So [inaudible] browser that I could find in my rather wide collection and I started with that expecting that I may have to move from browser to browser to get one that actually works. I haven't had to move. My browser is quite old. It's a little unstable and it's working like a clock right now.

I have a question. Even for some small work groups, you may need things like display of slides and I'm not certain I see that facility here. Is it there and hidden or is it [inaudible]?

DEV ANAND TEELUCKSINGH: Okay. Thanks, Gordon. This is Dev. To answer your question regarding the browsers, I think potentially Lucid would be more accessible, especially to persons using browsers on alternative desktops. When I say alternative, [inaudible] and so forth or you [inaudible] where Adobe Connect typically requires the Adobe Flash plugin. Well, the Adobe Flash plugin, especially on Linux, has depreciated, for example.

So in terms of accessibility, by using a standard browser like Google Chrome, Firefox, Safari which are all available on all the platforms, it should be much more acceptable than, say, Adobe Connect.

To answer the second question, how do you share documents and see slides, well, there is a way. In fact, the next agenda item, I'll try to use this to share documents. Hopefully everybody should see it. We'll be testing that feature next.

All right. Next in the queue, Olivier. Go ahead.

OLIVIER CRÉPIN-LEBLOND: Thank you very much, Dev. It's Olivier for the transcript record. I am currently looking at the way that this is running. I think I've kind of forgotten my question on one side. I've used several browsers here. I've got one which is Internet Explorer, one which is Mozilla and one which is Google Chrome, and I'm not quite sure which one of the three notes you see on your screen. Because I've actually put – on each one, I've sent a message from each one of them.

DEV ANAND TEELUCKSINGH: Well, the one I've seen as the note was [inaudible]. That one I've seen. I don't know if it's because there's lots of people using multiple logins, using the browser tool on the same call that [inaudible] could really do that. I guess the real true way to test it would be to actually – well, you log in with different credentials on each of the browsers. So you [inaudible] so to speak, so you could [inaudible] yourself Olivier Crepin-Leblond Internet Explorer. Okay, now I'm seeing it.

OLIVIER CRÉPIN-LEBLOND: Yeah. You can't send them all three at exactly the same time, but you can take – it shows three instances of Olivier taking notes. It's interesting. it doesn't actually break. It actually works with...

I'm doing this because I that some people that have connectivity that will die out and then come back, it might well be that they need to log in again. In Adobe Connect, you get the person's name and then a "2" next to it. I wonder how that works in our case.

DEV ANAND TEELUCKSINGH: [inaudible] the attendee, I still only see one person. It doesn't have that duplicate thing that has your name and 2 and so forth.

OLIVIER CRÉPIN-LEBLOND: Now I remember, Dev. I remember I was going to answer Lance's question as to why we're doing this. One of the reasons I guess, and I think you explained it quite well, is that working groups might need to have – when they do work in discussions, they might need to track absolutely everything that takes place during the call – all the notes, etc. This makes it a lot easier to track all of the notes and to track the course of the call than the Adobe Connect where you need to have staff that stays on the side and that takes notes, etc. That's one of the reasons. It's just an additional tool.

And it might be that it's not useful or it might be that it's very useful, but it will provide a choice to our community when we have working groups whether they want to make use of the Adobe or whether they want to make use of the Lucid tool. The advantage of the Lucid tool is

the tracking, that it's very simple from this to then import into the Wiki and then have a permanent record of the work that's being done.

One of the main problems with the work that we do is sometimes we tend to drop the ball and we forget things. Even after a one-hour call, we might forget what we talked about at the beginning of the call and this is really meant to help us track things more and not forget. Thank you.

DEV ANAND TEELUCKSINGH: Thank you, Olivier. This is Dev speaking. And just also to give some additional feedback, the items regarding the notes is the other person should be able to edit the notes. So if you wanted to write, say – I'm just thinking, just looking at the notes coming out of this agenda item – if you wanted to wordsmith a particular clause or whatever and present it immediately – “Okay, is this clause acceptable?” – and everybody agrees, we have that already for the record. So at the end of the meeting, all of this stuff is captured and so forth. So we should be able to edit other person's notes and add additional comments within it. I just edited one of Lance's notes.

Just a quick question. I know we're spending a little bit more time. I noticed there is something called neutral or when nobody is in the queue. Is it that you're able to set your mood? You can take the temperature of the room? I would say I'm not seeing a way to do that. Is there a temperature in the room and seeing plus one, minus one? What exactly [inaudible]. Olivier, please go ahead.

OLIVIER CRÉPIN-LEBLOND: Thank you, Dev. I think that was what I was testing, wasn't it? In favor? Is that how one can choose and say yes or no?

DEV ANAND TEELUCKSINGH: Yeah. I mean, I could be wrong, but there's no way to [inaudible] the ticks. If you wanted to say, "I want to see approval from everybody. Can we please do a [inaudible]," like what we do in Adobe Connect, I'm [inaudible] method to do it here.

OLIVIER CRÉPIN-LEBLOND: If you take me off the queue, please. Olivier here for the transcript. If you kick me off the queue – put yourself back in there. Thank you. So you can say in favor or you can say against. That would effectively do it.

DEV ANAND TEELUCKSINGH: Okay. Now I see. So actually that's a way to do it then. Everybody could just simply jump into the queue [inaudible]. Okay. In a way, we can do the [inaudible] functionality by having everybody join the queue saying whether they're for it, against it, and so forth. Okay, good. I'm all right. I think this is all very useful information.

Okay. We spent 16 minutes and we are taking more time on this agenda item, so I'm going to move again to the third agenda item, which is number three, which is the [inaudible] discussion regarding the project goal, regarding the improving the organization and presentation of content on the At-Large Wiki.

Now I have two documents here. One is the [inaudible] link and one is the actual PDF, which I uploaded to the Lucid [inaudible] present it to

everyone. I think what should happen is that a PDF should now appear on the left-hand side. And the thing about it is that there's no plugins needed to view this PDF. It's all completely browser-based. So you can move ahead in the PDF. It's only two pages. And you can also zoom in or zoom out, I imagine. We can zoom in and then it should then take over the whole screen. I assume this is what's happening to everyone or [inaudible]. Is everybody seeing the PDF? Let me ask that question.

UNIDENTIFIED MALE: Yes, I am.

DEV ANAND TEELUCKSINGH: Okay. So let's quickly review the project goal. This is Dev Anand again. [inaudible] the project goal. The ideas are that the feedback from the Beijing meeting was that the At-Large Wiki is still very difficult to find items. I see often on the mailing list – I was trying to add my name to the [inaudible] but I couldn't find the page and so forth. So at that point, put down all of the issues that [inaudible]. I just put [inaudible] persons in At-Large have expressed frustration in not being able to find content of importance to them. It's hard for anyone arriving at the Wiki page to discover the Wiki page item via search engine or a link that's been reshared over social media who understand what exactly this page is about. What is the ALAC about, what is At-Large about, and what is the work we are doing?

The third issue was that it's hard to research the Wiki to find information about history of working groups, ALAC, and At-Large. So if you wanted to find all of the decisions based on WHOIS, for example,

it's very difficult to do so. We have to move exactly where [inaudible].
It's a lot of hunting you have to do.

[inaudible] working group member – this is a working group meeting or two. It's a little difficult to find the meeting transcripts, etc. to keep up to date. One item I added after the last call was that it's also difficult to see the latest activity of the ALAC, At-Large, RALOs, and the working groups when viewing the [inaudible] Wiki pages. I think this contributes a lot to the disconnect. There's no easy way for anyone in At-Large to simply find out what's going on.

So if somebody wanted to find out, "Do we have meetings today? Is there a comment that's being worked on?" There's no easy way to do it. You have to [inaudible] relying on e-mail to keep track of all these things, but there's no way to just go to a website and see, "Oh, look, what's happening in ALAC is that there's a Technology Taskforce call today, there's a call for comments on this comment by the ALAC," all those type of things. So that's another.

Does anybody have any other issues they want to bring up at this point?
[inaudible] I see Lance has his hand raised. Go ahead, Lance.

LANCE HINDS:

Thanks. Lance Hinds for the record. I want to take a slightly different path for a couple of seconds. Just based on some of the issues that you're looking at, and maybe as a policy we are wedded to the Wiki. But really, the Wiki is for unstructured information, in my opinion. I'm not sure just based on the issues that they brought up – the amount of work that I think you're going to have to do to get the Wiki to perform the

way the users would like to see it, I'm not sure in the immediate and long-term how that's going to work. Certainly we could try a few things. But a lot of these issues have to do with document management and [tack] searching and so on and so forth.

To me, the question might well be whether the Wiki can serve the purpose. Now that might be a difficult conversation to have, but again, I'm not convinced that some of these things have to do with the Wiki being poorly organized, just by the very nature of our content is stored and represented and the Wiki itself.

DEV ANAND TEELUCKSINGH: Okay, thanks Lance. I understand what you're saying, in a sense. I do think it is a lot of, I guess, document management is important. But I think it's also how they're put is about how information is organized in terms of – and this contributes also in terms of how do we update the Wiki when there's a new meeting coming up and so forth. I think what happens is that once we [inaudible] the issues and then we try to figure out how do we solve these issues? Should content that's [inaudible] stored – just as an example, and again obviously something to discuss. Action items. Typically action items are stored as part of each meeting. Now should we [inaudible] a standing action items for the working groups so that all the action items are just grouped into that space?

Again, there's pros and cons with that. I'm just throwing that out there for this example. It's those types of things that we could really try to decide. And then once we decide it, okay, if it's organized, this provides the best use of how – promoting the goals of At-Large, to give input and

provide advice to ICANN on ICANN activities from the perspective of the individual Internet end user.

If persons come to these pages and they're totally confused – this is also a big complaint. Persons go to these pages and they're very confused as to what exactly this working group – what exactly is the... They just get lost. I think some persons also mentioned things like if somebody comes into this over social media, they just look at this page as a lot of text and they have no idea of how to understand what is being presented here. [inaudible]. I think Gordon's in the queue. Gordon, go right ahead.

GORDON CHILLCOTT:

Thanks, Dev. I've marked my entry on here as a neutral because I'm going to agree with both of you. Firstly, thanks Lance. That's something I've been trying to point out for some while. The Wiki is not the only source of the information. I, for example, spent a fair amount of time this morning looking.

But it is simple to have the Wiki organized in such a way that I can find the current goings on in the work groups that I'm interested in. This one being an example. If I was able to find that work group's Wiki, at least I would find out some of the various, yes, unstructured stuff that's in there what's going on.

So making it easier to find the Wiki pages is I think fairly huge. On the other hand, it's not the only source of documentation we have, Lance. I agree with you. And that can make life very, very interesting, because of course not all the information [inaudible] in the Wiki. Thank you.

DEV ANAND TEELUCKSINGH: Okay. Thanks, Gordon. Any other comments? Okay, I'm not seeing anybody putting themselves in the queue. I'll look ahead on the agenda here. Okay, we can spend one more minute on this since the time has now run out on this topic.

Lance, let me ask you a quick question then. A follow-up question. When you said there's other ways to do this other than a Wiki, could [inaudible] what other ideas you had in mind?

LANCE HINDS: This, to me, [inaudible] some extent. Let me say for the record that this is a conceptual preference. I just think that a portal that has a combination of possibly a Wiki and a document management system or an electronic library with information that is tagged that you can go and find it is, in my opinion, is the easier way to do it.

I'm not convinced that the Wiki is enough of a solution, especially as the information grows and you begin to put more and more up there. I'm just not convinced that the Wiki is the complete solution for what we would like to do. Certainly if the Wiki is the most practical way to do it, then that's fine. But I'm just thinking that if we are talking about putting in a solution about the organization and presentation of content, I would want to suggest that along with the Wiki there are some other tools that could be inserted.

For me, a document management system where you could put a library and find these – an online library and find these things and download as you see fit for me is a practical way to go. Thanks, Dev.

DEV ANAND TEELUCKSINGH: Okay. All right. I see Olivier has his hand up and wants to say something. Go ahead, Olivier.

OLIVIER CRÉPIN-LEBLOND: Thank you very much, Dev. It's Olivier. I have heard Lance's comment and it's interesting. The document management system is definitely something that would be of help. The question, though, would it be a document management system where [users] At-Large would be able to upload documents? Lance, do you have any suggestions as to what type of document management system? There is another type of system that is being pushed out – well, promoted, really – and that's myICANN.org. I don't know whether that satisfies the document management system side of things or not. Thank you.

DEV ANAND TEELUCKSINGH: Thanks, Olivier. Lance?

LANCE HINDS: You pretty much decide – with the tools that are out there, you could pretty much decide how you want to handle it. It could be done either by staff or it could be done by individuals with specific controls. A lot of it would be a function of the kind of quality that you put in place, but certainly there's a level of openness in terms of what you want to do with it. You could either have the users upload themselves or you can have staff doing the uploading. It doesn't matter. It's merely a function of what is the most convenient, and really within the At-Large or within the technology policy, we can decide how to do that and what's the

most practical way to do it. But the answer is, yes, you could have that level of flexibility.

DEV ANAND TEELUCKSINGH: Okay. All right. I just clicked on “stop presenting” so we should be now back to the original, now on to discussion option 3. So [inaudible] project goal and what the intent of this was and some time has already been spent on how to approach it. [inaudible] agenda item is for [inaudible] would be about. The item was to really look at how content is saved on the Wiki and how such content is presented to the viewer. I suggested looking at three separate things: working groups, RALOs, and for the ALAC. And look at how the content is saved for each of these – I’ll try and find the exact word here – each of these subgroups, so to speak. At-Large Working Groups, RALOs, and the ALAC.

Then once you come up with it, look at how the content is saved for each of these things. We look at how these things can be [inaudible] as well. Actually I’m jumping ahead into the agenda. My apologies. We’re still on agenda item 4 – look at how the content is saved for each of these things, develop the Wiki templates and then before we would start, do we do any of the reorganizing, get feedback. Is it implementable?

I guess, Lance, this is where things like maybe a document management system can be better used to [inaudible] with the documents and so forth. I guess the way I phrased it was, okay, we focus completely on the Wiki. And the reason why we focus on the Wiki, obviously, because the Wiki is the critical tool by which content is stored about meetings and so forth.

So improvements to the Wiki organization has to happen I think, if only [inaudible] be able to add content in a more easier manner, to find information and so forth. Perhaps we can then look at seeing one of two things. One, maybe there are plugins that can help with document management, so we can probably – maybe there's a plugin that allows you to create a document management system in confluence, for example. I already see there's a lot of plugins that turns confluence into an actual website without it looking like a Wiki, so to speak. It is the same confluence backend, but it looks like a very detailed website that you normally would use [inaudible] or anything like that, or other content management systems.

I see no one is in the queue. I guess that's one thing about this. It's very hard to see – because the colors are neutral. I have to really be looking at this queue all the time. I see Yaovi. Go ahead.

YAOVI ATOHOUN: Thank you. Can you hear me?

DEV ANAND TEELUCKSINGH: Yes, we can hear you.

YAOVI ATOHOUN: Thank you very much. I think [inaudible] the Wiki is requiring just an organization. So this brings me to that question. You are talking about RALO groups, like we talk about the working groups, we talk about RALOs, we talk about ALAC. In [inaudible] very different area [inaudible] group or are we referring all the time to the Wiki? [inaudible] so we

have At-Large Working Group, you have RALOs, you have ALAC and then you have the general public or the [inaudible] users. This is what I wanted to mention. Thank you.

DEV ANAND TEELUCKSINGH: I think I understand what you're saying. I didn't catch fully the last part regarding the ALAC policy development page. Were you suggesting how that was [inaudible]? I didn't understand. I'm sorry I didn't catch that last part.

YAOVI ATOHOUN: Okay. What I'm saying is when people want information about At-Large or ALAC, I think the only [inaudible]. Is that correct or is there a different website we are pointing people to?

DEV ANAND TEELUCKSINGH: Okay, Yaovi. If I understand you, the question you're asking is whether this will be looked at in terms of the organizing and so forth. I would say yes. I have to say, though, that that's why I put the ALAC as the last one because that's the most difficult. The policy development, tracking policies and comments and so on, it's [inaudible] ALAC members and At-Large members do – looking at policies, trying to craft comments, so forth and so forth.

It's been a very, very intensive work, especially from At-Large staff, to try to track these public comments, putting them on the Wiki. It's working, but it's working really thanks to the At-Large staff who put a lot of effort into capturing the information from ICANN's public

comment page or the public comment announcement posted and then putting all that information together.

I would say yes. You can look at it. I would say that's the most difficult thing to [inaudible]. I would say yes. I'm saying this in a sense that this is obviously not going to be a very quick answer or quick solution. This is probably going to be something that takes quite a bit of time to really think of and try to figure out.

Can we simplify this project? In my opinion, it works. The only issue is that it really takes a lot of effort from At-Large staff to actually maintain it. [inaudible] help At-Large staff do this a lot better or simplify their lives, then we can suggest that to them.

As an example, there's a plugin [inaudible] confluence that allows you to e-mail content, just an e-mail, and the confluence would then take that e-mail and put it as either a comment or as a Wiki page. Perhaps a tools or plugin like that could be looked at, so that when people comment on mailing lists, for example, instead of cutting and pasting comments, you could just simply forward that e-mail and it would go to that Wiki page. Those are the kinds of things I want to see perhaps. We can come up with those types of ideas. Okay, sorry about that taking so long. I see Lance is also in the queue. Lance, go ahead.

LANCE HINDS:

Just to support some of what you're saying, again I speak from the position [inaudible] to the Wiki. The whole issue – it might be useful, again, to look at – take the Wiki out of the conversation for a second and just do an analysis of what information is captured for the purposes

of ALAC, to have an area where the various tools are provided. Some of these things would work in online forums, which can be saved. They're a series of solutions that could be put together to do this.

So as I said before, if the idea is to improve the Wiki, well then the conversation is limited. If you're looking at how content is really captured and saved for ALAC as a specific objective, I certainly think that there are some other options that could be looked at. Thanks, Dev.

DEV ANAND TEELUCKSINGH: Okay, thanks. [inaudible] into the next agenda item which I'll move ahead to which is the methodology. I think we [inaudible] in there to really talk about how we are going to approach this. I think I have some of the concepts you have mentioned, Lance.

This is what I had for the suggested methodology for doing this. Looking at certain segments like Working Groups, RALOs, and then ALAC. We look at how the information is organized on the Wiki pages and then more information on – so in other words, you try to document in a neutral [inaudible] – take the Wiki words...stop using the word Wiki. Just say look at how information is organized for At-Large Working Group, and is there more information about the Working Group that needs to be recorded or captured? Then look at the ideas of how this information is organized. Do certain things need to be regrouped, for example? Then document these suggested improvements for feedback from At-Large staff and from the rest of At-Large. Then work on how such materials are [displayed].

If I understand, Lance, what you're saying, just take the words Wiki out of [inaudible] and just look at how information is just organized. Okay. This is the information that's captured about the Working Group. They are meetings. There are transcripts. There are action items. Those types of things.

LANCE HINDS: Exactly.

DEV ANAND TEELUCKSINGH: Have I understood you? I think you're adding note to this already.

LANCE HINDS: Okay.

DEV ANAND TEELUCKSINGH: Does anybody has any thoughts, or ideas, or comments on this? I guess the action item is to – and I'll create the action item right now. I can assign it to somebody and then I can set a date. Okay. I guess I'll [inaudible]. So now I've created an action item so that everybody can then see the action item that's been created, and then other persons can then edit that – all of you that have been given the note-taking abilities should have the ability to edit this. Of course possibly assign it to other persons. So those are the other things about users is that you can set up action items and so forth.

Now if we wanted to share documents – I'm trying to just jump ahead here – I can quickly just upload a document or put a URL and it will

[inaudible] the document and we can immediately [inaudible]. So we can add new documents to an agenda quickly if we wanted to. Any other thoughts, questions, comments?

Okay. I should say that all of this stuff is easier said than actually doing. Let's look ahead, moving ahead in the agenda. Any additional feedback regarding Lucid? I'm going to move ahead to the next agenda item, which is additional feedback on Lucid. Now that you've used Lucid and it's almost the top of the hour, any initial thoughts to this tool? Lance, go ahead.

LANCE HINDS:

Dev, we moved to a discussion about the Wiki and we are also talking about the Lucid meeting tool. Are we looking to establish some sort of – is this just a cut and paste from this into whatever tool we use or is it possible to look at some discussion about a single [inaudible] that will incorporate Lucid into whatever other tool that we use, whether it's Wiki? I just had a smooth transition, [prevented] from having two logins and things like that.

DEV ANAND TEELUCKSINGH:

Okay. Thanks, Lance. This is Dev speaking. Well, I think that's a very useful suggestion and I think that could be passed on. Lucid is actually, as Heidi mentioned earlier, they are incorporating feedback from ICANN because apparently right now Lucid is being used internally within ICANN, not really in any of the ACs or SOs.

So that's a very useful item note to send to Lucid. If I understand what you're saying, if there's a way to share the credentials from the

confluence Wiki so the credentials can be just moved over to Lucid so At-Large staff doesn't have to maintain two sets of credentials and accounts and the same usernames and so forth.

LANCE HINDS: Exactly. Also looking at how we could seamlessly take the information – because [inaudible] within Lucid you're collecting information. You've got transcripts. You're collecting information as well. It might be a way to just have a seamless integration between the two.

DEV ANAND TEELUCKSINGH: Okay. Thanks for that, Lance. Gordon Chillcott, go ahead.

GORDON CHILLCOTT: Thanks, Dev. Gordon Chillcott for the record. I'm getting comfortable enough with this thing now that I'm going to ask if you intend to use this for our upcoming Technology Taskforce meeting. I wouldn't mind trying this with a few of the other browsers. As I say, with my collection [inaudible].

DEV ANAND TEELUCKSINGH: Thanks Gordon. This is Dev. I think if there's enough – if persons on the Technology Taskforce are willing to consider to use this, I think obviously more feedback towards Lucid and through to ICANN regarding this tool, I think more Technology Taskforce meetings using this tool can be done.

For example, if you wanted to work on this project of how information is organized by At-Large, we could certainly use this tool and then really try to see how we can work through the project and so forth. So if other persons are willing to go for this, that would be great.

GORDON CHILLCOTT: Gordon Chillcott again. For the record, you've got my vote for this tool, at least on the Technology Taskforce.

DEV ANAND TEELUCKSINGH: Great. If anybody has any comments – I see Lance is also agreeing with you. Heidi, please go ahead.

HEIDI ULLRICH: Yes, thank you Dev. Just a couple of things. I actually had a meeting with Chris Gift yesterday who's really leading not only the Lucid rollout but also he's vice president for Digital Engagement, so there's a much broader area of work on such things as the Wikis, Lucid for one thing, and other rules that the community can collaborate with. So we're asking Olivier who just said yes if we can add 30 minutes to the meeting on Sunday in Durban for [inaudible] to have a rollout of this, of Lucid as well. Just have a brief discussion on digital engagement. So that's one point.

I'm wondering if it would be useful for those members of the Digital Taskforce who are in Durban, and even those who are not, who would like to participate remotely to have either a formal meeting or informal meeting with Chris during the ICANN meeting in Durban to talk about

some of the details. It's too early perhaps to get a lot of specific feedback on Lucid. I'm just wondering if that would be something that you'd like to have.

DEV ANAND TEELUCKSINGH: Okay. This is Dev. I think [inaudible] formal meeting. I think obviously after the Sunday with Chris after Chris presents on Lucid and perhaps whatever other tools. I think that would be useful. I don't know when you're going to be able to do it, but it would only be for like a half-hour instead of a full hour I think. And it could be in a formal meeting that once you have people able to connect remotely, because I don't know how many members already from the Technology Taskforce will be in Durban. [inaudible] minority I think.

HEIDI ULLRICH: Yes, that's fine. Dev, I didn't quite hear. Did you say formal or informal?

DEV ANAND TEELUCKSINGH: Informal.

HEIDI ULLRICH: I didn't hear you. Sorry. I just can't hear you. I'm not making a point. I just couldn't hear you.

DEV ANAND TEELUCKSINGH: I was saying informal meeting, yeah. Because I'm thinking – if there's any questions [inaudible] present this stuff formally during the Sunday ALAC meeting. Hopefully most members will be able to participate there

to see what Chris is talking about and then [inaudible] have it repeated again at another formal meeting during the week repeating the same thing, if you understand my thinking. That's why I say informal meeting.

HEIDI ULLRICH: Dev, this is Heidi. So you're saying an informal meeting. Could I suggest – and this is after the Sunday session in Durban – could I suggest that we find a time that is good for the members of the TTF who are not there so they can call in?

DEV ANAND TEELUCKSINGH: Sure. I think that would be good. Yes, I'll agree to that.

HEIDI ULLRICH: Perfect. We'll have staff take a look at when might be a good time to hold that meeting and also have Chris invited to that. Okay. Thanks very much.

DEV ANAND TEELUCKSINGH: Okay, thanks. This is Dev again. One other thing I want to mention – I think also Chris Gift will also be talking about the online education platform or online education portal [inaudible] I think it was in Beijing. I suppose we'll see more information about how that tool is going to work. And again, this goes back I guess to what Lance is saying in terms of materials and so forth, perhaps [inaudible] can be moved to the online education platform in terms of [inaudible] content in terms of explaining WHOIS, explaining topics and so forth. That could be [inaudible].

Lance is asking a question. “Is that [Moodle] still?” I believe it was [Moodle]. I’m not 100% sure. I suppose we’ll learn more as we get closer to Durban and that’s a question we can ask Chris at that time.

Okay. Any additional feedback on Lucid? Problems, issues? I see Olivier had to leave the call as it was the top of the hour. Okay, I’m seeing that we spent nine minute son this and it was supposed to be five minutes. Let me just move ahead to the final agenda item which was next steps and any other business.

We’ve completed using this Lucid tool and I think most persons seem to have gotten a little comfortable in trying to use this tool. I would say in terms of actually running the meeting and so forth, it works well. In my mind, my only issue is that it’s very hard to see what is happening in terms of if something new is being added to the screen. I’m looking at different places. I’m looking at the chart. I’m looking at the [inaudible] site. I’m looking at the speaker queue.

Sometimes I’m not sure to see what is the most latest item on the screen, so to speak. I guess it’s something because it’s so new to me. I think Nathalie has her hand raised. Nathalie, go ahead.

NATHALIE PEREGRINE:

Thank you. This is Nathalie. Just to add that, [inaudible] wise, as we said it is currently adding features and improvements [inaudible] Lucid would be the At-Large [inaudible] requirement. Since the most recent development they’re trying to implement is flexibility of the framework on Lucid. So such as with the Adobe Connect room, we could enlarge the chat or would use the presentation window. We would be able to

have far more flexibility on this interface than we have now. This would help move the speaker queue and move the group chat, which I think personally was very, very hard to follow on here. Everyone was taking notes while writing in group chat. All this would be made extremely flexible, so the chair would be able to organize the room as he or she wants.

DEV ANAND TEELUCKSINGH: Okay. Thanks, Nathalie. [inaudible] That I think will be a great benefit. Okay. Anybody else has any thoughts, questions? Going once, going twice, going thrice. Okay, well I think at this point we can formally end the meeting. I'll take the comment let's continue use this Lucid tool for at least this project in terms of looking at how information is organized by At-Large.

One of the key action items instead of focusing exclusively on the Wiki, look at how information is organized and presented and then look at ways in which this information can be reorganized to better serve At-Large.

So with that, I'd like to thank everybody for this call. I know it's a holiday in some countries, so thanks for attending. This call is now adjourned.

NATHALIE PEREGRINE: Thanks very much, everyone.

LANCE HINDS: Take care. Bye all.

GORDON CHILLCOT: Thank you.

HEIDI ULLRICH: Thank you very much.

[END OF TRANSCRIPT]