NATHALIE PEREGRINE:	Dev, the recording has started and I'll do the roll call right away. Good morning, good afternoon and good evening everybody. This is the At-Large Technology Taskforce call on the 24th of February 2014. On the call today we have Dev Anand Teelucksingh, Gordon Chillcott, Olivier Crépin-Leblond, Maureen Hilyard and Glenn McKnight will be joining us shortly. We have an apology from Bill Thanis.
	From staff we have Ariel Liang and myself Nathalie Peregrine. I'd like to remind you all to please state your names before speaking for transcription purposes. Thank you ever so much and over to you, Dev.
DEV ANAND TEELUCKSINGH:	Thank you Natalie. Good morning, good afternoon and good evening to everyone. Just a note that Glenn has joined the Lucid meeting room, so welcome to him also. Let's move onto our review of the Action Items from our January meeting. I'll open that page. Action Item: Dev to collect information from Linux users in the community regarding technical information to help ICANN's IT to set up a troubleshooting session.
	This information has been collected, probably not to the exact detail that IT staff wants, but I will forward it back to IT staff and hopefully get a troubleshooting session scheduled for that. Staff and Dev to set up a call for WebEx testing. This meeting did take place and we'll be talking about that later on in the call. That Action Item is done.

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.

Dev to email Technology Taskforce list regarding persons wanting access to separate Confluence installations, to beta-test ideas for improving the organization of At-Large content. This is probably not done, and the reason I didn't do this is that the separate installation hasn't been set up yet. I was hoping to set it up, make sure it works, and then invite people on the Technology Taskforce list to be part of the beta-test users. That's outstanding still.

Looking at the ongoing AIs, there does seem a lot. Technology Taskforce to contact persons in the At-Large community with accessibility issues. What's been happening is that since the beginning of the year there's been a new Accessibility Working Group, and I believe Glenn McKnight is a member of that Working Group.

If Glenn is on the call, do you want to answer this question now, in terms of whether this Accessibility Working Group would be able to take up the task and will be looking at the accessibility issues or so forth? Or do you want to defer that to later?

GLENN MCKNIGHT: No, I can talk about it now if you want.

DEV ANAND TEELUCKSINGH: All right, if it's a short response to it, yes. Go ahead.

GLENN MCKNIGHT: Okay. Good morning everyone, or afternoon. Let me give you some background on the Committee itself. Garth and I met with Chris Mondini back at the BA meeting, and we advocated for a Disabled and Special Needs Working Group, similar to what's been created in a working paper done by ISOC. What happened is we had our very first meeting, and it was going to be in Singapore but I advocated for a call prior to it. I'm glad we did.

What happened was they looked at a mandate that was much further than the disabled. It also included aboriginal peoples, first nations, aboriginals, and it also included people that were not having access, meaning refugees, displaced people, the whole issue of accessibility because of a digital divide issue. Most of us thought the mandate of the Working Group would be too broad.

We wanted to keep it very narrow in terms of the legal obligations by ADA and Section 508, which is ICANN's obligation as a [501 C? 00:04:30] in the United States. We know that there's been working committees on accessibility, i.e. the disabled community in most countries. So it's a much more tangible group to manage and have a three-year mandate to actually make an impact.

So some of the AIs our group is trying to advocate, from a technology point of view, is to advocate that ICANN staff look to reaching out as their legal obligation to hire people of disabilities, whether they're visual, hearing, mobility impaired. We also advocate strongly, as the group, to look at having a presentation forthcoming in London, particularly for the rest of the ICANN community, all the stakeholders, to

realize the importance of being inclusive. They are an important stakeholder group.

We also suggested that Ken Harrenstien present in LA as a keynote. He was one of the original founders of ARPANET and he's also deaf. Also, we want to make this whole accessibility issue not just a separate little group, but integrate it into the entire eco-space. Lastly, from a technology point of view, is [Sony are the? 00:06:02] video recordings, sign language as well as close caption was something that we advocated.

The last thing is that in our Working Group we've brought to the attention of the Working Committee that ICANN, if you just do a simple [a-checker, .cea? 00:06:19], check on the ICANN's website, it's actually slewed with errors from an accessibility point of view. So they have to start… Never mind our own Accessibility Working Group [age on Confluence? 00:06:33].

So there's a lot of work to do, but at least we're started. We do have a group, and there's a small group that's starting. Chris Mondini, through the last couple of months, has been asking all of us to give our background on what we've done on accessibility issues. I think it's a very powerful group.

Since I'm bridging both groups, this one and that group, I'm hoping to bring forward much of the stuff back and forth – what they think we should be doing as a Technology Taskforce, and what we're doing in order to help the Working Group. Dev, that's my comments. Any questions?

DEV ANAND TEELUCKSINGH: Thanks Glenn for that very detailed and informative summary. Actually, I think that in effect we can probably remove some of these AIs, because in a sense they are being handled by this new Accessibility Working Group. As you said, you can be the bridge – bringing technology-related issues back, that are being handled in the Accessibility Working Group. I believe there's also a possibility of a name-change, if I understand some of the reporting coming out of it.

Me being a bridge between the technology aspects, regarding accessibility, and the technology tools area, you can be the bridge between bringing back information related to the Technology Taskforce, and then we could probably assist you as much as possible to make a contribution there. Because of the audience, especially now that persons from ICANN are being brought in to look at these issues, with better expertize… Well, it's a very good outcome.

Okay, I think we'll cross out those two AIs regarding the accessibility issues. I know we're going a bit beyond the AIs. Most of these should actually be deleted. Just to say that myself and Juan Rojas are to test Google and Microsoft translation tools. We'll leave that one. Myself to find instructions regarding Google Calendar and android. That could also be left on. The things regarding the central repository of videos and pictures, that's been done.

Again, the evaluation review tools used by At-Large, regarding accessibility. Glenn, that could also be handled as part of the new

Accessibility Working Group, so that can be crossed out. There are three AIs regarding Lance, and these are all done. The one-page has been completed. The adapted one-page template has been moved under "the improving of organization of At-Large content". The template has also been moved to the "ideas for improving the organization of At-Large content.

Those AIs can be removed. That's it in terms of the AIs. Sorry Glenn, I saw your hand raised there. Do you wish to comment on something?

GLENN MCKNIGHT: I'm sorry. I was having problems finding the AIs. It wasn't in the Agenda, but there was a separate link. By the time I found it you almost asked my question. No thank you. I've reviewed it and I see some items for myself. I'll transfer over. Thank you.

DEV ANAND TEELUCKSINGH: Okay. Going right ahead – now to the evaluation and comparisons of web conferencing solutions. We did an evaluation of the Cisco WebEx conferencing solution, and I've posted the update in the chat, and it's in the Agenda here, of the review of Cisco WebEx, in terms of what was done. I think that what I've put there about Cisco WebEx is complete.

What I haven't done is update the comparison of web conferencing solutions table, but that's a very straightforward exercise once someone looks at the notes and adds it to the table. Does anyone have any quick comments or… Gordon?

GORDON CHILLCOTT: Thanks Dev. I had intended to do rather more work on this question of using WebEx on Linux platforms. I haven't had the chance and I apologize for that. I do know that it's clumsy and I think I'm being nice, but I will get to that as soon as my current avalanche subsides a bit.

DEV ANAND TEELUCKSINGH: Okay. Thank you Gordon. I was also looking on the Cisco's website, and Cisco's requirements. I'll post the link in the chat there. It mentions that for Linux users they require Java to be installed, but they say Java 1.6, which is strange because it's depreciated now, since 1.7 has been out for quite some time now. I'll leave that in your hands because I simply don't have the time to test the Linux version of things. I see two hands now; Olivier, go ahead.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Dev. I've used WebEx quite a fair amount recently, as I ran some of the remote participations for the UK IGF a couple of weeks ago, and I've found some further flaws and things, which might be useful to this group. I note that there are several questions, which remain unanswered in the WebEx column. Should I just fill them up, or should I let the group know here?

DEV ANAND TEELUCKSINGH: By all means, if you wish to expand then sure. If there is something that stands out in your mind that you think would be good for the group to know…?

OLIVIER CRÉPIN-LEBLOND: Okay. The first thing is with regards to the plug-ins and the startup. I have found from the laptops that were supplied by the conference organizers, which weren't set up for WebEx, that no matter what we tried in a Windows 7 environment – and I guess it's not the case for all Windows 7, these were three Dell laptops –, for some reason it would not work. It said, "Please wait a moment," and it just went on and on and nothing happened.

We updated the latest version of Java, we updated the latest version of Flash… Nothing, totally nothing. When we checked the Cisco database and WebEx database for this there was nothing mentioned at all in there, and to this date the people who supplied the laptops are still really wondering why that doesn't work. One thing which one might do in advance of this is to maybe…

There is a free WebEx session test that you can do on the WebEx website. It's not easy to find it, but there is a link somewhere where you can actually join a WebEx room that's empty and just has you inside it. If that works then you're able to run it on any machine. That was one point that stood out. The other point that stood out is that the host of the session… There is a link for each of these WebEx rooms.

When the host of the session leaves it closes the room. It's impossible to reopen it and so that room is lost forever, which is a real pain. That's something that I find is a major fault with that software. If for example Gisella started the WebEx room and her machine crashed, and she did not have the time or the chance to be able to transfer the host function to someone else, then if she rebooted her machine that's it.

The link that would have been shared with everyone, which is a proprietary link specifically for that room, which is for one-off use, would be lost. Anybody else trying to get onto that room would basically say the meeting has ended. That's a major problem. I'd say that for me, in the At-Large environment where we are located around the world and there are times when we need to keep rooms open, etcetera, that's a major setback and a major negative for the WebEx software.

Apart from that I really love the way that it works. But this really blew it for me. These are the two main things. I've got a few other points on there, but there are. You have to be careful. You can't open a room in advance and then close it and reopen it afterwards. It's a one-off room access, and it's not very good because of that.

DEV ANAND TEELUCKSINGH: Thanks Olivier, very informative. If you're willing to, and have some time, maybe you could update the Cisco WebEx Wiki page with those observations. I have to admit that sounds like a terrible thing, where if

the host's machine crashes then the whole session is completely lost, well, that is…

OLIVIER CRÉPIN-LEBLOND: It basically says, "The host is gone," and then in order to be able to obtain the host's status as well, again, one would have to effectively type in a code that you can take to redeem host status. That works, thankfully. The problem is that when it goes, if the machine crashes and decides to close the meeting – for the host's machine to close the meeting – then the whole meeting closes and everybody gets kicked out and that's it.

That could bring some real embarrassment when we then have to send out a new invitation to everyone. It really is terrible for that.

DEV ANAND TEELUCKSINGH: Okay, thanks Olivier. I suppose one way to mitigate that would be to have multiple hosts logged in to do it. Again, that's a lot more work behind the scenes to make that happen.

OLIVIER CRÉPIN-LEBLOND: The other problem is that there's only one host possible. You have one host possible, one presenter possible. It's like a token. That's another setback, and I thought of exactly the same thing as you on this; why not have multiple hosts? No, only one possible.   It's really crazy. I don't know why they do it like this, but that's how it's been ever since the

beginning and I hope that Cisco will do something to improve this soon, because certainly that's what tips the balance towards Adobe for me.

Although Adobe might not be perfect, when you look at the fact that you can have several hosts then it's much more resilient. I'll shut up now and let you get on things. I'll try and find some time to put these details over on the comparison of web conferencing solutions. Thanks.

DEV ANAND TEELUCKSINGH: Thank you Olivier. Gordon?

GORDON CHILLCOTT: I concur with Olivier on that. There were several remarks on that on various discussion lists. One of the excuses that I heard for the one host problem was security. There are some very strong hidden dependencies in the installation of Java. That's not the only thing. If you install… There is almost no documentation of this anywhere on the Cisco site. It turned up in four or five discussion lists and that's something I'm still looking at.

DEV ANAND TEELUCKSINGH: Okay, well, thanks Gordon. Indeed, I posted the system requirements, which I've linked there, and I put it in the Wiki as well as a reference. It seemed inconsistent regarding the hardware requirements for both Windows and Mac and Linux. It seems to imply that there are no plugins used at all, and I'm not sure that's the case. But do follow up, Gordon,

regarding the Linux testing, and put the contributions onto the Wiki as well.

One of the other things is, are there any other conferencing solutions to evaluate? My suggestion is UberConference. I would like to make the suggestion that we make a test of UberConference for next week, and that will be on the 3rd of March 2014. UberConference also had some publicity recently because it now has integration with Google Hangouts, so that persons can voice call into UberConference and join a Google Hangout.

That's an interesting bridge, and it's free up to ten users, so it might be of keen interest to At-Large structures, for handling their meetings. Gordon, is that a new hand or an old one?

GORDON CHILLCOTT: Sorry, it's an old one.

DEV ANAND TEELUCKSINGH: Okay, but I just note that you concur regarding UberConference. Does anyone have any objections for scheduling the meeting next week, March 3rd? Okay. Action Item: to organize a conference call to test UberConference on March 3rd 2014 at the same time. One final thing very quickly was, is there any feature, looking at all the conferencing solutions that we've evaluated, that is missing from the conferencing solution that we're using – that is Adobe Connect or Lucid?

Now we've evaluated quite a few of these conferencing solutions. Is there any one feature that really stood out? I just wondered if anybody has any ideas or questions or anything that stood out that said, "Hey, that's a really useful feature!"? Well, obviously you can respond on the mailing list if something comes to mind.

Okay, let's move ahead to the next Agenda Item, which is ideas for improving the organization of At-Large content. Now, what I've done as part of the ideas for having a separate installation is I've created a Wiki page of suggested Confluence plugins so that when the system gets setup you can then try the plugins and see how they work or don't work for that matter.

I noted that the downside right now is that I have to follow again with IT staff and really see where they are regarding having the separate installation of Confluence. I've noticed already that even though they're updating the Confluence Wiki software to the… Well, not to the latest version, but it's already broken several of the macros on this system. I know they're probably busy trying to sort that out. I put a link to some of those plug-ins there.

Now, something that's happening to other Working Groups is the At-Large metrics. What they are trying to do is look at statistics that measure how ALAC members perform. Right now it's looking at ALAC members, at this point. Part of the research I was doing, being a member of that group and this group was to look at how to use the technology to extract information from the Wiki.

What I've done is… I just thought I'd share this with you and point out two recommendations coming out of my research so far into this, regarding how content from At-Large Working Groups can be structured. I've created a Google Doc – I'll post the link here – and what this Google Doc is is a spreadsheet, and if you look at Sheet 2 on it – I see some persons have opened it already – you'll see what I've done is extract from the Wiki the URLs for meetings in 2013.

What I then tried to do was extract the dates from those meetings. What Google Docs has is something called an "Import XML" function, and actually I have to say the Google Docs makes this very interesting and very easy to use. One of the additional features is that as I'm importing it I can use what they call a "regular expression" to replace content.

Now, this may be a little technical but essentially what it does is there's one statement, that's in Cell [H3/A3? 00:27:10], and if you move it over to that cell you can see the formula that's been used to pull in that information to get all those URLs. Now, two of the things I encountered when looking at these URLs: the meeting titles were inconsistent. Some had dates in the meeting pages titles, and some didn't. That was one thing.

In the end what I did – and given there's about five of those pages – I essentially went in and updated all the page titles so that they were consistent and had the dates in the meeting titles, so that it's consistent with all the other ones on that page. The second thing that I

encountered was that some of the Confluence page URLs contained page IDs instead of the page title.

By that I mean that when you look at, say, the first title, you can see that it contains the words from the title and it's an easier to read URL. Some titles however – I'll use this as an example – have a page ID, and of course you don't really know what that page ID is when you see that in an email or a chat or whatever.

I've now discovered why this is, and it's because titles themselves have special characters, such as commas, ampersand, parentheses, those types of special characters. Because of that you cannot have the title as the first one there. What I had to do was edit those page titles again, about two or three of those, and remove those special characters. Once I did that the titles all came out nice and easier to read. It looks much easier to read.

Those were two observations there with that. That gives me ideas of some of the recommendations for organizing the content of the meeting group pages. We should not use special characters such as brackets or ampersands, so that URLs are easier to read, and also that when we try and structure the meeting pages that we are consistent in how it's structured; the name of the meeting and the date of the meeting, and possibly followed by the country, if it's a face-to-face meeting.

Those were two things that I noted there. Once something's structured it becomes very easy to extract information from it. The Google Doc's froze and right now I'm trying to pull the information regarding

attendance statistics so that I can import that into Sheet 1 to say whether someone has attended a meeting or not. It's this type of thinking that's going to drive how we're going to do the testing for improving the organization of At-Large content. I just thought I'd share that with you.

Any thoughts, questions, comments? Glenn, go ahead.

GLENN MCKNIGHT: Thanks for doing that. I don't know if Maureen's on. I noticed she was on the call, and I guess she's the Chair of the Metrics Committee and I'd be very curious as to what she thinks of that, because it reminds me of your presentation that you were doing at the Metrics Committee. I'm assuming it's tied into the Metrics Working Group's deliverables. Is that correct?

DEV ANAND TEELUCKSINGH: To correct you Glenn, Maureen is a member of the group. It's Cheryl who's Chair of the Metrics Working Group. The idea was you can use this as a template, and by having this spreadsheet we can then expand it to look at other issues, such as At-Large Working Groups for example, or RALOs when they attend monthly meetings. It's not a 100% automated system but using this type of "Import XML" you could pull all this information into the spreadsheet and make it easier to manipulate.

One of the things we were trying to do was look at the meeting attendance record. We tried doing this within Confluence itself, and the

way we tried to do it was try and embed statistics in each of the Wiki pages and then attempted to generate a report from it within Confluence. The results were less than satisfactory. I'm trying to use this method now, and I'm getting a bit more success using the Google sheet and then pulling in the information from the Wiki.

It just goes to show that once the Wiki is structured properly we can extract useful information from it and then pull it into other tools, which can then be used to do better reporting analysis and so forth.

GLENN MCKNIGHT: I guess my comment – and it's the same thing I said when I saw your sheets at the Committee meeting – is that a lot of people will actually be on the call, but they're not really on the call, so their activity is absolutely zero. They may be counted, their heads are there, and it looks good that they're on these Working Committees, but the reality is you never hear from them.

I had this experience with NomCom. We get paired up and do [deep dives? 00:34:52]. The chap I was assigned to never did anything, and when it came to giving feedback for these people as potential directors they dropped the ball entirely. According to the metrics the person was there, but the quality wasn't there. I don't want to rat this person out, but I'm just saying we've got to be conscious that when we tick people of as "attending", are they really participating? That's just my general comment.

DEV ANAND TEELUCKSINGH: Thanks Glenn. I see Maureen has her hand raised so I think she's probably going to give some additional feedback on this. Maureen, you have the floor.

MAUREEN HILYARD: Thank you Dev and thank you Glenn. The issues you've raised, I definitely think that we've discussed in the Metrics, like trying to get this balance between the qualitative and quantitative side. What we passed onto Dev was the responsibility to try to just look at the quantitative side and looking at attendance. I know that's the issue you've just discussed, but we thought attendance is a first-off that we can assess.

The qualitative side of it is something else that we're looking at. Just looking at the attendance thing, and what Dev's trying to do, one of the issues was not just gathering the data on the attendance, but who was going to actually do that job. We looked at the normal practice of staff recording that, and they used to record it on a separate graphic; a template, and in the past they had a separate template that was really quite complicated and we didn't really want to start reinventing that.

We decided it's already recorded on the Wiki. It's already recorded in the record of the meeting, so if we could use that information in some way… We tasked Dev to try and make a very simple, user-friendly on the user-interface side of things, tool, and to make it look as though it was simple. But he's just demonstrated just how complicated it actually is.

We don't want the people who are actually reading the information about attendance to… They don't need to know what's at the back-end

of this new method of recording, they just need to be able to see a quantity and the number of meetings that that person has attended. When it comes to quantifying contribution and participation and the things that you and others are concerned about, that does make it a little more difficult.

This is where we're going to present in Singapore that as the Metrics Committee there is a two-phase thing, as an introduction. That first one will be the actual metrics of attendance, and the second one will be a monthly report that's provided by the ALAC member themselves, linked to the RALO Wiki space. Already we're starting to get feedback on, "Why do they have to do that?", "Who needs to know?"

We're saying, "The Rules of Procedure for ALAC do actually indicate that people, with regards to performance, have to demonstrate if they are actually undertaking the task they're required of in ALAC. It's a one-off. I've already had some queries this morning about how that might be done. We're saying that the report doesn't have to be long, it just needs to be a report on an ALAC member's contribution to the workings of ICANN, which is their job.

Getting back to this issue that Dev's talking about, about the attendance thing, it does look pretty horrendous, I have to admit, Dev. But at the same time we're trialing it whatever way we can, hopefully to make it easier on staff and anyone else who might be involved and possibly to collect that data. If we could automate it that could be easier. Thank you.

DEV ANAND TEELUCKSINGH:	Thanks Maureen. I know we can easily go into the metrics. Those members interested in the Metrics Working Group I invite to join the Working Group. I believe we have a call next week. Going back a bit to more of the technology aspect of it, one of the challenges I'm facing now, if you look at Sheet 2, is to pull the information regarding attendance.

What I'm discovering is that because the meeting record is not consistent in terms of where the information is located, for example if the group has interpretation it's broken down by channels, like who was on the English channel, who was on the French channel, who was on the Spanish channel. Sometimes on the ALAC meetings there's a separate heading for the liaisons that attend. So these are all challenges here.

It just points to that if this information was in a consistent format it would have been easier to extract the information for purposes such as this; compiling and analyzing attendance records. Regarding the technology, in terms of evaluating qualitative aspects, one of the things that I'm thinking of looking at from a technology standpoint would be that for those persons that say they're present but don't really contribute as such or say anything.

I'm trying to see if there's a method of looking at the Adobe Connect chat logs, which are also stored on the Wiki page, and the transcript, which is a PDF, and trying to research a way in which some statistics can be gleaned from an analysis of that. The idea is not really to evaluate

quality of contributions, but just to show that that person actually participated in the call and didn't just attend and then go away from the computer. Olivier, I see you hand raised.

OLIVIER CRÉPIN-LEBLOND: Thank you very much Dev. I just wondered, is it worth looking at possible software that could do this? Are there any types of software that could help staff with regards to…? I guess here you're speaking about data mining in some way?

DEV ANAND TEELUCKSINGH: Yes. I'm not sure. I have to admit I don't have much experience on it. If there are any suggestions from the group as to data mining software then those would be useful. I think the problem would be the same problem that we're facing right now with the Google Spreadsheets and trying to pull the information. Because the information is not consistently stored in the same location, within each of the Wiki meeting pages, you're going to get that inconsistent problem.

The solution is either, 1) reformat the Wiki meeting pages to a consistent format so that it can be mined effectively or, 2) do a trial and error; pull the information once and then don't update it any more but capture it as part of the historical archive and that's that. The second approach is of course moving forward and deciding to change how meeting attendance is recorded.

For example, what could happen is that when staff records the attendance for a meeting, that information would be in the Adobe Connect room, in some cases, instead of just being typed in. Then that information would be copied to the Wiki page. One of the follow up steps would then be for staff to update a table on the Wiki, or a spreadsheet directly. Then the information is already up there and is consistent and everything.

To answer your question, Olivier, I suppose technically we could look at other forms of data mining, but I think the problem would be that because the information is not consistently stored in the exact same location, you're going to have that same problem. That's just an opinion. I'm happy to hear any other views from the group. Olivier, you still have your hand raised. Do you have a follow up response?

OLIVIER CRÉPIN-LEBLOND: No thanks. I put it down.

DEV ANAND TEELUCKSINGH: Okay. Gordon, go ahead.

GORDON CHILLCOTT: Something twigged me during this conversation with Olivier, and thank you Olivier for starting this. I've run into difficulties like this in other venues, and I've run across solutions that I can only describe as document mining as opposed to data mining. It's rather different, and I wonder whether solutions like that might be looked for here. I do know

of a French search engine that I've used for this purpose, very successfully.

There's that one and I suspect there are others around. Basically what one would say is, "Look for Gordon Chillcott anywhere in Technology Taskforce meetings, in any format. Please report." Bang, out it comes, rather like a Google engine. You an in most of these things just count up the number of instances of whatever it was you collected. These things exist. I don't suspect that they're cheap. The organization that I was working for was data testing this particular search engine, but it's not the only one that's around.

DEV ANAND TEELUCKSINGH: Well, indeed, thanks Gordon. I think some aspects of what you say is document mining… I'm just trying to think of some way of which you could have that type of search engine, where you can just submit that query and just get results. Maybe I don't have experience with it, but in my mind all the information has been readily structured and in a way that makes it easy to query that type of…

If I wanted to search for Gordon Chillcott and meetings he attended in 2013 or something like that… In my mind it has to already be stored in a format that allows for such queries, rather than the imprecise way of Wiki pages.

GORDON CHILLCOTT: The situation I was in, basically the documents were not structured in the way that I think you're describing. A lot of these search engines are capable of searching documents in any one of a wide range of formats. What I tended to do was… It's not the way the document was structured that made it easy for me to pull this kind of thing off, it was where the documents were.

There would be a way, for example, of telling it to look in chats, or in transcripts. It would depend on where the documents were stored. In fact, the organization that I was with stored the documents in file structures that allowed for this kind of thing, just to make it a bit easier.

DEV ANAND TEELUCKSINGH: I see. I suppose this comes back to how we figure out how to organize the content. What we could do is, for example, assign labels to Wiki pages. Say you wanted to search "attendance pages", all those pages with "attendance" for example, then you can mine information that way. I suppose that's one of the things that we could look at. I believe this is already a suggestion, to assign a taxonomy of labels to various Wiki pages, to specifically that type of querying.

I think we've spent quite a bit of time on that and I'm realizing that time is running. I'm going to move ahead to the next Agenda topic. Just to say, I'm going to try and follow up IT staff again in getting a separate Confluence installation, and I [hope? 00:50:54] regarding the metrics and pulling in the information. I'll give some more thought as to how information is structured and stored on the Wiki.

I think once we improve that then searching for information becomes much easier for At-Large. Moving onto the next Agenda Item – collaborating with IT staff regarding Adobe Connect. Two of the things was to work with IT staff to troubleshoot reports made by At-Large users that the Adobe Connect on Linux doesn't work and it hasn't worked for some users when ICANN introduced this disclaimer, first of all. Once the disclaimer was acknowledged the Adobe Connect room didn't load.

I've had some information from the two persons that use Linux, and I'll cc that Linus information to the list. I found further information regarding troubleshooting for Mozilla Firefox and Linux. I posted that to the Technology Taskforce list. In fact that might be the solution as to why Linux users are having problems connecting to Adobe Connect sessions.

In terms of the other issue regarding collaborating with ICANN's IT staff to testing key Adobe Connect features, one of the features that ICANN IT staff has been working on is something called AC audio dial-out. I've not actually seen this feature myself but perhaps Nathalie, who's on the call, might have some ideas about what this is. Nathalie, can you provide some information as to what this Adobe Connect audio dial-out feature is about?

NATHALIE PEREGRINE: Sure. We had one presentation, which was a brief one, last week. What happens with the Adobe Connect as it stands now, is we can either join the audio bridge. If we need to dial out, a member needs to send a

request to staff to then send onto Adobe Connect. With this what happens is that logging onto the Adobe Connect room is you have a pop-up with several solutions.

One is, "Would you like to dial in yourself to the Adigo bridge?" Yes, you can. The other one is to setup your own dial-out. It worked quite well when I set up a dial-out to my French cellphone, and it was instant. Once you type in your telephone number you get an automated message asking you to press one, I think, to accept entrance to the call, and you're automatically into the AC audio. What I've asked for is for ICANN IT to set this feature up on the Technology Taskforce Adobe Connect room. I believe this was done a few hours ago, so it's too late for this call but it might be an idea to test it shortly.

This does not replace the operator. The advantages with the operator is that people in remote locations, who know to try six or seven different networks to get to them, which the Adobe Connect wouldn't be programmed to specifically do so. It would however, for people with last-minute requests, with a change of phone number, a quick change of location of travel, this would avoid the whole emailing staff to update dial-out information. You'd be able to do it yourself.

DEV ANAND TEELUCKSINGH: Okay, thanks Nathalie. So this feature has now been installed in the Technology Taskforce Adobe Connect room. Do you think it requires a large number of testers to help test this feature? Or would it just be one or two persons?

NATHALIE PEREGRINE: I think different locations and members whose dial-outs might not succeed on the first attempt would be interested, because I asked IT how [elaborate? 00:55:50] it was and they tried it amongst each other with US-based people and with European-based people. They tried landlines mainly, so trying dial-outs to cellphones might be a good idea.

DEV ANAND TEELUCKSINGH: Okay, thank you Nathalie. One Action Item we could probably do would be a Doodle for doing that type of schedule; maybe for just half an hour rather than allocating an hour. It's just a test to see whether the system can call and dial you in, so you can be in the Adobe Connect rom easily rather than the manual process of handing over the call details for Adigo themselves to do the actual call dial-outs and so forth.

So maybe a Doodle to see who can do a testing. It doesn't have to be on a Monday. It would only be for half an hour, unless you think more time would be needed for that, Nathalie?

NATHALIE PEREGRINE: No, I think because it's automated that either the dial-out would either succeed or not. There wouldn't be any other result.

DEV ANAND TEELUCKSINGH: All right. We could say 15 minutes then, rather than half an hour. Okay, let's work on sending a Doodle to test the dial-out feature. For those

persons that respond to that Doodle, for 15 minutes we could test it on that date and time. It doesn't have to be a Monday, we can just do a test and it will be a yes or no on whether it works or not. All right. I don't think we have any more Items on that one.

I know we're going slightly beyond time. Just indulge me for five minutes, even though I said I'd scheduled ten minutes for this. I posted something to the Technology Taskforce list some time last week; Friday I think. One of the things was that the upgrade to Confluence, that the Wiki Translate plugin was no longer working. There were two solutions being offered. One was to use the Bing Translate plugin – that's from Microsoft – and one was to use the Google Translate plugin.

What I noticed though was that when I tried to test it from a mobility aspect, when I tried to access these pages with IOS, the Google Translate plugin does not work with IOS. I think it's because Google Translate uses Flash, and of course Flash is not support on IOS. The Bing Translate plugin worked. On the form it was a little trickier because what happens is the selection gets obscured a little bit, but you were still able to pick a choice from the two-thirds of the choices that were able to display on the iPhone screen.

It did work. The page did get translated. Gordon, since you have an android device, I was hoping that you could do the test from an android phone or tablet, open up these two pages in the links I've provided, and give your feedback as to whether they work with android or not, or which of them work. Is that okay, to assign this AI to you, Gordon?

GORDON CHILLCOTT: I'm going to have some fun trying to find time to do it over the next two weeks, but certainly I'll see if I can do it. I'm slowly getting in touch with [Del? 01:00:37] now, whose meeting is slowly, apparently, breaking up. I'll mention it to him, and I might even pass it onto a couple of other non-English speakers in my ALS. We're having a meeting tonight so I'll mention it there.

DEV ANAND TEELUCKSINGH: Okay, excellent. The two URLs are there, so it's just a case of opening the two pages in two browser tabs and seeing if you're able to activate the plugins to do a translation. All right, so that AI has hopefully been noted by Nathalie. Anything else? No. I think we'll move ahead to the last Agenda Item, which is Any Other Business. Does anybody have any…? Glenn?

GLENN MCKNIGHT: I actually was supposed to be on a call at 11:00 but they delayed it for ten minutes. I just posted my video that I did of my own ALS. Recently [Chelsea? 01:01:57] – I don't know if he's contacted you guys – has been doing Skype calls on interviews with three questions: what is your mission? What do you do with ICANN? How do you impact your region?

Now, I reviewed three or four of them that he did with NARALO, and there's numerous things that I didn't like, including light level, sound quality, the lack of coaching to those being interviewed… They're using

their cam cameras, which are low resolution, low quality mics, and I have concern about that because they're going to have inconsistent quality.

I've seen them video various ALSes at Durban and elsewhere, and they're using high quality sound equipment, good material, and there's interface between the director… It looks like they're one-takes. There's no lower-thirds of the name of the organization, no links to their website and what they do, so I have concern.

First of all, I don't think anyone's going to watch them because they're going [inaudible 01:03:07] anyway, but if we're going to take the time and use the technology to record our ALSes on their great mission and what they're doing as stakeholders, I think it should be done with a little bit of foresight. NomCom had the same issue.

We interviewed someone on Skype, as they couldn't make the meeting, and it was horrendous – dogs barking, light from the infusion from the room, when people in the room asked questions he couldn't see them because there was one camera… The list goes on and one. From a Technology Taskforce group, if we're going to do remote interviews and we're going to be using SuperTintin or other stuff to record interviews with people, I think we should… This is not a poor organization and we're supposed to be technology-savvy. I think it's sad. That's my comment.

DEV ANAND TEELUCKSINGH: Thanks Glenn. I'm trying to figure out if there's a way to somewhat address those issues. I suppose the way to do it would be to have some minimal guidelines, but I don't see any easy way of… I'm not going to use the word enforce, but to ensure persons have those things beforehand like mics, lightings, etcetera.

I think it's going to be one of those things that when they try it and we get poor results the first time then you could point them to a Wiki page and say, "You need to check this, this, this and this," something like that. Would that be helpful Glenn? Or are you thinking of something else?

GLENN MCKNIGHT: No, exactly: "Just before you do it, here are some things you should have. Have your drapes closed so the light is not bleeding in the room. Make sure you're not swiveling around in your chair. Dress for something with…" Just a small list of things to do so you end up having a much higher success rate. This is all doable. You're taking a great idea and you're not using technology appropriately.

You have poor sound and surveillance, and people, unless they're not fussy about what they look like because perhaps nobody's going to watch it, but I just think you have staff dedicated for this task and they're not doing their job properly. If they worked for me I would be really pissed.

It's the same feedback I gave the NomCom when we interviewed people. I gave them a long list of things you should do before a Skype interview and recording. I can share it with this group as well, but I

shouldn't have to be doing this. I don't want to be screaming all the time about things that are not done right, but I just cannot believe that these things are not being considered. I'll share it with the group.

DEV ANAND TEELUCKSINGH: Thanks Glenn. I think if you want to go ahead and create a Wiki page on the Technology Taskforce workspace… I'm not sure what to call the title… Troubleshooting? My mind's gone blank. I don't know what the proper title should be, but I guess some sort of…

GLENN MCKNIGHT: I just want to make sure that… [Chelsea?] who's been doing this, he's a nice fellow and all, but I ended up just videoing myself and you can just see the sound quality difference. You can really see the contrast. In fact, Olivier and I were on a call this morning doing some tests to do short little interviews with him, promoting ATLAS, and again he's getting feedback from me.

I'm telling him, "Get that stuff out of the room, it looks like junk. Close that window. Speak to the mic. Take off your headset." This is the stuff I'm trying to get at. If we want to present to our community our mandate and what we're doing, let's take a little bit of effort to do it right.

DEV ANAND TEELUCKSINGH: All right. I think that's something we could work on. Glenn, hopefully you have the ball on it, because I think you have a lot of the ideas and

the experience and expertize with it already, as to what makes for a good video conferencing; closing the drapes, better lighting, good mics, that type of stuff.

I see Olivier has posted something in the chat: "Best conditions for video conferencing." Let's get the ball rolling on it, put up the Wiki page, and then we can all make contributions to it. Okay, well, I'm seeing some hands raised here. Gordon, go ahead.

GORDON CHILLCOTT: Thanks. A couple of observations here. Firstly on this one, the notice was rather short. Secondly, I'm not the one being interviewed for my ALS. That's being turned over to someone else. In fact, it will be the person that's [inaudible 01:08:36] ATLAS Summit. Now, I'm going to sound a little bit like Carlton on this: please bear in mind that we are volunteers here and most of us work for a living.

To get the kind of preparation that Glenn is asking for takes time, and we're being asked for a one-on-one interview here. The amount of time that can be spent on that interview by these people can be rather limited, because of the commitments that they have. If you're going to be asking for that kind of preparation, you're going to have to give a bit better lead time, and cater to the requirements that the interviewees have.

It's not going to be done during working hours, for example – it's probably going to be done during an evening or better yet a weekend, and even those are tied up because we have obligations. So I appreciate

what Glenn is saying, but on the other hand you need to be careful of making demands to volunteers that may be taxing them a little bit. That's my comment.

DEV ANAND TEELUCKSINGH: Thanks Gordon. Indeed, I was trying to think of… It's not to say how to enforce it, but more to say, "If you want to make the most of your contributions, put yourself in the best light when being interviewed. These are some of the things you need to look at." Phrase it in that way. Glenn, do you have a follow up or can I go to Olivier?

GLENN MCKNIGHT: I want to respond to Gordon's comment. Gordon is absolutely right. All I'm saying in our little document that I'll make is a little bit of preparation; to take a little bit of effort before, because if you're going to use this technology again this is a good way to get it right. I'm not out to make a lot of work for people, I'm just trying to say if you're going to do it, have a little bit of preparation, that's all.

DEV ANAND TEELUCKSINGH: Okay. Thanks Glenn. Olivier?

OLIVIER CRÉPIN-LEBLOND: I think that checking one set up is not something that's onerous as such. Certainly a quick checklist, that's published on a Wiki page, would be of help. I don't think it takes more than five minutes for someone to test

something else. If we gave them the links for some easy tools for them to check their sound, check their video, just links to these easy tools that are accessible out there, that would certainly help.

I have found in conference calls that some people, for some reason, are in a very terrible set up. There are simple things. When you're on the phone don't have your computer sound on at the same time, etcetera. It would certainly help. That's one point. Then I have a bug report to report for the Lucid meeting thing. I don't know if it's the right moment to say it or not. It's completely out of the Agenda Items.

DEV ANAND TEELUCKSINGH: We are in Any Other Business, so if you want to mention it then go for it.

OLIVIER CRÉPIN-LEBLOND: Okay, thank you. I've found that recently Mozilla Firefox has some bugs, which seem to have crept in. My Mozilla Firefox has been misbehaving on some occasions, and today is one of these occasions. The chat discussion doesn't appear to be showing the last line. At the moment I've got the last line of the chat as being Gordon Chillcott: "Just to support Glenn though, you don't go to a job interview in your…" and the next line is not there.

I can't scroll down to it. Very bizarre. The whole thing has been… That's only recently that I've had some weird things happening with Mozilla Firefox. Hopefully this is going to be fixed at some point but it doesn't work at the moment.

DEV ANAND TEELUCKSINGH: Okay. Thanks Olivier. Nathalie has confirmed what you're saying, that she's on Firefox and cannot see the last line either. I think that's a bug that we can probably note and send to Lucid Meetings regarding that. Nathalie, just a quick… Make it an Action Item: note that there's a bug regarding Firefox and Lucid Meetings, so you can send it to Lucid Meetings for troubleshooting.

There's a queue here, this is interesting. Glenn, go ahead. I know we're late already but… You may be muted Glenn, or this may be an old hand. Okay, well, I'm beginning to think that was an old hand and Glenn has already moved onto his other call. Nathalie confirms Glenn's line has dropped, so he's probably switched over to the next call.

Okay, so our next call is going to be on the 3rd of March, to test UberConferencing, and I'm going to make a recommendation that our next Technology Taskforce call meeting will be on the 10th of March. The reason why is because the ICANN meeting is going to be happening towards the end of March, so I think having it closer to our usual third week would be a little too close to the ICANN face-to-face meeting, so I'm thinking of having it on the 10th.

It's interesting with the chat there. [laughs] Well, just to confirm with Maureen, yes, I believe Nathalie did record the person as being attended. But I take your joke on that. I note Olivier's comments also regarding Mozilla Firefox. Indeed, that could be something carried over

to the Technology Taskforce list. Right. Okay, well, I know it's 20 minutes past the hour.

Thanks for indulging the length of this call. We can now adjourn this call. Thank you for attending. Please contribute on the Technology Taskforce list and on the Wiki pages in between meetings. With that the call is adjourned. Thank you. Have a great day.

[END OF TRANSCRIPT]