
ARIEL LIANG: How's the talk with the vendor? Anything new?

STEVE ALLISON: It's good. I kind of opened up the fire hose for them, and I'm going to let them digest over the next day and then figure out what our next steps are going to be. Our contract is with legal, so I'm hoping by the end of this week we'll be done with all that.

ARIEL LIANG: Okay. That's wonderful. Do you want to update on that on tomorrow's call, or it's not a big thing to update?

STEVE ALLISON: If I have anything more than what I have right now, then it might be worth it, but otherwise no.

ARIEL LIANG: Okay. Understand. Okay, so I'm going to share my screen so it will be easier to walk you through the Wiki.

HEIDI ULLRICH: Hi, Ariel and Steve. I'll be right there. I'm just going to go get some water. Okay? I'll be right there. Okay.

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.

ARIEL LIANG: Okay. Yes. Sure. Yes, thank you.

Okay, share my screen. Okay. Can you see my screen now, Steve?

STEVE ALLISON: Yes.

ARIEL LIANG: Okay, great. Okay, so I don't know how Heidi wants to do this. Yeah, let's just wait until she gets here then. But I can give you a quick – well, I think last time I told you a little bit about the Wiki. We use it for the policy advice statement [timeline], which you have seen earlier. Also, another big part is on the meetings we upload other transcripts, action items, recordings in the Wiki there too. That's linked to the workspace of working groups, which probably Heidi will tell you later on.

Then some other ways to use the Wiki is for ICANN meetings. We usually have this space. Actually, I don't even know which parent page this one is exactly housed under.

STEVE ALLISON: It's ALAC pages.

ARIEL LIANG: The problem is it's very disorganized because if the parent page is called ALAC, then we also have a child page come up like At-Large Advisory Committee again. So it will have two names, and [inaudible] complicated.

HEIDI ULLRICH:

How this happened was way back when we switched over from social media or social something to Confluence, [Cheryl] and I designed a whole tree and IT moved it over. But what has happened since then – that was four or five years ago now I think – what has happened since is that it has grown rather organically because a lot of community members create pages or staff. We've created pages under interesting workspaces and it has just grown from there. This is what has happened with a bottom-up approach.

Ariel, if you can go to the portal, basically when people come on, they come to this page. If they're in the know, they go to the ALAC. Up on top, Ariel. Yeah, that's the portal right there. That's how it was designed, but some people don't even get there, and that's a shame.

In that little blue box, that little purple box up in the top, we designed that. Those are some of the key pages people can get to really fast. The key one if you want to start, Ariel, is the policy development page. That's one of the key ones on this page also. Yeah, let's start with that. Go ahead, Ariel. This is a key, key, key page right here, as you heard on our call last week.

ARIEL LIANG:

Yes, before the call, I walked Steve through this page. Basically, whenever there's a new public comment request on ICANN...

STEVE ALLISON: Sorry. Real quick. Can we record this meeting so that I can refer back to it if I forget something?

ARIEL LIANG: Alright. Okay. I think the recording is on, but let me just double check.

STEVE ALLISON: Oh, okay.

HEIDI ULLRICH: Terri, are we recording this?

TERRI AGNEW: Yes, by audio. Did you also want me to try to record the Adobe Connect portion as well?

ARIEL LIANG: Yes, please.

TERRI AGNEW: Certainly. Let me go ahead and start the recording. One moment.

ARIEL LIANG: Thank you.

STEVE ALLISON: Appreciate it. While we're doing that, one thing. This might be a little outside of the scope of this session and if so, that's fine, Ariel. We could maybe get together later. It would be valuable to talk through the structures and how they tie into the actual publications/statements that we're creating and also where the working groups come in. I'm trying to figure out where all these various organizations play roles in this process.

ARIEL LIANG: Okay.

STEVE ALLISON: Or if they have other things they're doing outside of just the policy development work.

ARIEL LIANG: [Correct]. Just quickly, the recording for both audio and the AC room is on. Your question is you want to understand the organization of this current page or the organization of the entire At-Large space?

STEVE ALLISON: What I'm saying is as we go through this, if we start talking about working groups or we start talking about a specific structure, I want to start figuring out how that organization plays a role into the products that are getting built or the activities that are taking place. I'm just trying to figure out what their roles are in all of these processes.

ARIEL LIANG:

Okay. I understand. Okay, I can talk to you first about the policy development page and how the process, the role of the process – I don't know how to word it correctly.

But the organization is pretty simple. It's just based on the time when the public comment request was posted. The most recent one is on the top box: open statements. That's the one that has just been recently opened and the At-Large community is working on producing a statement. They are placed at the very top box here.

Then the second box, closed statements, are the ones that have been completed. The way to show they are completed is either At-Large issues a statement responding to that public comment request, or At-Large says we don't have any statement to issue so we'll put a no statement there. This is just for the complete product. It's in the second big box here.

Then from top to bottom, you can see the dates at the first column. That's usually the comment period close date. I usually put the most recent one on the top and the later one on the bottom, so it's arranged by time period.

This is a very simple overview of that. Then other things that you see now are the 2014 ones. The ones before 2014, we also created similar boxes here, but it's just not divided into two because most of the public comment requests in 2013 are already closed and At-Large issued a statement or didn't issue a statement. So they are just in one category now.

Then I don't want to take too much space here, so I installed a little macro just to hide it. For people interested in reading, they can click there and then look at the ones being completed.

That's just a very simple structure. In terms of the horizontal lines, which is the pipeline for producing a statement, I think on our last call I already explained to you. We will show who is going to be the penholder for the statement and when the comment is open for the community and when it's going to close and when the vote will happen on the statement. All these dates [inaudible] horizontal lines here. That's just quite simple, based on time.

STEVE ALLISON: Okay.

HEIDI ULLRICH: Thank you, Ariel. Do you have any questions, Steve, other than those that you've asked?

STEVE ALLISON: No. I think this is the part that makes the most sense to me. It's very well organized.

HEIDI ULLRICH: Yeah, that one is very well organized thanks to Ariel.

ARIEL LIANG: [I didn't invent it.]

HEIDI ULLRICH: If you want to go back to the portal, please.

ARIEL LIANG: Okay, sure.

HEIDI ULLRICH: The portal is basically the home. What we have on this page is announcements. That little pink should be fixed. I'm not sure because that happens every once in a while. That's just a feed, an automatic macro that does ICANN news.

If you can scroll down, please. Then we have our main. This right here is announcements. The top part was really related to the summit. We've just kept that up there. We also have the next ALAC meeting, the next ICANN meeting, policy again, advisory. We have the ROP, etc. This is just a page where some main issues are posted.

Then we have a calendar. That calendar definitely should go onto the new website as well. This is where all the calls are kept as well. People do refer to that. That's quite a key one.

STEVE ALLISON: Okay, so are these people within working groups, or are these calls for events within [inaudible]?

HEIDI ULLRICH: These are ALAC calls or At-Large calls. So calls of ALAC, the ALT, the leadership team, the working groups, the RALOs, our capacity building webinars – everything.

STEVE ALLISON: Okay.

HEIDI ULLRICH: It's really a key one. I think Gisella handles that, by the way.

STEVE ALLISON: Okay. Can you click on one of the events of the calendar? It's giving people a description of the event. Basically, it's the invite.

HEIDI ULLRICH: Yeah.

STEVE ALLISON: Can they pull down the event into their like in iCal or something like that?

HEIDI ULLRICH: From there, I don't know. What I do know is that the secretariat sends announcements. Terri, maybe you can answer this.

TERRI AGNEW: We [inaudible] from a Google calendar. We put it on the Google calendar.

HEIDI ULLRICH: And people are sent several announcements prior to the call, so they can note that as well.

TERRI AGNEW: Correct.

ARIEL LIANG: I think if you click on the Google calendar, the little button at the right bottom corner, you can add all those things to your own calendar. I don't really know exactly whether you can extract one event and add to your own calendar, but since you can [inaudible] import this whole calendar to your own Google calendar.

STEVE ALLISON: Do we know if typically everybody wants to know about all of these events.

HEIDI ULLRICH: A lot of people are on a lot of those calls, yes.

STEVE ALLISON:

Okay.

HEIDI ULLRICH:

But not everyone by any means, but a lot of the more active people. I haven't heard any complaints about this, so I think that's in good shape. That's working well.

ARIEL LIANG:

I think from the interviews we read, some of the community members suggested to have the ability to personalize the calendar and to download the event more conveniently and also to have the time zones to set in their own time zone. There are requests for improving.

HEIDI ULLRICH:

Are there tools that can do that?

ARIEL LIANG:

I can't answer that question, but this is the request from the community. So we could possibly explore that and see ways to improve this little tool, but I think there is definitely a better tool.

STEVE ALLISON:

It wouldn't be something we would do for a first phase anyway because we need to now start thinking about having a profile so that you can save your settings. Things like that start coming into play, so it gets complex quickly.

HEIDI ULLRICH: Doesn't myICANN have that kind of capability?

STEVE ALLISON: A little bit, yeah.

HEIDI ULLRICH: Yeah, so that's something that I think is definitely second stage. People are pretty much happy with it now.

STEVE ALLISON: Okay.

Can we go back to the portal? The dashboard, sorry, dashboard. If you scroll down a little bit, each of the RALOs have their own page. Just pick one. AFRALO is fine. They're basically all the same. Silvia has worked extensively. When I was in her position, I did the same trying to get the secretaries. Each of the RALOs have chairs, some have vice chairs, and then all have secretaries. We've worked on trying to get them to take over this, but with very limited effect. A lot of times, they just expect us to do that, so we've done our best to do this.

They're basically all the same. We have announcements of some key activities going on. Then that material, those pages, those links where your icon is now, Ariel, are basically pretty much the same. Just to let you know that each of the RALOs have that. Again, ideally, it would be

where the RALO itself would take over that and it would be theirs. We've tried so if you can help us with that, that's great.

STEVE ALLISON:

Well, one of the things I was thinking is from a Wiki perspective, a lot of the information we're presenting about what is the RALO and what is ICANN and stuff like that is stuff that we can remove if there's a natural location for some of that static information on our At-Large website.

Then the question becomes, what do we do with the Wiki space versus what are we doing with the rest of the At-Large website? What does the RALO do within their Wiki space? Are they actually doing anything within there that's collaborative in nature, or is it there for informational purposes?

HEIDI ULLRICH:

That's an excellent question that I would ask during your session with the ALAC and the RALO officers on that Sunday. That's really an excellent question. I've worked trying to get them to take more control and more ownership of this for five years now with very limited effect.

STEVE ALLISON:

Outside of doing outreach, what is it that a RALO actually does? What's the purpose?

HEIDI ULLRICH: Part of the MoU with ICANN is that they have to feed information down – ICANN-related or At-Large information – down to their At-Large Structures. Then the responsibility is that any information coming up from the At-Large Structures through the RALO – the RALOs are the umbrella organizations – comes up to the ALAC which then feeds up into the Board. It's this bidirectional activity.

STEVE ALLISON: We'll have to get into the details of what the actual activities they're performing are that they want to perform in one location versus another.

HEIDI ULLRICH: Really, I mean, that's an excellent question. I would bring it up. If there's enough interest in carrying this discussion further, then there might be a slot in the RALO secretariat meeting on Wednesday. But we'll see about that. They have other things on their agenda right now, but that's an excellent discussion.

Some of the activities that we've tried to just give over to them is that each RALO has a page where each of their At-Large Structures has their own Wiki page where they can do anything they want. If they don't have a Web page in a developing country, they can use this. We had to push them to start updating these pages. I think we've done a decent job. In the end, we did it ourselves, I think. They're just not in the habit of updating these pages. So we've done that.

STEVE ALLISON: What I would want us to move away from is not tell them they can use it for anything. They already know that. What we want to do is...

HEIDI ULLRICH: They can use it for, obviously, At-Large/ICANN activities, definitely. I mean, not for anything. Sorry. That goes without saying. Sorry.

STEVE ALLISON: Right. We're on the same page. Right. They can use it for anything purposeful. But what would be better is if we say, "Here's what we intend to use it for," so now they know what the expectation is. If they don't know what's expected of them, then they're not going to do anything.

HEIDI ULLRICH: We've mentioned this on numerous occasions. Maybe the re-launch of the website is another time. Maybe we need to stress it more. Maybe we need to have a webinar on this. I don't know.

STEVE ALLISON: The good thing is that, at a minimum, if we can't define what it is we intend to do with a RALO on the website, then its purpose will be very small and there won't be that much content. But then the next question is, are we going to confuse our newcomers? Is this one of the sticking points to why we're not getting the engagement that we want to get?

HEIDI ULLRICH: Again, just off the top of my head, I would say that the website, I like the idea that it's for newcomers. I would think that there's basically limited information on there, and that's limited to how to get more involved – why get more involved and how to get more involved. Then the Wiki takes over. Those at least the RALO chairs, the vice chairs, and the secretaries need to take more ownership of their own RALO portals.

STEVE ALLISON: Yeah, and the other thing I would add to that is that things like announcements and news and things that are specific to a RALO, in my mind those are things that are public. They shouldn't be imbedded in a Wiki because you have to know to go there to now uncover something potentially very important to you. You have a window and a platform through the public website to publish news that's relevant to your RALO. That would be an element that you could put there.

HEIDI ULLRICH: Fair enough. Yeah, that's great. We can do that. But we also publish most of them – not all – but we also put most of them on the RALO lists as well, on the public RALO lists. Each of the RALOs have a public mailing list.

STEVE ALLISON: On their mailing list, you mean?

HEIDI ULLRICH: Mailing list, yeah.

ARIEL LIANG: One reason is if you look the people who have the ability to add pages or add blogs or add things to the Wiki spaces like, for example, the one which is the LACRALO space, they all have the rights to add pages so it's easy for them to mess up the original tree and add more branches.

HEIDI ULLRICH: Correct. And that's a challenge because we want it to be their Wiki, and that's what we end up with is sort of a messy thing. Then we get other people saying, "I can't make my way through this thing." I get defensive. It's like, "Guys, we started. We had a beautiful framework, and then we opened it up to the community and this is what happens and then that's a natural state." So I don't know.

STEVE ALLISON: Yeah, I would say that there needs to be a balance between giving them freedom and having some form of governance so that end user can traverse it properly. All the RALOs should have the same five elements to them. It doesn't mean they can't have additional elements beyond that, but now people have confidence that when they go from one to the other that they know the basics of them.

ARIEL LIANG: Yeah. Everybody is in the At-Large group, and all the RALO members are in the RALO group. Everybody in At-Large have all the rights to do stuff like add pages and restructure the framework in the Wiki. But I talked to a few people like Ben who is a consultant and he's an expert on Wiki,

and he said it's not good that everybody have all those rights because if they're [inaudible] with the tool, they can do more damage than good.

If we only limit RALO officers or some people who already know about the Wiki from the RALO to have all these rights like adding more branches to the tree, then it probably will be easier to keep the structure clean. Then the other people can do other things, like not all rights, not the comprehensive editing rights. That's my thought.

STEVE ALLISON: Okay.

HEIDI ULLRICH: My experience is that when we have done that – when we have tried to restrict it – you'll get complaints. Not from everyone, but there are a good number – maybe two handfuls – of community members that really do know their way around the Wiki. When you restrict it, they're the first to complain. But I do hear you, Ariel, that there are some if we give them carte blanche to do that, then they're just going to go wild.

But so far we haven't seen that. What you're seeing is not people just going in there playing around. This is five years of people who are somewhat in the know creating pages for past events, etc. That's what has happened.

STEVE ALLISON: Right. Okay. One open question for me that we can just leave on the table for now is that I don't fully understand the intent of the RALOs'

Wiki pages. I don't know outside of basic information and news what they're actually using it for.

ARIEL LIANG:

If you look at the gray box on the last, you can see, for example, they upload information about the ALSes, the At-Large Structures. This is more like informative for probably anybody, like seasoned members and newcomers.

Then they also have election calls. Periodically, they will elect secretariats and chair. For those purposes, they will hold a conference and ask the candidates to enter questions. Then people will comment on that. That's definitely for people already involved in the RALO.

STEVE ALLISON:

Before you go back, that's very good information. The things that you said that call out to me: their ALSes are listed there. A lot of the details about the ALSes are listed there. It looks like some of the current working groups are listed there. And their elections, like the actual collaborative work they're doing around the election is in there.

If we just take those three examples for a second, when we get into the conversations with the RALOs the thing that I would expect them to want to move into a public-facing website are who are their ALSes. All the stuff that's in this wiki behind a login is stuff that they can promote on a public site, or some of it at least.

Then things about an election taking place is something they would want to promote on a public site, but the actual work – the questions

they're asking, the actual election process, all the statistics around it – all that stuff they could then pull into a Wiki.

Now their Wiki is being pared down into the most important elements for them to do work, and all of the public stuff can remain on the website and it can be in a structured format and the people who are viewing that information from RALO to RALO have consistency.

That's the type of conversation when we start thinking of this Wiki I don't necessarily want to rebuild their Wiki. I just want to pull out the stuff from the Wiki that they're doing there that would naturally lend itself to being on the public site.

ARIEL LIANG: I agree.

STEVE ALLISON: I can spend some time and look through here. I won't know everything that's relevant. Some stuff may not be relevant for a public site, but maybe they can start thinking about it in terms of that perspective.

ARIEL LIANG: Yeah, I think what is useful is definitely in this gray box on the left. That gives you more insight into what they have been actually doing with this Wiki and the collaborative aspect of their work. This will be worth investigating.

Heidi, do you have more things to add about RALO space?

HEIDI ULLRICH: Not really on that one. The only other one I would go to is the working group portal. If you go up...

STEVE ALLISON: Before we do that, I have one more question. Sorry. It just came to me.

HEIDI ULLRICH: Go ahead.

STEVE ALLISON: Are the working groups a part of RALOs, or are there working groups and then RALOs may be interested in some working groups? How does that relationship work?

HEIDI ULLRICH: Working groups are, for the most part, open. Go ahead and go to the ALAC portal and go in the gray box at the top of the page. The top of the gray box is the working group portal. ALAC portal.

ARIEL LIANG: It's loading. It's slow right now.

HEIDI ULLRICH: Most of them are open. Not all, but most of them are open. Again, they're open to all ALSes. Again, keep in mind that the organization,

there are five RALOs and within those RALOs those are the umbrella organizations of the Regional At-Large Structures. Those RALOs – their ALSes plus the ALAC – make up the At-Large community. The working groups are, for the most part, At-Large working groups. There are some subcommittees of the ALAC where they're only ALAC members, but very few.

Here you'll see which ones are open, etc. This one, again, I think it's in pretty decent shape. Each of those pages are workspaces for the particular meetings. That's where we post all the meeting information, the membership, relevant documents, etc. That's in pretty good shape. I don't know if any of this information is on the website. If it is, it's probably way out of date.

STEVE ALLISON:

One thing I'm confused about is – and sorry. I'm a little naïve on some of the processes. Are the working groups directly related to the policy development process or are they separate functional things that they're working on?

HEIDI ULLRICH:

Yes, some are policy related and some are process related. Again, process related would not be in direct relevance to policy advice development. Those would be the policy working groups.

Let's take a look. The At-Large New gTLD. In the past, that would be directly related to policy advice statements on the new gTLDs. A couple of years ago. Right now, it has a new chair and it's struggling, to say the

least. But I have to say, under the new chair they did do a public comment and they're just discussing that now. Eventually, that's going to be a statement. That is an example of one that does policy.

Let's see. For the summit, we had a main committee, a main At-Large organizing committee that then had about seven groups. That was basically all process oriented. Those are archived ones that we have, some of the archived ones.

ARIEL LIANG:

The summit one, I think, this will confuse Steve further because we have a separate working group created just for one event. It's a big event we had in London. But they're not longstanding ones. They just create it for the event purpose.

STEVE ALLISON:

Let me think. Do all policies get tied to a working group?

HEIDI ULLRICH:

For the most part they try to, yeah. That's the idea, but sometimes they're pretty quick. If it's not related to a public comment, if something is pretty urgent, then the ALAC or ALT will just do it. System in the end, if the working group doesn't get to it, then the ALAC and the ALT again will get to it.

STEVE ALLISON: Really, though, what ends up happening if we're just thinking in the scope of policy development for the moment: public comment comes out, a penholder is identified within a working group in an ideal scenario.

HEIDI ULLRICH: Correct.

STEVE ALLISON: Gotcha. Then that person may work with that working group. They may do it solo. I don't really know all the particulars yet.

HEIDI ULLRICH: You're ready to be an At-Large member, Steve. You're getting it.

STEVE ALLISON: That's a good indication if we're on the right path if I understand. If I don't understand, we won't get the right result.

HEIDI ULLRICH: Can you go back to the portal? Steve, I just want to make sure that you've seen this. This is very important. You go up right there, right where your icon is right now. I don't know why. I put it up there just to say. The At-Large outreach workspace, right below the logo, Ariel.

ARIEL LIANG: Down and to the right.

HEIDI ULLRICH: Yeah, right into the main section, Ariel.

ARIEL LIANG: Oh.

HEIDI ULLRICH: Right below the logo. Right there. I know it's – now you're right there. Yeah. Click on that. That is a space, and that should probably go into the purple box actually, Ariel.

ARIEL LIANG: Yeah, it's very not obvious. I can't even notice the whole thing.

HEIDI ULLRICH: I know. That should actually go – if you could do that. Put that into that purple box. That would be great.

This has all the material for the outreach. Ariel, this was also before we had an outreach working group, just so you know. This has all the information. If you take a look at the first section, Ariel, at the very bottom that last bullet point, "At-Large Organizational Diagram," that's a key diagram and that's something that I would really like to have on the homepage or something of the new.

This shows you have all those At-Large Structures. They feed up into the RALOs. They then elect two of the ALAC members. The NomCom selects

one. That's the ALAC itself. Then they feed into the Board. The policy advice in an ideal situation comes up from the ALSes within the working groups, because they're all supposed to part of these working groups.

STEVE ALLISON: That's where I'm confused. Policy advice comes up through them, but it doesn't show me the procedure or the process we follow. Like it goes from ALAC to a working group is identified. Within that working group, they pick a person. Then it comes out of that, and it goes to the rest of the RALOs. That's all a little gray to me.

HEIDI ULLRICH: Then we have another chart that talks about the policy development. I'm not sure if you showed him that, Ariel.

ARIEL LIANG: Yeah, we did. I mean, we did this in the call.

STEVE ALLISON: The little [inaudible] one?

ARIEL LIANG: Yeah, the [inaudible]. In the last call, we did it.

HEIDI ULLRICH: Okay. Those are two key graphics that I'd like to keep on using.

STEVE ALLISON: I think we should use them. I think there's something that needs to tie some of that together so that people can say, "I understand within this website, this little tiny artifact, how it got here and where it's going next and why it's important to me. Because I think they're great for starting off the conversation, but then someone gets into it and they're like, "I don't really get where I'm supposed to be or where I can really help out."

ARIEL LIANG: I completely agree. It's just a little kind of a disconnect between the people and the work in a way.

HEIDI ULLRICH: That's something that, Ariel, as we talked about earlier this week is that you could focus on next trimester. As we head up into Marrakech and beyond, start updating the content here, which we sorely need that.

STEVE ALLISON: One of the things as we start going through a couple of these weekly iterations with the designers before we meet with the stakeholders each week, Ariel, maybe you and I can schedule a couple sessions so that we can quickly give feedback to the designers as we're going through some of these weird topics so that we don't arrive at the end of the week and we say, "Here's some of the sketches we've done and some of the ideas we have," and they're like, "These are totally off." We want to maybe give some direction to them pretty regularly, I think.

ARIEL LIANG: I agree.

STEVE ALLISON: Especially around these intro topics, it's going to be really important to communicate effectively what's expected.

ARIEL LIANG: Right. I'm just looking at the calendar. From today, we're about three weeks to the L.A. meeting. I'm just wondering what is realistic to expect from the designers. We have a presentation about the website during the meeting, and what will be realistic that we provide the community.

STEVE ALLISON: Yeah, let's readdress that at the end of next week and see what kind of progress we've made. I think by the end of next week, we'll have a much clearer idea.

ARIEL LIANG: Okay. If you want to meet a couple of times before we meet with the stakeholders and also the designers, do you want to start it from this week? It's basically Thursday or Friday. Maybe we can meet again before our call, and then next week we can do more than that.

STEVE ALLISON: Yeah.

ARIEL LIANG: Okay.

HEIDI ULLRICH: Anything else? That's basically a quick 40-minute introduction to the Wiki. I rank it maybe a B/B-.

STEVE ALLISON: You rate the Wiki a B-?

HEIDI ULLRICH: Maybe that's grade inflation. I don't know.

STEVE ALLISON: No. I think there are definitely some things on the Wiki that are done really well. My goal was two things: one, to understand what content is in there. But really the ultimate goal for why I'm looking at the Wiki isn't to figure out how good it is at doing its job. It's really to figure out within this Wiki, what is the content in here that should actually belong within the At-Large website.

As we identify some of those, we can determine what we want to do along the way with the Wiki as well. But that's really supplemental to the goal of just getting the right content within the At-Large website first.

HEIDI ULLRICH: Yeah. Just coming back to making sure all the community members know how to work it, in the past there were requests that we would hold informal meetings during the ICANN face-to-face meetings and just give training sessions, and they really never occurred. So maybe if you could find time to do that, particularly with the incoming leaders, that might start the process going. We have incoming leaders from AFRALO, etc. Maybe just showing them, giving them a brief training session on the overall RALO and then talking to them about their RALO's pages. Okay?

STEVE ALLISON: Mm-hmm.

ARIEL LIANG: I think we need to understand what they really need.

HEIDI ULLRICH: Yeah, exactly. And that would be a good conversation to have at maybe informal meetings with Silvia and you and the incoming or the current RALO leaders.

ARIEL LIANG: Right.

HEIDI ULLRICH: I think there might be interest in that too.

STEVE ALLISON:

You can at least get them starting to think about it by, as we're going through these first sessions to figure out what we should pull out of there for the public website, it's the perfect opportunity for you to say now that we're pulling out a lot of this content that's going to be now public and more freely available to their audience, the question now is, "Okay, now you have a lot more free space in here. Let's think about what we're not doing on the public site that we want to continue to do. Now that's the logical place for your little workspace."

It should come down to them saying, "Well, we want to keep doing our election." Right? That's work. Anything that they're doing work on should go in there. That's what it was at least originally intended for. If it's not work, it's something that they're trying to promote. Those artifacts, those announcements, those things they're trying to get people to put their eyeballs on, you want that as open as possible.

HEIDI ULLRICH:

Yeah, exactly. For example, a lot of the RALOs are now going to be revising their RLPs. Well, the Wiki is the perfect space for that because no one really cares about that until it's completed. But then on the public side, for example, the Marrakech meeting. That meeting is being hosted by our ALS in Marrakech, and I'm sure they're going to want to promote it on the ICANN website as well as the At-Large website. Coming up to Marrakech, that would be something to focus on is getting the AFRALO site on the website and the Wiki really up-to-date.

STEVE ALLISON: Okay.

ARIEL LIANG: Okay.

HEIDI ULLRICH: Just a suggestion. Anything else? I've been on calls for four hours straight now.

STEVE ALLISON: No. This has been really helpful.

ARIEL LIANG: I can talk to Steve later and see if you have more questions about the Wiki. I can answer more in detail too. So we can do that in our separate calls too.

HEIDI ULLRICH: I don't know if we can get rid of those archived pages. That just looks sloppy. I don't know what all that is. Look at that.

ARIEL LIANG: Also, the whole At-Large workspace. It's a second big tree branch. It doesn't make too much sense now.

HEIDI ULLRICH: Yeah, for example, that cross-RALO workspace, that should definitely be down under Regional At-Large Organizations. Do you see that? Up in At-Large. Midway down in the At-Large workspace, you see that. Why is that there? I have no idea.

STEVE ALLISON: The other thing that I find interesting is that a couple times in this call, you referenced the ALAC portal as the first jumping off point. In my mind while the ALAC might be the voice of the entire At-Large community for their final voice, it's not At-Large as a whole. It's like a consolidation of At-Large. So I would say your portal should be the very top of the site, which is the At-Large page, not ALAC. Where you have the dashboard should be like, "Hey, there's a bunch of stuff within ALAC. There's a bunch of stuff within RALOs. There's a bunch within the ALSes within those RALOs."

HEIDI ULLRICH: Fair enough, yeah. But if we do that, then where are we going to post the main pages, the gateways and stuff like that? Where are we going to post "Now Open: Elections"? That means we would need to either put that onto the website which they're not used to going to.

STEVE ALLISON: I'm not saying we change anything [inaudible]. I'm just saying it's a reflection of the [inaudible]. Because even outside of this conversation, I've had a couple conversations about At-Large and it always starts with ALAC. I'm like, "But it's much broader than that."

HEIDI ULLRICH: Correct.

STEVE ALLISON: I don't know if that's [inaudible].

HEIDI ULLRICH: In the past way back, it was basically just the ALAC. There weren't any ALSes. There weren't any RALOs. The people that were around at ICANN staff at that time have not gotten past that. Since then, particularly since the summit in 2009 – well, 2007 all the RALOs were signed up with ALSes, and then in 2009 after the first summit, that's when all the working groups started. Then it became a real At-Large versus ALAC. But again percentage-wise it has gone way down of those people, the staff that were here back then. But those people are still calling it ALAC.

ARIEL LIANG: ALAC is basically 15 people, but we have many, many more than that.

HEIDI ULLRICH: Right.

STEVE ALLISON: This was really valuable. It was a good session for me. I appreciate it.

HEIDI ULLRICH: Alright. Thank you very much.

ARIEL LIANG: Thank you. Steve, I will contact you about the next call we have. I mean, our individual session.

STEVE ALLISON: Okay.

ARIEL LIANG: Will tomorrow still work for you? Sometime before our call to the community?

STEVE ALLISON: Yeah. What's the call time?

ARIEL LIANG: [inaudible]

STEVE ALLISON: My UTC conversion is bad.

ARIEL LIANG: 16:30, so I think it's 9:30 for you. I think, yeah.

STEVE ALLISON: Okay.

ARIEL LIANG: Yeah, 16:30, so it's 12:30 for me, so it's 9:30 for you. That's the call with Olivier, Dev, and [inaudible].

STEVE ALLISON: Sure. So why don't we do, if you're available, if we can schedule at least an hour before.

ARIEL LIANG: Okay. That will work.

STEVE ALLISON: I'm a morning person, so any time you want to do it, but we should do an hour.

ARIEL LIANG: Okay. I will just send you an e-mail or chat with you afterward to figure out the time.

STEVE ALLISON: Okay, perfect.

ARIEL LIANG: Thank you so much, Steve.

STEVE ALLISON: Thanks so much, Heidi and Ariel.

HEIDI ULLRICH: Thank you very much.

ARIEL LIANG: Thank you.

HEIDI ULLRICH: Okay. Bye-bye. Thank you.

STEVE ALLISON: Bye.

ARIEL LIANG: Bye-bye.

[END OF TRANSCRIPT]