CHERYL LANGDON-ORR:	Good morning, ladies and gentlemen. We will be starting shortly. My name is Cheryl Langdon-Orr, and we've got an echo coming from somebody's equipment. They'll fix that before we go live. If I could get a sound check from remote participants, please. Gunela, could you try bringing in audio in for me? Is it that you need to have a dial out? What is stopping you speaking? You can obviously not tell me, but can you type? Well, staff will message you and we'll try setting it up, because we've got a phone bridge as well, which will be the normal 1 800 809 902 code 1638 from Australia. We could dial out to you. I'm not sure what system you use, but there's usually a choice of "connect my microphone." Oh, sorry, Gunela, I apologize; I am misleading you. You are now saying, "I know, yet again, Cheryl." Today's AC room does not have that setup. We'll get you connected to the phone bridge. One moment.
	Thank you for your patience, ladies and gentlemen. This is the Accessibility Taskforce meeting in whatever country I'm in – America! Los Angeles, that's where we are this time. We're just fixing up one or two technical issues. We've got a couple of dial-outs to make sure some of our remote participants are engaged with us as best as possible. If you can't be in the room, we're doing our best to make sure that you are a full and active participate. It's all about minimizing barriers here today.

For the record, my name is Cheryl Langdon-Orr. What I would like to do, and you'll notice all of a sudden my hypomania has gone down to a lower and slower level of speaking, which is a great relief to the interpreters in the booth behind me.

Because this is an Accessibility work group, I want to prevail upon you to talk in a slow, modulated and timed carefully manner, because unless we get used to doing this, so if people are signing or doing other forms of interpretation, even if it's talk to text, that there is time for things like captioning to stay in vague alignment, if not perfect synchronicity, with what we're saying.

This is one of those, even though it's morning, this is not the fact that it's morning that I'm speaking slowly and carefully. If I can do it, you can do it. This is how I would like everyone to try very, very hard.

The normal rules apply. Every time you speak, this is for the record, please state your name. It makes a huge difference, not to us in this room, but to the transcription that is created later. And those transcriptions are formed in several languages. So unless you want the transcript to look like "man/woman says", "man says", "woman says", "man says" to put your name into the beginning of what you're going to say is a really good habit to get into.

There is one possible exception. You may, in fact, for example, if I were to say "Over to you, Silvia," clearly I've introduced that it's you about to speak and that gives the captioning and transcription people enough time to work it out.

On the apologies front today, I don't know if we received any formal apologies, staff. No? Okay. We will accept them in a timely manner if people have thought, "Oops! I forgot to get here." We'll note your regrets.

Today's particular focus is on our chart, and if I can just get – if you don't mind, Ariel, to keep moving up, up, up. We might need to shrink it. If you're in the Adobe Connect room, I would like to see that perhaps you perhaps share the screen or something so we can focus on these things.

The aspirational document that we have as a group all agreed hold at least a good set of beginning points for ICANN to become a high-quality accessibility, I'm going to say, entity. Most of you would say business, but entity. It's getting these things checklisted off is going to make a huge difference for ICANN to be able to say we are working to make sure barriers to participation are as minimal as possible. And that's really our aim – to facilitate and assist ICANN to become a best practice model. It's not going to happen overnight, we know.

So as some of you who will have been in one of two of the working group calls in recent times will recognize, we've dissected out the primary aims here. Some of them very lofty, some of them are very simple, but they all need to be dealt with.

And what we've managed to do so far is take a stab at filling out, which you will see in the AC room or here in the room projected on the far right – and let me apologize now. I know we're probably not – let me start that sentence again.

I know we probably don't have anyone currently using a text to speech facility, but one of the things we need to look at in work groups is making sure that things like our chats can have a text-to-speech because it would be very easy when I say, "The right-hand column," for the following to move and get to that. So there's just little things. We need to look at how we present those things. That's probably a bit further down the track. For now, I shall just describe that on the right-hand column, we have already allocated – and thank you for all of your time that you spent putting these together – a priority, a timeframe, our assessed level of effort. We've already got those allocated.

But what normally happens with wish lists is they're all a most important thing, so we need to do some other clever analysis on these particular desirables. What we're going to do today is we're going to actually have a breakout session. I did have three whiteboards yesterday, but apparently they're like hen's teeth and very rare things and now there's only two. But that's okay, because we're going to leave our right-hand column – our priorities column – up on display and we are going into two sections.

We're going to do what's called a strength, weakness, opportunity, and threats – threat, me? Don't understand. The word just doesn't make [inaudible]. A SWOT analysis.

We're also, on the other whiteboard, flip-chart going to do a SMART analysis. And at the end of all of this – and SMART is simple, measurable, achievable, something and timely. Realistic, there we are! Another thing that doesn't work well with me – realistic and threat, realistic and timely.

When we then look at how those three columns do or do not align after today's exercise, we should be able to have for ICANN a set of "this is what the community thinks, now can we do an audit and see what we are able to do, what we aren't able to do, what we have to put off to 2016 or whatever." That's the aim of today's game.

Before we get a little bit too far down the track, I just wanted to bring up something that came up I think in our last meeting, our last teleconference. That was the need for us as a taskforce in the community to know – and I'm waving at you, because this is your queue – to know what ICANN is already doing, because like many very diversely interest group designed organizations, there is a risk that one part of ICANN hasn't told the other part of ICANN that in fact they're already doing some of this or all of this.

So we said we would like to have some sort of audit. And of course, the staff commitment to this exercise is so strong and so true and so huge that both Chris Mondini and Laura who were able to meet with me on Friday and say, "Oh, look, this is what we've been up to, Cheryl. Do you want us to share any of this?" Without even being asked; we've got some of this ready.

If I could just toss to you now, and you could bring us up to speed and I can have a sip of water. Over to you, Laura.

LAURA BENGFORD: Hello, everybody. This is Laura Bengford speaking on the record. I'm a product manager. I work in online community services. I've been working with Chris Mondini, Chris Gift and others at ICANN on the

website. Very forefront to that is looking at the accessibility tools for that website.

I have a brief couple of slides to give you an update on what we're working on in that area. Ariel, if you could present those for the meeting group, that would be terrific. Can you hear me okay? Is that better? Not too used to all this technology.

I wanted to just give you a quick update on what we're working on with our web tools for not only icann.org, but there are several other efforts that you may be aware of, such as the At-Large website makeover. I wanted to give you an update on what we're going to be issuing pretty shortly in terms of an RFP and some of the work that we're doing on the website.

I'd like to just go through and review and get any feedback from you all on the goals of what we're going to be issuing, our idea of what the process and timeline for that is going to be and how we'd like to put together a governance model for that, what the team might look like, as well as putting together the RFP. It's going to be what we refer to as a simple RFP and what the next steps are.

First of all, when we talk about the goals for the RFP – and we've talked about this in prior working group meetings. Let me pause for Cheryl.

CHERYL LANGDON-ORR: RFP, could you give us long form before we use short form?

LAURA BENGFORD: Yes. Thank you, Cheryl. RFP is a request for proposal. We do this when we don't have internal expertise at ICANN and we need to issue out an RFP that would be open on the website and we ask for vendors and we have a list of vendors that are experts in this area, but obviously we want to open this up particularly to this group with the expertise that we have in the room and on the call here today in the group.

So the primary goal of this RFP would obviously be to perform an assessment of our website, icann.org, with the goal of meeting the W3C accessibility guidelines. They're called Version 2.0. Level AA is the particular rating that we're shooting for. That is a goal and a target. It is just something that helps guide us in terms of what we're trying to achieve.

What we'd like to be doing is performing an identification of tools that might help us. We've already started to look at some of these tools, and some of you in this working group have helped out in this regard. What the process might be and the strategy for implementing these. It's a very long process to remediate a website for accessibility, so part of the process is going to be coming up with a strategy that we can all agree upon.

And secondary we don't want to just look at icann.org. We have many subsidiary websites. As I mentioned, At-Large is getting ready to do their makeover. So we really want to keep in mind – yes, Cheryl is doing a little cheer here in the room – for the other sites that are coming. We know there's a need in the community, and with the various working groups and advisory committees and supporting organizations to have that ability as well. So we want to keep that in mind as a secondary goal

is to make sure that these tools can apply across all of our web properties.

Just a quick little side note at the bottom. I did want to let you know we have been using A Checker. Glenn McKnight reached out and already provided some information and some tools as we were rolling out our upgraded search recently, as well as some other remediation. So we actually are already in the process of doing some of that remediation and we'll be updating the group as that moves forward.

So this is an idea of what the timeline might be. We're kind of kicking it off. We would have a steering committee, and I have a little slide on how we would work with this group for that. We would look to prepare the RFP. It's going to take a few weeks to do that, so that might take us to around mid-November. We would put the RFP up November 17th through December 5th, so we'll have it up on the website and issued for vendors and folks to respond to that and submit in their proposals. And then we'll go through an evaluation.

We have a pretty good process at ICANN for reviewing RFPs. We're just going to be using our standard process, taking us up right before the holidays and then looking at contracting and implementation starting the beginning of next year. So that's kind of what the timeline might look like. Anyone have any feedback on that? It may not be exactly that timeline, but I thought it was important for this group to hear what kind of timing we're looking at, as Cheryl has already mentioned as we're going through SMART and SWOT and kind of looking at timing. We have to kind of understand timing a little bit in order for us to prioritize.

EN

CHERYL LANGDON-ORR:	Laura is asking for any feedback at this point. Anybody on the Adobe Connect? Murray is asking – Murray from Toronto is asking – is there already a set budget for this initiative?

LAURA BENGFORD:	We do have budget for this activity and this RFP. It's not unlimited, of course, but we do have budget.

CHERYL LANGDON-ORR:	Thank you, Laura. Any other questions? Okay, Judith has got more of a tech question if staff could attend to that. Thank you very much. It looks like that's the points for now, so back to you.

LAURA BENGFORD:	Thank you, Cheryl. I have a slide up that just talks about the governance model. This is not meant to be a fancy thing, but I want to just highlight at the top that we would view this working group in kind of an advisory role here, and what we would like to ask is if we could have maybe two members from this working group assist us with this effort, that would be very helpful in terms of looking at the RFP as we're drafting it and helping us in particular with the evaluation effort.
	So we do have a procurement team at ICANN and we would have the core team. And on the next slide, I'll just kind of put up real quickly what that would kind of look like. Myself and Vivek, who is our Procurement Director at ICANN, would be on the core team. The Advisory Working Group and the two members that we would have you guys help us select would be in an advisory role, and then we would have Heidi, Chris

Mondini, Chris Gift, and Duncan as our steering committee to make sure we're going off in the right direction there.

That's it for me. I'm happy to take any questions now or offline. You can reach me at ICANN or around this week for the meeting. Thank you very much.

CHERYL LANGDON-ORR: Thank you, Laura. I am delighted. I'm extremely happy in giving you a round of applause. One of the questions of course for us was that you'd like two members to assist you. Can we have some concept of the type of time commitment and the nature of the meetings? Because if I give you someone with particular expertise, they may in fact come with particular challenges with communication.

LAURA BENGFORD: The primary activity that we would be looking for would be participating in meetings, perhaps once a week. And also being able to help us prepare or answer any questions that might come up in kind of a review advisory role.

CHERYL LANGDON-ORR: Thank you very much. I think that knowing what we're asking people to do is a big part of getting you the right people. When do you want these willing?

LAURA BENGFORD:	I would love to kick this effort off at the beginning of November. So if we could get two members that would be willing to help us participate in this, we would start the kickoff for this effort with those two members in place.
CHERYL LANGDON-ORR:	Thank you. Thank you very much. I'm going to just – this is the time when people realize it's dangerous to be within arm's reach. The visual here for you, ladies and gentlemen, is me reaching out and touching Anthony very firmly on the shoulder giving him a squeeze saying that this arm now needs to come up. Anthony has very, very generously now – surprise enough to him, I must say. Exactly. But there's payback going on between he and I now. We've got a little thing happening.

So if you would like Anthony's expertise, and that will bring not only a huge amount of professional expertise, but of course some variation on some of the accessibility [themes] because there's also particular physical disability expertise that Anthony [will be] bringing you.

Now, Gunela, you are out of reach, darling, but that doesn't mean that you can escape. The name Gunela Astbrink would be the next one I would like to suggest goes on that list. If you have an objection, let me know now, Gunela. And I'm waiting. Where are we? "At least one person should have significant disabilities such as blindness." Well, Gunela, do you have someone in your area that you could recommend? You, because I know you and working in the system – remember this is an Advisory Board. You can probably bring in expertise.

EN

Again, I would see you as a viable conduit to a range of visual, and indeed, hearing disabilities. So can I prevail upon you?

Okay. Judith is suggesting [Haven], who is on the ISOC San Francisco Bay Chapter. She is blind. Judith, I am only hesitating in as much as I do like to know the people I'm working with. These are weekly calls. These are demanding tasks, and this is not to be taken lightly. I'm wondering, Judith, if it might be that we could ask a greater engagement from [Haven] so that we get to know the degree of effort and energy that they put into tasks. I'm not trying to be critical here, but I'm not going to buy a product that I haven't seen either. Pardon the pun there.

Gunela is saying she is willing to step in here, but some of the meetings would need to be in time zone friendly times for Australia now. That usually means earlier morning there is later afternoon. Gisella knows. I just leave it to Gisella. Gisella will sort the time out and tell you when that's going to be suitable. That's probably not a bad way.

What I'm going to say, Judith, is let's have Anthony and Gunela as our major conduits into this activity. Now, as conduits into this activity, whilst they're sitting at the table and attending the calls, we expect both of them to reach out to all of us and the wider community – our community.

We, as a group, should be getting [Jerry] and [inaudible] and anyone else that we can engaged and possibly doing calls every fortnight to bring people up to speed or whatever. So we will organize ourselves in a little support sub-group. I think that's probably the best way to go.

We obviously need to expand if we're going to have more and more of our taskforce who are already busy people anyway – and they should be – stepping in to do other little things. This is exactly what we want to do. Don't think I'm being negative. We need to have people who are able to assist. But let's start with a couple people we know, and who I can kick on if they're not doing the job right. They won't be surprised. I'll [slap out]. Touche!

So I think that's settled, if everyone else is comfortable with that. We will, however, have to do not only a taskforce group meetings. We will have to do some support meetings for [inaudible] that.

Is there anything else we can do for you?

LAURA BENGFORD: No. Thank you very much. I appreciate that Anthony, Gunella, and the folks online. Thank you.

CHERYL LANGDON-ORR: Terrific. I can't see the agenda. I don't know where it is in my world of whatever – so what am I supposed to be doing? Yes, here we are. No, that's not the agenda. I just want to know which bits I've missed as I've jumped around a tad. Thank you. It's another good reason to have Anthony there, because he'll pick up and pass me things.

Okay, we're going straight into our breakout session now, which is going to be now only about 33-35 minutes long. Our primary objective, we will be gathering around two separate whiteboards. One of those whiteboards is going to be looking at the SMART analysis of all our

primary objectives. The other is going to be looking at the SWOT analysis of all those primary objectives.

I'm thinking I might prevail upon Laura and Chris to take a whiteboard each, because apart from the fact if I write on a whiteboard, nobody can understand what it is. If you've heard the conversation that comes up with the measurement, it may also assist later if you think, "Now, what was the taskforce meaning when we wrote down that?" So could I ask you to just indulge me a little bit and work whiteboardage, flipboardage. That would be great.

We are going to – Glenn, correct me if I'm wrong – be able to see both whiteboards. Excellent! So remote participants, I will act as conduit for you into the room. So I will have my tablet with me, and if you want to put a ranking or a proposal or a suggestion as we work in separate groups, I will try. Just say, "This is SMART for…" and just say which recommendation it is. So I'll act as your conduit into the room and we will run now until five minutes towards the top of the hour when we will gather back together, see what we've got left to do and get another meeting set up.

Okay. A little bit of a hiatus while we get to the whiteboards and get the cameras, but let's get started. Thank you.

CHRIS MONDINI: Are we doing it as a complete group or we're dividing into two? Okay.

CHERYL LANGDON-ORR: Actually, dividing into two. I don't care if you spend five minutes – Anthony can spend five minutes here and then say, "Oh, and I want SMART over there." So, two topics.

CHRIS MONDINI: And can we just see the list again?

CHERYL LANGDON-ORR: Yes, indeed.

CHRIS MONDINI: The reason I'm asking is I just wanted to point out to members of the meeting that I asked Nancy Lupiano – an esteemed leader of our meetings team – to also be…

CHERYL LANGDON-ORR: Meetings don't happen without Nancy.

CHRIS MONDINI: Exactly. To be present in case that we had any questions or anything she could contribute to. I wonder if there are things on the list that she would want to comment on.

CHERYL LANGDON-ORR: I'm absolutely sure there are and I'm going to take a couple of minutes now to go and sit with Nancy and show her our list.

CHRIS MONDINI: Okay. Thank you.

CHERYL LANGDON-ORR: Okay. So gather around, stand up, come over, pick a topic. You two can fight over who gets SMART and who gets SWOT. [inaudible] just thrown your stuff to the ground. The audio just went screwy. It was pushed. It was [inaudible]. Get out of your seats. Leave your tablets alone. Take your interpretation devices with you because [inaudible] standing mics.

UNIDENTIFIED FEMALE: [off mic]

CHERYL LANGDON-ORR: Right now we're working, and when I finish working at the end of the meeting, as I do at the end of every meeting, I will go through the action items.

UNIDENTIFIED FEMALE: Okay, great. Thank you.

CHERYL LANGDON-ORR: Okay. So just to be clear – just to be clear – I'm going to get a second mic. I'm going to get a second mic and I'm going to give a mic to each whiteboard. Are we clear? Laura, have you offended people? It's just you and Dev, eh? They need more people. Come on!

GISELLA GRUBER: Cheryl, if I may, please remember – well, I can see Sylvia Herlein Leite and Alberto Soto.

UNIDENTIFIED FEMALE: And me.

GISELLA GRUBER: No, no, who speak Spanish. So we have live interpretation. And if anything needs to be interpreted it needs to be said into the microphone, otherwise Sylvia and Alberto will not know what's being said. So just a reminder, please. Thank you.

CHERYL LANGDON-ORR: Laura, do you have that microphone? So you've decided SMART, have you?

CHRIS MONDINI: There's disagreement sometimes on [inaudible].

CHERYL LANGDON-ORR: Definitely. [inaudible] because we still have interpretation going.

CHRIS MONDINI: So can we be talking at the same time with two microphones?

CHERYL LANGDON-ORR: No, you can't, so you two will have to be [inaudible].

UNIDENTIFIED FEMALE: Chris and Laura, just see what you want on record. Sylvia understands more than Alberto. And it's also just what you want to capture on record I think.

CHERYL LANGDON-ORR: Thank you. You took the words right out of my mouth. She always does.

UNIDENTIFIED FEMALE: While you're doing the working group da-da-da, that's fine. If you want something captured or transferred, say it into the mic.

CHRIS MONDINI: Thank you.

CHERYL LANGDON-ORR: So when you're summing up and deciding should be fine. Putting it somewhere, [inaudible].

CHRIS MONDINI: So who has the list?

[cross talk, off mic]

Oh, I see it's on here now. They just put it up. Disability awareness toolkit. [inaudible] what the domain name industry does to address accessibility. Disability awareness training. Keynotes.

UNIDENTIFIED MALE:	Do you see the first item? That's the first one you're doing on SMART. So I'll [inaudible] what ICANN already does [inaudible].
	[cross talk, off mic]
CHRIS MONDINI:	So it's the first thing. We won't really be able to measure unless we do two different tests, so just something for now in a way that you can do it in the future and measure the difference, right?
UNIDENTIFIED MALE:	Yes.
CHRIS MONDINI:	Okay.
	[cross talk, off mic]
CHRIS MONDINI:	[inaudible] of what ICANN already does to address accessibility, and then have a score of how effective it is?
SIRANUSH VARDANYAN:	Yes.

CHRIS MONDINI: So maybe add effectiveness. Something to comment on in this [inaudible]. Okay.

ANTHONY NIIGANII: What makes it achievable is this is a list of what we [inaudible].

CHRIS MONDINI: I think it's very achievable. Okay. Do we think – I think this is going to be largely a staff exercise, right? Well, it's the working group, okay. So we'll do it as a group and bring it back to the group. But we're talking about making a list, essentially, so that's very achievable. I think it's realistic. I mean, what are we answering? Is the question what makes it realistic or how do we make it realistic?

UNIDENTIFIED MALE: In terms of this here, if you're going to try to achieve this [inaudible], is it realistic [inaudible] goals?

CHRIS MONDINI: Okay. So things that will affect? Do we have a timeframe? I guess that's the third analysis, timeframe and level of effort.

ANTHONY NIIGANII: It's another analysis column. So realistic would be okay. When we look at – because the [inaudible] part of the process, we would want to look at with these lists that we come up with, do we have enough time to include this or whatever [inaudible].

CHRIS MONDINI: So it depends a little bit on the timeline, the availability of people to do the work. Okay. What are we doing, tangible or tactic? So it's a list. We're ending up with a list. We're ending up with something we all have in our hands. Okay. So that's our stock take. What's next?

ANTHONY NIIGANII: The disability and awareness toolkit to be developed. [inaudible]

CHRIS MONDINI: Okay.

ANTHONY NIIGANII: What we would need to identify is what are the needs of the registrars and registries, [inaudible] when it comes to disability awareness. [inaudible] that are familiar [inaudible].

CHRIS MONDINI: Well, and there's two here listed. There's the general one for ICANN staff and for At-Large and then there's one for the registries and registrars, the DNS sector.

So the purpose of the toolkit, is it to make people who are new to the topic aware of how to conduct their work differently or…?

ANTHONY NIIGANII: I think it's to raise the question of, do you understand what accessibility is? [inaudible] creating a toolkit to improve the awareness of registrars, registries, ICANN staff.

CHRIS MONDINI: So the first thing we really need to do is measure how aware the different parties are.

ANTHONY NIIGANII: Yes.

CHERYL LANGDON-ORR: Just breaking in, can I ask your leaders to give a bit more feedback out through your mics? This is not a good exercise for the remote participants please.

CHRIS MONDINI: Okay. Is this mic on?

CHERYL LANGDON-ORR: Both mics are on. They're not having fun.

CHRIS MONDINI: So this is Chris Mondini for the remote participants doing the SMART analysis. We examined the first item on the list which is a stock take of what ICANN already does to address accessibility. We thought it was a very specific goal because it's essentially a list identifying what ICANN does.

It can be measured in two ways. It could be measured over time if we do it more than once, any differences or changes or improvements. But it could also be measured with an analysis assessment of how effective each of the items on the list is.

It being achievable depends on the availability of this group and being able to bring the list back to the group. And we're saying that "is it realistic?" depends on the people's availability to participate and it depends on the timeline that we established to do it. And again, for the stock take of what ICANN does, we think it's a very tangible thing because it will essentially be a list, be a document.

And so now we're moving on to disability awareness toolkit to be developed, both for ICANN staff and community, and for the registry/registrar community, which is harder I think.

I think if we do the stock take, that will make the diversity awareness toolkit for staff and general community easier, because they'll be something to communicate. I think for the registry/registrar community, that's a much higher bar. So I'd like people's opinion on what a specific outcome for that would be.

UNIDENTIFIED MALE: [inaudible]

CHRIS MONDINI: Right. Well, so let's take it down to the next one and talk about the domain name industry, which really is mainly registries and registrars.

Do we think that there's a specific awareness toolkit that they require or that would be helpful to them?

ANTHONY NIIGANII: I raised a point yesterday in one of the meetings about accessibility at the root [servers] level, and the question was – the response seemed to be that [inaudible] because the industry would change if all the people that ran the root servers were visually impaired or if they were physically disabled or if they were intellectually disabled.

So it's raising the level of awareness that the DNS needs to really focus – not focus, but assure – that accessibility is part of their discussion at all levels. Without that discussion, then it becomes an afterthought later on, and we know what happens to afterthoughts, [inaudible].

So for the DNS industry, it's looking at let's talk about it now so it doesn't cost us more later. So we're looking at, do we know what they're doing? Do we know what level of understanding they have? People are aware of the term accessibility, but do they really know what it is?

I think that would be, one of the specific [inaudible] is to ask them, "Do you know what accessibility is? Do you have an understanding of [inaudible] accessible?" That raises their specific issues around accessibility. Once again, it would be measurable.

CHRIS MONDINI: So, it's not as clean cut, because we have to first pose the question and see what the answer is that comes back, because you might get a very

strong response from the registries and registrars that says, "We have nothing to do with this. Why are you talking [inaudible]?" In which case, [inaudible] rest of the analysis.

But the [inaudible] might be a big zero, right? So I'm just wondering if there's more specific things we should do. How would we do that, though? Let's just make it very specific. How would you think [inaudible]?

[cross talk, off mic]

UNIDENTIFIED FEMALE: Exactly, okay. And you can send me e-mails and ask any specifics you want.

[cross talk, off mic]

ANTHONY NIIGANII: Yeah. When you talked about space, it raised up two points for me. The first point is looking at the virtual environment. Is the virtual environment accessible? The second point is within the industry itself, physical environment. If they are [inaudible] with disabilities is a physical space also accessible? Because if the physical space is not accessible, then the virtual becomes un-accessible.

[cross talk, off mic]

ANTHONY NIIGANII: Yeah, it comes out to be cost-effective. As opposed to really being inclusive, it comes down to cost.

[cross talk, off mic]

[LAURA BENFGORD]: So we've got its outcome for the domain name industry is a key to improve accessibility with—

GISELLA GRUBER: Sorry for interrupting. We have a comment from Gunela on the AC. The comment I can see is: "Outcome for the domain name industry is a key to improved accessibility for the wider community."

ANTHONY NIIGANII: What does an accessible key trigger mean?

GISELLA GRUBER: Gunela's comment is: "Outcome for the domain name industry is a key to improved accessibility for the wider community."

CHRIS MONDINI: This is the one that we're struggling a little bit with because we are seeing the domain name industry as a conduit, as a root, to the wider community of software developers, browser creators and other enabling services.

So in terms of what we're doing on our SMART analysis with this very specific step to take would be to ask – I think that would take the form of asking someone on our working group to ask the question whether it's a survey or an informal mailing to a sampling of the registries and

registrars that we know that are active in ICANN that at least know that this work is going on.

And then we would record – the measurable outcome would be to record what they do now. We don't know what they do now, but what's hard is that we have to do those two steps first before I think we can do the rest.

[cross talk, off mic]

ANTHONY NIIGANII: It's a [inaudible] in the sense that it potentially [inaudible] policy development [inaudible].

CHRIS MONDINI: I talked about a survey, but maybe what you're suggesting, Anthony, is gather a group of them to have a small conversation on the topic.

ANTHONY NIIGANII: [inaudible] or something that we see that should be addressed in the whole accessibility discussion.

CHRIS MONDINI: Okay.

CHERYL LANGDON-ORR: I just wondered about the possibly of looking for even one or two champions, because there are a couple of industry players who have already gone to great lengths to ensure that they have highly-accessible

and it's baked into the DNA of their organization. So perhaps we could find – and recognize. That's always good to do some recognition of champions. That might be a little inspiration as well.

CHRIS MONDINI: Okay. So for tactics, I've got gathering inputs through a survey, inviting the survey participants to provide feedback, convening a discussion, and Cheryl's last point was look for champions and celebrate the champions.

I wonder if this group could also look among the many new gTLD applicants. There are some which are from community groups and from NGOs, but I don't know if any of those are NGOs or community groups whose remit encompasses accessibility issues. But that could be something that we do as a tactic as well.

[cross talk, off mic]

UNIDENTIFIED MALE: For the remote observers, we're going to doing the SWOT analysis. Maureen, will you be doing the summary? We'll do a close-up on this panel and we'll do a summary using the strengths, weakness, opportunities and threats. We only have a few minutes. Just a couple of [secs] and we'll be ready.

MURRAY MCKERCHER: Thank you, [Glenn], for that. I'm not sure if anyone can hear me in the room. It's Murray.

EN

UNIDENTIFIED FEMALE: We can hear you. They can't hear us. Only the phone bridge.

CHERYL LANGDON-ORR: Indeed, we can hear you in the room. We can hear you in our headsets as well. Just to reassure, your voices can be heard, but you're not coming in over the room because we've got open mics. So if you're going to talk to us, we have to close the mics here. Do you want to make a statement now?

UNIDENTIFIED FEMALE: I think Gunela does.

UNIDENTIFIED MALE: So let's get the camera on this one. Okay, if we can get the camera on this one here. You have to move away so I can get the camera on it. Okay, Maureen, are you going to do a summary on this? Go ahead.

MAUREEN HILYARD: At the moment, we've actually been looking through the list and we've come across, of the list that we had, we only saw one of the lists that actually we identified as a strength.

UNIDENTIFIED MALE: [inaudible]

MAUREEN HILHARD: Yes. We only identified one as a strength, and that was the fact that employment of staff within [developed] countries, which usually have

their own – have accessibility policies, so that people with disabilities do actually get an opportunity for employment.

I think that when we were actually looking at a lot of the activities, too, we tried to look at things that could seem to be more positive and to be seen as opportunities. They may be weaknesses, but we sort of saw two that they could be opportunities.

That, first of all, was to do with [stock take] of…

CHERYL LANGDON-ORR: What ICANN already is doing.

MAUREEN HILYARD: Yes, that's right. The [stock take] of what ICANN is already doing at the moment. We saw that as an opportunity. We also saw toolkits to be developed in relation to two of the issues that were on the list. Also, keynote speakers. People with disabilities as keynote speakers. We saw that as an opportunity, not taken advantage of as well as it could be at the moment.

The showcasing [inaudible] people with disabilities and the innovations that are used for people with disabilities was also seen as an opportunity.

We also felt that, within policy development, isn't as such enough emphasis put into accessibility within policy development at the moment, but we saw that that was an important inclusion in all development of policy. And of course the website at the moment is being looked and accessibility is seen to be an important inclusion.

Some weaknesses – we didn't see any threats. We didn't come across anything that we thought was a threat, but we definitely thought that there was some weaknesses, and perhaps within the domain name industry and catering for people with disabilities. That could be done a little bit more. More awareness training of the needs of people with disabilities in the various areas to do with domain names and IP addresses.

We did not feel that there were accessibility champions, high-level champions who will influence accessibility issues, and also that we thought – and contrast to the strengths of employment of staff in developed countries, we just felt that employment of staff in developing countries was an issue.

UNIDENTIFIED MALE: Great. Thank you so much.

CHERYL LANGDON-ORR: Okay. I know time is our enemy, but we've made a very, very good start. I want to turn off the mics in here now. Chris, can you turn off? Because whilst those of us that were wearing ears could hear what the people on the phone bridge were saying, those of you who don't have ears connected were not. So turning off the mics here now and I'd like to hear from – at least three of our remote participants, please. Over to you. Let's go with Murray, then Judith, then Gunela.

MURRAY MCKERCHER: Yes. Good morning everyone in Los Angeles. This is Murray speaking from Toronto. If you can hear me, Maureen, maybe you can wave at the camera. I'm assuming everyone can hear me.

So we see the accessibility whiteboard at the moment. Thank you very much. And having the camera on the whiteboard is really useful for us. I threw a couple of comments in the chat. I think the most important one is I guess synching the audio and video. I find dial-outs are very good for audio and it came through very clearly here.

I'm just commenting on the process, not the content. I'll turn it over to one of my other participants. Thank you.

JUDITH HELLERSTEIN: I can have Gunela go before me.

GUNELA ASTBRINK: Okay, Judith, thanks. Look, I can't comment really on the SWOT and the SMART process, because as a remote participant, it was not possible for me to participate. So I'm referring back to the original set of objectives and actions, which mostly I put together in the Singapore meeting. And I look forward to seeing how they go. I am disappointed that I couldn't participate more fully in this process. So that's number one.

The other comment I wish to make is the disability movement has a [motto] saying nothing about [inaudible], and when it comes to the Web Accessibility RFP Committee, it's great to have Anthony and myself as community members there. While I'm a member of Women with Disabilities Australia, I still believe we need to have a person at the table

who has a significant disability that will benefit specifically from Web accessibility. That's either deaf people or blind people.

And Judith has raised a suggestion about a particular person from the San Francisco Bay area, ISOC chapter, who is a member of ICANN and I would strongly support here being the third community member on that RFP Working Group. Thank you.

JUDITH HELLERSTEIN: I support everything that Gunela said. It's been very difficult to participate in this area, because we couldn't really see the charts clearly and we couldn't really see what was going on. But I do agree we do need someone who's blind or deaf on that committee testing out things. So if someone could reach out maybe, she would love to join the committee or maybe talk to someone from the San Francisco Bay. That way, she can get them involved. That's my comments. Thanks so much, and hopefully we could go forward from this.

CHERYL LANGDON-ORR: We've made a best effort. We can only do better. I will defer and discuss with staff the question of bringing in [Haded]? Anyway, I'll get the name right once Judith sends me her details.

I'm a member of San Francisco Bay Internet Society, so I certainly will be following up – fear not. I'll talk with Laura. It may very well be that I'll ask one of the currently-appointed individuals to step back from a role and put her in if it's [inaudible] to have anymore than two. So if we can't get the three we want, we'll get the best we can.

Ladies and gentlemen, I want to thank you all of this effort. We will capture this. It is, however, just one step along the pathway. We now need to continue to do this online. We will set up a SWOT and a SMART chart in the wiki space and I would like you all for homework assignments to now continue on this good work and energy and bring anybody else who you feel has a valuable point of view into what will be an intercessional set of work practices.

We will also be holding meetings more regularly. That is on our agenda to sort out now. We will do that online. Thank you, linesmen. Thank you, [inaudible]. Thank you, tech team. You have been incredible by working on-the-fly. At least we can only do better next time. And thank you, interpreters, as ever. We would be so ineffective without you. By for now.

[END OF TRANSCRIPTION]