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NATHALIE PEREGRINE: Good morning, good afternoon, and good evening, everybody. Welcome to the At-Large Technology Taskforce meeting on the 15<sup>th</sup> of December 2014.

On the call today, we have Murray McKercher, Gordon Chillcott, Juan Manuel Rojas, Remmy Nweke, Dev Anand Teelucksingh, Glenn McKnight, and Judith Hellerstein.

We have apologies from Olivier Crepin-Leblond and Fatima Cambronerero, who resigned from this working group this week.

From staff, we have myself, Nathalie Peregrine; and Ariel Liang will be joining us shortly.

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 ANAND TEELUCKSINGH: Thank you, Nathalie. You have an agenda, and on the agenda is – well, I think instead of doing the action items, I think we'll do a 2014 end review that Glenn will be speaking about. Glenn, you can take the floor on that.

GLENN MCKNIGHT: Okay, great. Thank you, Dev. Everybody, the idea of this review is, in part, looking back on what our mandate has been and what we've achieved in the past year. I'm going to lean a lot on Dev because he's, I

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would guess, the main person that has been. I'll just ask a series of questions of Dev, if you don't mind, Dev.

Dev, can I start with what has been our main mandate and mission as an organization working group?

DEV ANAND TEELUCKSINGH: Okay. Thanks, Glenn. Okay. The Technology Taskforce Working Group was set up as a result of recommendations coming out from the At-Large Improvement Project Final Report. This was approved in May 2012. There were two recommendations.

The two recommendations were regarding ALS ALAC structure to remain, and an At-Large recommendation. There was an item introduced to the ALS [inaudible] information, dissemination, communication, and collaboration tools and provide training.

And then under recommendation 7, choice of communication and collaborative tools, there was a review of communication and collaboration needs considered unmet by ALSes and RALOs globally.

Also, to review technologies used by At-Large and across ICANN that could fill some of those needs.

7.2 is the explicit one: establishing the Taskforce. The establishment of the Taskforce [inaudible] review the appropriateness of available technology, train RALOs and At-Large structures and new technologies and possibly start a help desk.

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There were probably a few more recommendations, but those were the key ones [inaudible] for the Technology Taskforce.

GLENN MCKNIGHT: Okay.

DEV ANAND TEELUCKSINGH: And I posted a link under the chat.

GLENN MCKNIGHT: I'm going to ask Wolf. Thank you so much, Dev. Now we know what our mandate has been and the charter was set out to what we set out to do. Now, the second question to that, have we lived up to that in this year in review? Have we stayed on course on what our mandate has been? Have we deviated? Where did we actually exceed or where did we have a shortfall?

Dev, as the chair, you've been showing the leadership in this group throughout the past couple of years. So in your assessment – and I'd like to open it to the floor right after this. So I'll give you the opportunity first, Dev to do I guess a reality check on what our mandate was and what we actually achieved. Go ahead, Dev.

DEV ANAND TEELUCKSINGH: Okay. Thanks, Glenn. I would think that, in many respects, we have met a lot of the rationale for the Technology Taskforce. I think some of the key achievements we achieved this year was – and thanks to Ariel Liang,

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input from Ariel Liang from ICANN staff – we updated and got the social media strategy approved.

This will involve the creation of the Social Media Working Group to help curate content for Ariel to then post. That's been active. I think the social media has really taken off in terms of the number of Twitter followers and the number of Facebook, people following us on our Facebook page. So that's one key thing.

The other thing was that in terms of the conferencing tools, we have also done more evaluations. I think what we're now going to do is wrap up the conferencing tools evaluation. And I see this agenda item later on in the agenda, but just to try to sum up, the rationale for evaluating conference tools, the reason [inaudible] start was, at the time, there was a potential for ICANN to switch to another conferencing solution, and this prompted, as per our mandate, [inaudible] everyone has switched and we need to switch to something that could work for us, not just switch for switching's sake. That's what started off the conferencing evaluations and so forth.

We also have been looking at, I would say also – in terms of also for the social media strategy, in terms of the technology tools needed to implement that strategy, there's been two things. One has been looking at group chat applications which worked very well during the At-Large Summit in London. This is the use of the tool called Slack, which was a relatively new tool.

Some things that we have not worked on and I think have not been as effective is the longer-term type of projects, which I think require a

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more sustained effort. And that's one regarding the confluence testing wiki reorganization, which is challenging because we want to try to document. In my thinking, we need to document it first before we just make changes. I think on that part, [inaudible] taken up primarily because I have also other life priorities happening this year.

This brings to the second concern which is there's a core group within the Technology Taskforce that's active and attending meetings, but there's also quite a larger group that's not really attending the call. I think we know [that we need to] revitalize those members that have not been active, and also continuing issuing the call for new members.

Maybe I should stop there, Glenn, and of course open it up for other opinions.

GLENN MCKNIGHT:

Great. Yeah. Okay. So let me just quickly summarize. Dev has done a great summary of the year in review. He talked of what social media tools we use, how we used them in London. He talked about how we used our social media strategy for Facebook and Twitter. We looked at different conferencing tools, because it was originally an idea to look at some other tools. I think Christopher Gift was one of the advocates for us to look at some alternative tools.

I think what Dev is saying, I think we've exhausted a lot of this. But we need the community. And I know we don't have a lot of people on the call now, but guys, we need your feedback. We want you to give us feedback so that we can move in 2015 in a direction so each of our calls

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are valuable. It's education. And we want to embrace the rest of the community. As we see, we only have a few people on the call today.

Can we turn to Gordon, Juan, Judith, and Murray to provide a comment? Maybe I'll go down the list. Gordon, can you give some feedback in your observations?

GORDON CHILLCOTT:

Thanks, Glenn. I'm following carefully what Dev had to say earlier on. There's another item in there and it's not quite as tangible as the others, but it's important nonetheless.

One of the things we did, especially during looks at conferencing tools was listen to the rest of the community. That actually is where this whole question of accessibility began to come up, and of course with Dev's connections to his RALO, the question of translation came up.

The whole question of conferencing tools got a little wider I think, and in part, because of us, because we were actually able to come out and say, "We do have tools here for that purpose and we've tried them out." That's an important item.

I've got comments on a couple of other things, too, but I think I'll hold those for right now and let you go on to the next person, Glenn.

GLENN MCKNIGHT:

Thank you. I'd like to point out that Gordon has been an incredible resource as a LINUX user. He's been great when we looked at these conferencing tools to give us feedback on whether the tools worked on

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a LINUX box or not. So again, I'd like to acknowledge Gordon's contribution as well. thank you.

Let me turn to Juan. Juan, can you contribute to this conversation?

JUAN MANUAL ROJAS: Yeah. The conference tools are really working well for me in [inaudible] when I was trying to do. I believe that some conference tools are better than other one, the [inaudible] and the [only web cam] maybe is not useful.

And, of course, the social media. Social media must be not only spread information about ICANN meetings, just about what I can do, what we do as a civil society working in ICANN and how many people can join to one ALS or the geographical regions or [.GLBT], for example, or new gTLD programs or something like that.

Yeah. I don't know. I have no more issues to talk right now.

GLENN MCKNIGHT: Great. Thank you so much, Juan. Let me turn to Judith. Judith, do you have a brief comment?

JUDITH HELLERSTEIN: Hi. I like the idea of testing, but I agree that the testing is now done and I think we should move testing plugins and how they look on accessibility. I think that's our main issue right now is to make sure that

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any conferencing tools and any social media tools that we're testing are accessible.

Also, Glenn and I have been trying to work on getting funding for the captioning of both videos and Adobe meetings. So that's what we've been working on. Glenn, do you want to add anything?

GLENN MCKNIGHT:

Yeah. Like as Judith has said – in fact, Judith, you're on the agenda more detail on captioning later in the agenda, so I'll hold my comments to the last section of our conference call today if you don't mind.

Okay, let me turn to Murray. Murray, do you have a comment on the year in review?

MURRAY MCKERCHER:

Yes. I'm just reviewing. Overall, I think we've made some progress in the year and there are lists up in the wiki and things to be reviewed. So that's going well. It's always good to go back to our original description of what we're supposed to be looking at.

The one thing that kind of jumped out at me was the training part. I'm not sure if that helped us, [inaudible] a big deal. Some sort of ability to train RALOs and ALSes on the technology. I guess we have to pick one first and [inaudible]. Adobe Connect is very complicated and that works okay. My biggest comment is that I find it's very useful to do Adobe Connect for all the visual stuff and have a phone call for all the audio stuff. It just makes it a little bit easier. Other than that, I thought we've done well. That's my two cents.



GLENN MCKNIGHT:

Great. Thank you, Murray. By the way, everybody, from a technology point of view, Murray organized the hub at MakeWorks for the LA event. In fact, Gordon was there, too. Sorry. Gordon and Murray were involved with the Toronto hub of the last ICANN meeting in LA broadcasting [over] Toronto.

We have two more people. We have Remmy and then we have Beran. Remmy, can you give a comment?

I'm not getting any audio for Remmy. One more chance. Remmy?

Beran, are you online?

Okay. Remmy and Beran, one more time? I'm not getting either of them. If they want to type their comments in the chat box, it would be appreciated.

Due to time, I'm passing it back to Dev on the agenda.

DEV ANAND TEELUCKSINGH:

Okay. Thanks, Glenn. Just a quick follow up. I just posted – and for some reason, the chat part isn't working for me properly, but I'm [sure] that what I'm typing is getting through.

I just posted a link to the Technology Taskforce reports, for the monthly reports, just to give a summary, especially for any newcomers as to what we've been doing for this year.

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I also want to point out that a lot of the stuff has been, I would say, also providing assistance when they have technology issues to sort out. The Social Media Working Group, for example, had a technology issue as to how to get content to Ariel in a close to real-time manner. We solved that issue.

We looked at also some of the technology tools that could help with metrics in the Metrics Working Group, for example. There was a presentation done at the LA meeting, and I think also at the London meeting as well. I can't remember which one now.

I'm seeing where we're seeing other needs. For example, the need to track outreach events, so there's possibly an input there from what's the technology solution that could best enable group collaboration to update this calendar, so it can be more beneficial for At-Large. So there's also those aspects of it. so I just want to end off on that point there. Great.

So let's move ahead to the next agenda item. The slideshow on the various conference tools. Okay. Last week, we had a conferencing review of two conference solutions. One is AnyMeeting and one is Jitsi Meet.

AnyMeeting had quite some favorable reviews, albeit with some bugs. It had some of the key features that we would like in our conferencing solution: private/public chat, the ability to raise and lower hands to gain the presenter's attention, maintain a speaker queue and so forth. What didn't work as well was that it didn't really work on LINUX probably. It

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probably did not work at all on LINUX. And there were problems with using the MAC when trying to view the presentations.

One of the issues also discovered during the testing of AnyMeeting was that presentations, while they could be shown on screen, couldn't be zoomed in or adjusted in size by the attendees. So that was also seen as a disadvantage.

Jitsi Meet is not really a full-fledged conferencing solution, but for quick ad hoc conferencing for users of Google Chrome, it works very well in Google Chrome and Opera. It does not work, I should say, for Windows. It did not work for MAC users. I don't think it worked for LINUX users either. Gordon could probably correct me on that.

So now that we have done those conferencing solutions, I created the pages for Jitsi Meet – I'll quickly post the links there – and for AnyMeeting. I'm just trying to find the AnyMeeting link. Right now, it's blank. We still have to really fill out the content from our review of those two tools.

Now, what I was suggesting now, and I think Judith has also alluded to this, is that we could probably wrap up the conferencing tools, because the reason why the conferencing tools really started, again as I mentioned earlier, was that there was the impetus sometime last year that Adobe Connect will be simply replaced. And that's what started the testing of all these conferencing solutions.

Since then, Adobe Connect has improved from the version 8 I think that was in use at the time with version 9. They are much more polished mobile apps and mobile support for Android and iOS. Also, ICANN itself

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does not seem to going to switch away from Adobe Connect anytime soon.

So I think what we can do – and I think we could probably present this for our Singapore meeting – is to now just present a summary review of these conferencing solutions. I note a lot of requests from At-Large structures is that they are looking for the full conferencing solutions and they find Skype not sufficient. So perhaps we could also look as to get some recommendations or some highlights as to which conferencing solutions could work for them.

Okay. So I think I will stop there. Any thoughts on that? I see Murray has his hand raised. Go ahead, Murray.

MURRAY MCKERCHER:

Yes. I'm just thinking that if – I mean, ICANN is centered around Adobe Connect as a platform for communication and I know it's challenging for many to use it, but I think it's just a matter of a lot of training. It's taken me two years to get comfortable with it. It seems like a lot of time. But if ICANN is using it, it does seem like a relatively good platform.

My only concern is, as you said, the mobile support is now better than it was. I'm not sure whether it's very bandwidth-intensive product which would be an issue in a lot of other parts of the world. That would be my only concern [inaudible] better one. For our own groups, or should we have our own set of At-Large interactive stuff, I don't think we're going to see Adobe Connect go away anytime soon.

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DEV ANAND TEELUCKSINGH: Okay. Thanks, Murray. I should mention some aspects also. We didn't really ignore Adobe Connect in our review of conferencing tools. We reviewed several plugins for Adobe Connect and I posted a link to the page that I worked on. It's a document. We looked at three plugins so far. Two we looked at was a timer and a survey maker to be able to do polls. We had a testing call for that.

Another tool that was also tested was the Caption First plug in in September. I think Judith and Glenn were the key architects of that testing and a write-up of that.

So there are probably two other plugins that we need to look at. That one is the social media plugin. This could be social stream part, I should say. It's a part that will bring Twitter and Instagram into the webinars and participate in social interactively directly from within Adobe Connect. This can be useful, especially for the capacity building webinars, not just for working group sessions.

There's also something that is of interest for metrics, and that is something called the engagement index. This is built into Adobe Connect 9. What it is is an engagement tracking tool, which generates an engagement index for participants during and [inaudible] after the call. It could be [graphed], for example. You could look at the engagement index and see which parts were most engaging and parts that were less engaging.

It seems to be a very interesting thing, because what it does, it tracks the participants' engagement during the call, whether they're typing and messages in the chat, whether they're zooming into the [pod] to

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look at the documents, triggering status messages. There's a white paper that there that goes into full detail about that. I think those two plugins we probably should try to review those in future calls. Sorry about that. I think I'm talking quite a bit there.

Glenn, your hand is raised. I have to admit, I'm not seeing you in the conference room.

GLENN MCKNIGHT:

Hi. I am not in the conference room, because the Adobe decided to not allow me to type. Every time I was trying to type, it wouldn't let me go in, so I had to reboot the browser and now I'm waiting for staff to allow me back into the room. I'm only on Adigo. I was on voice and also chat in the Adobe room, but I'm not in the Adobe room yet. If Nathalie can hear my request, sorry to interrupt.

NATHALIE PEREGRINE:

Glenn, I've been [inaudible] in Adobe Connect. There's been no pop-up request. If you could just maybe change browsers, this happens sometimes, if you try to enter in a different browser. I've had no pop-up at all requesting your entry.

GLENN MCKNIGHT:

Yeah. What I have is the screen: "This is a private meeting. Your request to enter has been sent to the host." That's where I'm sitting right now.

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NATHALIE PEREGRINE: The entry requirements of the room have changed at the beginning of the call. It's simply just normally just changing browsers, going onto Firefox if you're not already on it, will help [inaudible]. Because in here, nothing has changed at all.

GLENN MCKNIGHT: Okay. All right. I'll try to log back in again. In the meantime, Dev, I wanted to address the issue that you brought about the last tool.

That metrics tool, that accountability tool, is that something that the other working groups within ICANN is asking us to do as a technical taskforce or is that something you found independently? I'm just wondering, Dev, can you tell us how this tool, if at all, the other groups want us to test or are we providing our feedback to the metrics and accountability committee? Can you comment on that?

NATHALIE PEREGRINE: Glenn, Dev, just exited the AC room. We're waiting for him to come back in. I think he might have missed your question. Finally I got the request. Hold on. Dev, can you hear? Dev, this is Nathalie, can you hear us?

DEV ANAND TEELUCKSINGH: Okay, can you hear me now?

GLENN MCKNIGHT: Yeah, I can hear you.

DEV ANAND TEELUCKSINGH: Okay, sorry. I was just connecting my microphone back to the Adobe Connect session. Sorry about that. I was also getting some Adobe Connect issues there, so I also disconnected and reconnected through Firefox, [inaudible]. Sorry about that.

I may have missed what Glenn said about coming back into Adobe. Were you going to say anything regarding the conference plugin or conference testing?

GLENN MCKNIGHT: Yeah. My question to you directly, Dev, is that since you brought up that tool for measuring participation, is this requested by the Accountability and Metrics Working Group or are we sort of suggesting back to those groups "Here is a tool"? Are we going to be testing this? I'm a little confused on this plugin, whether or not it's something we've been asked to do or it's something that you suggested. Can you clarify, please?

DEV ANAND TEELUCKSINGH: I think this is something I discovered on my own and I posted to the Metrics Working Group. We didn't really do any deep evaluations of it, but I think the [inaudible] from the members on that, this is a very interesting tool and it should be tested. So it was in that sphere that we could probably help. It could be a joint meeting call. Similarly, for how we did the Caption First with the Accessibility Working Group. That's where that plugin came in.

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The social media pod, again, one of the things we're looking at – well, [inaudible] Social Media Working Group, but it was more I think trying to see how to engage people, especially during the capacity building webinars. I'm thinking this could be done in coordination with the Social Media Working Group, for example.

This comes back to how the Technology Taskforce I think assists other working groups with the technology issues with those other working groups seeking to – that are working on various issues for At-Large.

GLENN MCKNIGHT:

Hi, Dev. Just to follow up as an action item, are you suggesting for 2015 we do a joint call with the Accountability and Metrics group to test this tool?

DEV ANAND TEELUCKSINGH:

I would say yes. Yes. So, yes. Yeah. We should continue the Adobe plugin testing. I should also mention, just for those who weren't on those previous calls, a big issue regarding Adobe Connect plugins is that because they are flash based, they would only work on a desktop machine with Adobe Flash. It would not work at all on mobile apps or tablet apps. That's probably one key disadvantage for looking at any other extensions.

The two plugins I mentioned, the engagement tool that's built into Adobe Connect and the social media pod, I could be wrong, primarily the host to be able to control.

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And I believe since the social media pod is from Adobe itself, it may work in the mobile apps. That's it.

GLENN MCKNIGHT: Okay. Everybody went real quiet. Any questions back to Dev on the plugins?

MURRAY MCKERCHER: I just had sort of [inaudible] maybe Adobe would join us at one point and give a bit of a pitch as to how their service works and we could pitch back saying that [inaudible] issues that we had, [inaudible] to do that. Thanks.

DEV ANAND TEELUCKSINGH: Okay. I'll just respond to Murray. Well, I think that's possible. But I think also ICANN's IT staff have also been very involved with Adobe Connect testing, because they've also been aware of issues related to Adobe Connect. So we have also been providing input, thanks to Gordon, regarding Adobe Connect on LINUX, which has been problematic at times.

Also, in terms of looking at different plugins that could be used. I would say, for Murray, I think yes I suppose we could, because I think also IT staff has also compiled several tutorials for Adobe Connect. I should also mention we also did a one-pager for Adobe Connect. Because we also realized that Adobe Connect is challenging for persons and so forth. So that page has been put up. I'll try to find a link to that on the wiki. Let me just do that. Here it is.

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Okay. Just to step away from the plugin a bit and go back to the conferencing tools as a whole. What I think we should do is open up a Google presentation sharable document and I think we could start to document – [inaudible] looked at, and here’s some highlighted ones we think would work well for At-Large Structures. So I think that would be the action item for me, to actually create that presentation link to start the ball rolling on that.

Okay. So I see Judith and Glenn have their hand raised. Judith?

JUDITH HELLERSTEIN:

Hi, yes. There’s been a lot of talk on the chat and on everything about the Adobe Connect being bandwidth intensive. As I mentioned on the chat, and I wanted to get it on the call, is that one of the other benefits of the captioning besides for the visually impaired, it actually gives everyone – we can get a separate text-only HTML page where the text is just displayed and that is an excellent thing not only for the people in ICANN area, members who have bandwidth challenges, but also is good for people who have language challenges, because then they can actually translate those.

So there’s many different benefits that captioning has and it meets all the requirements, so it’s not only for visually or hearing impaired. I wanted to get that in.

DEV ANAND TEELUCKSINGH:

Thanks, Judith. Yes, indeed. I think I was impressed by that when the demo took place in September that that page could be accessible

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separately and that it could be machine translated, machine language translated for persons who don't speak English.

JUDITH HELLERSTEIN:

Then, also [inaudible] that at the meetings, the ICANN meetings, some groups are not translated, and when we have Adobe Connect for different group calls at the meetings, different meetings, are not translated. And if we had captioning on those ones, too, then that would solve those problems with the people who actually could not be at the meetings who are connected through Adobe Connect to there. That's another.

I think that was Beran's question. I know she can't speak because of the background noise, but I think that was her question.

DEV ANAND TEELUCKSINGH:

Okay. All right. Thanks, Judith. I'm now seeing all the chat messages now that I've re-logged in. Glenn?

GLENN MCKNIGHT:

Due to time and all, I think what we did is we started to dive into the captioning session that we did back in September. So if I can carry on with that discussion.

There are two elements. We did a demonstration of the Adobe pod and the Captions First pod. We had the staff from [inaudible] I believe and her staff person from Captions First. These are the same people that do the captioning at ICU. The audio is available. I'm sorry, I don't have the

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link immediately of the session we did in September. But I think the session was a good example where we reached out to another working group, the Accessibility Working Group, to participate as well.

I was absolutely blown away when I saw it and I saw the translation capability. I think it was 23 or 26 languages. I saw such great opportunity with the tool. Judith could comment further on that and then I'll talk about the captioning of the video. Judith, can you do a quick summary on the Captions First?

JUDITH HELLERSTEIN:

Sure. As Glenn said, we tested two pods, the Adobe Connect pod with the plugin and the Caption First pod. Everyone on the call, we had [inaudible] from ICANN IT and everyone on the call preferred the Caption First pod.

Also, we noticed, besides the different issues for being better for visually impaired, also being better for bandwidth [inaudible], the ability to do machine translation was also very impressive. Of course, we all know that machine translation is a lot like Google Translate and it's not great, but it gives people the gist of it and if their English is bad, or they can actually then type it in whatever language they want.

And then now we're trying to work on is we're going to have to, from what I understand from staff and working with Laura from ICANN, is that we have to put in a budget request to get money to continually pay for this service. And it's not that expensive, but if we want to do it on more of a full-time basis.

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Of course we could also possibly test it out for one or two working group sessions and do a [inaudible] and we probably could – I don't know about the funding, but that probably could be easier to get than a budget request. I think that was. . .

Also, when Dev put his link to recommendation 11, that's where the notes were. So if you can look on there, there's also a link to the call there. Glenn, do you want to go on to [inaudible] captions?

GLENN MCKNIGHT:

Yes, I do. Thank you so much. You have to own the video in order to do a conversion. If anyone has ever turned on the captioning on YouTube, you'll notice that they're not accurate, number one. And number two, they're actually quite slanderous. From a legal point of view, some of the wording can be completely wrong. In fact, 90% of it is wrong.

What this guy has done from Australia – and I gave you the link to the gentleman who created this, an open source tool – he created a concept called Craction to Caption and is a very convenient tool. I tried to do it with other people's videos and you can't do it. You must own the video.

So YouTube, I noticed tons of videos that ICANN has been doing. They're legally responsible [the] caption. The fact that they allow the YouTube videos to have YouTube have the CT captioning, it is slanderous. I would strongly recommend that ICANN, if it's going to continue to do short videos on our community, to make the extra effort, since they own the videos, to do captioning. And it's no cost. It just requires a little extra effort to make it. I think it's only fair.

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DEV ANAND TEELUCKSINGH: Just to say that, Glenn, can you post the link to that Craptions to Captions type of service, or I should say software?

GLENN MCKNIGHT: Yes.

DEV ANAND TEELUCKSINGH: Okay, thanks, Glenn and Judith, for the summary of captioning. Let me ask a question, though. Regarding the Craptions to Captions, are you suggesting that we look at for all our At-Large videos to implement this, to use this tool, to provide captions? I should say provide accurate captions for those videos from now on?

GLENN MCKNIGHT: I think if you look at policies of different organizations, they [realize] their legal obligation and they also want to reach out to the wide community that, yes, I would say the short videos especially should all be captioned. In fact, I created a slide show to demonstrate this tool, so perhaps on our next call, I'll do a walkthrough with my slide show on how I actually did use this tool for our next call.

DEV ANAND TEELUCKSINGH: Okay. Second question on this. How long does it take to actually do? I guess, in my mind, not having overly analyzed the Craptions to Captions service, does it take – okay, for a five minute video, it will take two

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times the amount of time to do the captions? What, four times? Is there an idea of how long it will take to take a five-minute video?

GLENN MCKNIGHT:

I provided in my slide show. I didn't provide the timeline, but I assure you, the short video I did as a demonstration, I did a short video on Jean-Jacques Subrenat and it really only took me 10 minutes and that's from start to finish. It's very quick. It's easy to use. And what it does is each line comes up, you edit and you save it and you can review, you can back or go forward. It has hot keys. It's the nicest tool I've seen. I've looked at different tools. To do captioning is a pain.

Now, after you've completed the edits, then you upload the file. It basically replaces the CC captioning in YouTube with your new file. So it's timed right and it works quite well. I would strongly recommend it. It's fast, it's no cost, and there's no reason not to do it.

DEV ANAND TEELUCKSINGH:

All right. Thanks, Glenn. This is Dev again. It does sound very interesting. I think that perhaps on a future call, you can go through your slide show showing how this works for a future Technology Taskforce call. Maybe in conjunction with the Accessibility Working Group, similar to how we did the Captions First call in September.

GLENN MCKNIGHT:

Yeah.



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DEV ANAND TEELUCKSINGH: Okay, great. Let's move to our agenda because we are kind of sticking on this. Recommendations for the Technology Taskforce topics in 2015. I think what we to do is to of course start formally writing up answers for all of our Technology Taskforce items. In particular, recommendation 26 which deals with the policy management process system. I have to say, I have not really started looking at this in detail. So I'm going to, again, open a Google doc and I'll invite members to really help move the documenting of recommendation 26, but also to document what's been done for all the other recommendations. Actually, I think I've done quite a bit for the other recommendations.

And I guess this brings way a question perhaps staff needs to answer. My question to staff: is there a consolidated area on the wiki for all of the ATLAS II recommendations where all the reporting is done? I guess, I don't know, Nathalie or Ariel would be able to answer this.

ARIEL LIANG: Hi, Dev. Just to answer your question about ATLAS II recommendations, I believe we have a consolidated space on the wiki for all the recommendations and also their status update, too, which we created a grid using the colors to indicate the status. We will post that link on the chat.

DEV ANAND TEELUCKSINGH: Yes, thanks, Ariel. I wasn't so sure where this consolidated view for all the ATLAS II recommendations are. I think what we want to do is update that main page directly, rather than create separate subpages unless as needed. I was noticing that there's a potential for so many subpages

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being created by the various working groups, so I thought we should really look to update the main index only. Thanks for posting the link, Ariel.

I think for recommendation 26, since it's a much more broader language, I'll try to find the text for recommendation 26 as part of the ATLAS II recommendations for [inaudible].

I think that's all. Anybody wants to raise any other points or comments about the ATLAS II recommendations? Going once, going twice. Okay, excellent, thanks.

I think what we also need to do – just to [inaudible] the action item, Google doc to be created regarding recommendation 26, so that we can work on documenting this recommendation in more detail. I think we also need to have some sort of documentation in hand to present at the Singapore meeting. And of course that's coming up in February, so we really do need to have some documentation on this issue as to what we are thinking would be the features of such a policy management process system and the problem [inaudible] would be [inaudible].

And of course, looking to update the other ATLAS II recommendations on the consolidated link that Ariel has provided. So we can now track our progress on that accordingly. All right, thanks.

I think what I did, I unfortunately skipped one of the agenda items, my apologies. It was the agenda item on the confluence wiki. One of the things on the confluence wiki, there's been an update to the confluence wiki to a later version.

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One of the features of this later version is that – there's a new feature in confluence that could help with tackling a longstanding action item regarding the tracking of consolidated view of action items. I have attempted to try to do this with older versions of confluence and I stopped when I saw this new featured confluence for action items.

Ariel I think has actually taken the lead on it. She's been working with IT staff as to when the upgrade was available. She did some testing. Ariel, you want to just provide a summary of this action item to have a consolidated view of action items across the ALAC and all At-Large working groups?

ARIEL LIANG: Thanks, Dev. [inaudible] share my screen very quickly just to show you guys what the updates are. Can you see my screen?

DEV ANAND TEELUCKSINGH: Yes, we can. Yes, go ahead.

ARIEL LIANG: Okay, great. So the first update is after the confluence upgrade. Now everybody has a consolidated space in your personal action items and the way to see it is click on your icon in the upper-right corner, and there's a drop-down menu and [inaudible] and you click on that and it will take you to this space that has all the action items assigned to you. Also you can see the complete ones and incomplete ones so you can take a look at different – based on your settings, you can see different types of action items. That's the first update.

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The second update is now for each action item you can assign due dates, and the way to do it, I can demonstrate very quickly. For example, I'm on the action item page for ALT call. If I want to give a due date for an action item, I just quickly type [2--] and on there will be another pop-up and you can assign date for that.

Then when you see your action item, if the due date is one week from now, the color will be orange just to show you the deadline is approaching. If the action item is still incomplete, it will be red. So just to give you a visual reminder for that action item. So [inaudible] a deadline for action item is the second update.

Now the third update is now we have a new macro. It's called [hack report]. It means you can aggregate action items across the community wiki and to play it on the wiki page. Now you have different ways to display all those action items.

For example, this is a testing page I created and all the action items here, they are aggregated from pages labeled as ALAC call and ALT call. Basically, I selected a [new page] and give them a label here. I will show you. This is the place that has the label, if you can see, it's on the bottom-right corner. Once I identify that label and I put that setting in the macro, this page will display all the action items from pages with that label. That's the first type of setting.

On the second type of setting is based on assignees. I can also set [inaudible] display action items assigned to Dev, Ariel, Olivier, Alan and this page will be able to show that, too. This is another type of setting.

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Also, we can display action items based on which wiki space it is placed. So this page displayed all the action items from the ALAC Executive Committee space, so you can trace back all the way to – and even before – 2014 action items can be displayed here.

And then to view that you can click on “due date” and you can click on “assignee” just to help you narrow down and quickly find yours. So [inaudible] update. Is there any questions at this point?

DEV ANAND TEELUCKSINGH: Okay, great. Okay, thanks, Ariel. Are you still speaking? Because if so, I’m not hearing you.

ARIEL LIANG: Thank you, yeah.

DEV ANAND TEELUCKSINGH: Okay, now we can hear you.

ARIEL LIANG: I was just asking whether anybody has questions.

DEV ANAND TEELUCKSINGH: Okay. Thanks, Ariel. Thanks for the presentation. I must say it really does look so much better than with this new version of confluence with the action items. Previously, there was a task list in the confluence, but it was not very easily – we couldn’t really combine those task lists into

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one page. I did try to do that on the task list. You can see the link on the Technology Taskforce workspace where it didn't really work. The problem was that when it was updated on one of the subpages, the main page didn't show it. It just proved to be totally unreliable.

I guess a question for me – well, I see Judith has her hand raised, so Judith, go ahead.

JUDITH HELLERSTEIN: Yes. The question is, you would tag people and they will be reminded? Will they get e-mail reminders as well or how does that work? If you're tagging them with a date and saying, "This thing needs to be done by December 16<sup>th</sup>," will they get an e-mail reminding them of the coming date? How would that work.

ARIEL LIANG: Thanks, Judith, regarding reminders, can you still see my screen? Just checking.

DEV ANAND TEELUCKSINGH: Yes, we can.

ARIEL LIANG: So regarding reminders, currently this macro for the functionality in confluence cannot send you automatic reminders for action items, but when an action item has been created and assigned to you, you will get a notification. And if I make any revisions or anybody makes revisions on

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the action item, you will get a notification, too. That's the extent when notifying assignees.

The good thing is if we have due dates for action items, we can see the color change for the due date. For example, for this page, these are the dates that are already passed, and then they turn into red, so we know all those action items haven't been completed. And then if they're orange, it means they're close to the deadline. The assignees will be able to see that visually very quickly. So that's the thing about that.

For automatic reminders, it's not a capability at this moment.

DEV ANAND TEELUCKSINGH: That's right. Thanks, Ariel. Indeed, that's the thing. Just to follow up on what Ariel has said, Judith, you have to be logged in in order to see your action items assigned to you. And if you go to your profile. . .

First of all, when you log into confluence on the upper-right page, you will see notifications or your inbox or tasks, and it will then say updates, you've been assigned a task on this working group or whatever, and it tells you how many days ago that task was. And then you can go into your profile and see the task yourself and see which ones are completed or incomplete with the new functionality of the new action item tracking ability [inaudible] confluence version.

Any other questions or comments?

Seeing no further questions or comments, I guess one observation then, Ariel, I think what it then seems to be – I see Remmy has raised a hand.

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Remmy, please go ahead. You may be muted, Remmy. If you're on the Adigo bridge, press \*7 to unmute. I'm still not hearing you, Remmy.

REMMY NWEKE: Can you hear me now?

DEV ANAND TEELUCKSINGH: Ah! We can hear you. Remmy, please go ahead.

REMMY NWEKE: My question for Ariel – first of all, let me comment. I think what they are trying to do is commendable and there are sometimes a little bit complicated, but everybody to just absorb it like that.

One other thing I would like to ask is when the [facts] are [inaudible], can you get the At-Large on your e-mail?

ARIEL LIANG: Hi, Remmy. This is Ariel speaking.

REMMY NWEKE: Hello, Ariel.

ARIEL LIANG: Can you hear me?



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DEV ANAND TEELUCKSINGH: I can hear you.

REMMY NWEKE: Yes, I can hear you.

ARIEL LIANG: Okay, great. Yes. Once an action item is assigned to you, you will get an e-mail from confluence. It's a notification. Maybe I can show you an example of how it looks like. I'll just pull out some of the confluence ones.

REMMY NWEKE: Like Google notification, right?

ARIEL LIANG: Not really like a Google notification. So if you have seen my e-mail, this one is the typical notification [inaudible] action item, so it will be generated by confluence and now you would see, oh, Ariel, I am the signer of this action item and then this is the subject line above [inaudible]. And then you will see a screenshot of your task. So that's a typical notification from confluence. And then it's an e-mail from confluence. Yeah.

REMMY NWEKE: All right. Thank you very much.

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ARIEL LIANG: No problem.

DEV ANAND TEELUCKSINGH: Okay. Thanks, Remmy. Glenn?

GLENN MCKNIGHT: I just wanted to – I'm more than happy to say until the bottom of the hour, 11:30, to cover all the topics. But I know that some people had to leave at 11:00. I just wanted to ask, Dev, is it okay if we stay to 11:30?

DEV ANAND TEELUCKSINGH: Well, let's try to see if we can keep it to 20 past 11:00 then, say the next 15 minutes. I don't want to take it too much longer because I'm sure staff also has other things to do as well. I think there are other calls happening in the next hour-and-a-half. Is that okay, Glenn?

GLENN MCKNIGHT: Okay.

DEV ANAND TEELUCKSINGH: All right, good. Remmy, I'm not sure if your hand is still raised. Do you have a follow-up comment or question or is that an old hand?

REMMY NWEKE: It's an old hand, Dev.

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DEV ANAND TEELUCKSINGH: Thank you, Remmy. Thanks, Ariel, again for that presentation. It's good to see this functionality embedded in confluence so that we could take advantage of it.

I'm speaking from personal frustration. It was very testing to try to figure out a way to do it under the older confluence versions, so this is good.

Next thing on the agenda is the update on the LACRALO mailing list translation testing. What I've done, I tried to put a link – let me post the link very quickly.

So what has been happening recently is LACRALO – and what I've also done now on this page, I was also documenting the history of this issue. This is dating back some – [inaudible] LACRALO translation has been going on since 2008. So it's a very longstanding frustrating issue for all the members in LACRALO involved, and I think for staff as well having to just deal with the translations on the mailing list.

So I provided a history of the issues of what happened for the LACRALO list up to what's happening now. On the page also, I've also set up a new table to highlight the testing of the new translation tool.

So what's happening now is it's myself and a few other persons on that who are testing this page. I've been more focused to look at the technical issues regarding the translation. I would say it's improved from the old system, but there's still quite a lot of kinks to be ironed out and I posted a few links to some of the issues I've identified so far and one that's been fixed. So I just want to bring everybody up to date on that. I

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was [inaudible] show some of the e-mails going through [inaudible] but I'll probably leave that for another call.

So with that, any other questions regarding the updated on the LACRALO mailing list translation issues? Going once. Okay, great. Glenn, I think I'll turn the floor back to you now for your agenda item topic, which is the last one.

GLENN MCKNIGHT:

Okay. Hi, everyone. The item that I wanted to ask the group, for those who still are on the call, is I needed suggested topics for next year. We started the discussion today about the agenda items, our mission, what we've accomplished. We also had an opportunity to reset our priorities.

So this is an opportunity for the community to suggest topics. I really think the idea of us reaching out to other working groups for them to participate – and also, I think we have an issue. We have a lot more members than are on this call, so we also need some kind of marketing to those people to get involved with our calls.

So this is an opportunity to open to the floor for people to give us suggestions, Judith, myself and Dev. We'd like to book each monthly call with a particular topic that's of interest to you. So, I turn it to the group. We only have a couple of minutes. Any suggestions?

DEV ANAND TEELUCKSINGH:

I can make a suggestion. Can we perhaps look to draft a text e-mail to contact those persons that have not been active in the Technology Taskforce? Perhaps, as I say, just introduce ourselves so to speak,

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because they may have been away from the list, from the group, too long. And to say, “Well, here’s what we’re working on. What topics are you interested in?”

In other words, let’s draft a text for the e-mail to send to persons. We can give them our Skype group, our Skype ID, and they can instant message and perhaps we can have a voice call.

GLENN MCKNIGHT: Okay. Thanks, Dev. We’ll work out the logistics of the e-mail. We can do a short survey. We can do a free Survey Monkey up to 10 questions in Survey Monkey, so why don’t we do that?

DEV ANAND TEELUCKSINGH: Okay. That could also work. Okay, great. I see Gordon’s hand is raised. So, Gordon. Sorry, Glenn.

GORDON CHILLCOTT: Glenn, thank you. I can account for at least one of those supposedly inactive members, [Bill]. I’m speaking to him periodically. As is typical for this time of day, because of his contract, [Bill] is walking in and out of meetings. He just left me a little while ago and I’m on a chat link with him as this is going on. So he’s sort of active. We get together and talk about what happens at these meetings. So I’d say he’s kind of semi-active.

The other item I’d like to bring up is – and I’ve mentioned this before – your survey of 2010. I’d like to revisit the results of that and maybe we

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might want to consider doing something like that again. I don't know about in 2015 that [inaudible].

DEV ANAND TEELUCKSINGH: Okay. Thanks, Gordon. I think, yes. I think an update to that survey is needed. The survey was done in 2010, and of course so many things have changed since then. So I don't think this is something that the Technology Taskforce can do on its own. We really do need the support and the approval of the ALAC to really make that happen I think, to really make that happen, to have that kind of survey. And again, a survey group to analyze those results and so forth.

But I think yes. Gordon, I do agree with you. I think a new survey, perhaps one that is not so extensive. Maybe we need to just target – I suppose one way would be to not only target the technology issues, per se, but also the other aspects regarding engagement capacity building and so forth. But that's something I'm just saying at the top of my head. So we need to think about it some more, I think, as to how that survey could be structured. We could do that on another call.

Glenn?

GLENN MCKNIGHT: I was looking at that survey this morning, actually, before this call and a lot of things have changed, especially with the Google Hangouts. Also, the ability with live streaming, the new live streaming capability with Google as well and just live streaming as a whole. But there are so many

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things that have changed since the survey was done. There's big holes that I saw in some of the communication tools.

It's probably worth going back and looking at that survey, tweaking it, making it updated, and sending it on. We all know the results of the surveys are very poor. I think Gordon has made a good point.

DEV ANAND TEELUCKSINGH: Also, I think at that time, the survey was done using [Big Polls] and it was a big challenge to try to integrate those results in some form that we could analyze. Yes about an updated survey tools, like Survey Monkey I've heard on this call. It could be done using that.

I know we've gone 15 minutes past the hour. Any other business? Going once, going twice, going thrice.

Okay. I'd like to thank everybody for this call. I'm not sure I there will be another call before the end of the year, but in case we don't, I'd like to wish everyone best wishes for the holiday season. Merry Christmas and the best in the New Year. Let's continue to work online on the list and on the wiki. Okay. So thank you all very much. This call is now adjourned.

GLENN MCKNIGHT: Thank you. Bye, everybody.

**[END OF TRANSCRIPTION]**