DEV ANAND TEELUCKSINGH: Okay, so go ahead and start the recording and do the roll call, please, Nathalie.

NATHALIE PEREGRINE: Thank you, Dev. The recordings have been started. Good morning, good afternoon, and good evening, everybody, and welcome to the Technology Task Force meeting on the 20th of July, 2015.

On the call today, we have Gordon Chillcott, Juan Manuel Rojas, Dev Anand Teelucksingh, Glenn McKnight, Sam Lanfranco, and Judith Hellerstein.

I received apologies. Tentative ones first from Jimmy Schultz. And then confirmed apologies from Ali Almeshal and Tracy Hackshaw.

From staff, we have Steve Allison, Arial Liang; and myself, Nathalie Peregrine.

I'd like to remind you all to please state your names before speaking for transcription purposes. Thank you ever so much, and over to you, Dev.

DEV ANAND TEELUCKSINGH: Okay. Thank you very much, Nathalie. Just to go to action items, let me just bring up that page quickly. I should not that, first of all, we had a very good meeting at the ICANN 53 in Buenos Aires. Our session was – I think we had a very good session. Many of the ICANN staff were there to answer questions and give feedback. I think it was actually a very good session at Buenos Aires.

We had a variety of action items. Some of those action items actually, for some reason, weren't recorded properly. So let me just, before I go to the formal action items that we have, just to mention what they were. Let me just see if I can get the text here.

Judith Hellerstein, Glenn McKnight, and Dev Anand to [ask] staff to work on a method for outreach for the other ACs and SOs to join the Technology Task Force. That has not been done yet, and I think perhaps now that the US IGF is now completed, we can now really work on this action item this week. That's the outstanding.

Jimmy Schultz from EURALO has been added to the TTF list and that's been done.

ICANN staff to organize a trial of Kavi workspace for the Technology Task Force to test. That action item has been done. Steve Allison from ICANN is on this call to talk more about Kavi.

ICANN staff, which is Chris Gift, Samuel Suh, and Josh Jenkins to work with the Technology Task Force regarding the LACRALO mailing list translation issues. I just had some quick feedback from Josh Jenkins that there hasn't been really any update based on the LACRALO mailing list translation. So this is going to be a standard action item just to get feedback and updates on this issue because it's been going on for too long.

Also, of course, a post Technology Task Force action item. Tracy Hackshaw and Tracey Hind to the Technology Task Force list. This I believe was done.

EN

Also, add Alfredo Calderon to the TTF list.

Just to mention that Tracy Hackshaw and Tracey Hind, from the GAC, specifically from the GAC and the GAC secretariat. So this is actually – based on the presentation and based on the discussions at Buenos Aires. They are very interested and are now joined to the mailing list. And of course Alfredo Calderon and Jimmy Schultz from NARALO and EURALO, respectively. So, welcome, all of you.

Let's see. Just also to mention there is one additional action item and that's to investigate the new monthly – well, this is came out of an action item from the secretariats meeting at Buenos Aires. That is the secretariats have developed a RALO template or RALO form, which is a Google form. It was requested that the Technology Task Force look at ways at which either this form could be implemented on the At-Large wiki, so that when the updates happen – when the RALOs use the form to update their status – it will be automatically update a wiki page.

Most likely, from my perspective, we will probably have to look at ways in which the form itself can be done in confluence.

So I think those were the key action items. Let's see. Just now to go through the action item report, I'll paste the link here in the chat. The only other additional action item report was also – well, this is something, and perhaps I'll ask Glenn and Judith as to probably how best to do this.

One thing we did not do in time was work on a remote hub documentation. We're probably going to have to just keep this in mind and try to see if we can get some sort of documentation in time for the

Dublin meeting, which is ICANN 54. I think I've covered all of those action items as noted.

Okay, questions, comments on the action items? Glenn, I don't know if you're saying anything, but we can barely hear you. Oh, okay. Seeing nobody having any comments or questions, I think we can move on to the next agenda item, which is a first look at Kavi.

Kavi workspace is a platform by which could be seen as a possible solution to our recommendation 26. Recommendation 26 from our ATLAS II recommendations talks about a policy management process system. The idea behind this recommendation was that ICANN needs some sort of workable policy management process system, and we have listed several aspirational goals for such a policy management process system.

ICANN itself, based on requests from other ACs and SOs, was looking at using Kavi for policy development in another supporting organization. Specifically, one of the working groups in the GNSO I believe. So there's several certain features in this that sparks interest to At-Large, and I think this is why we are now here to now look at how we can begin testing this or doing a trial of this Kavi workspace.

So with us today is Steve Allison from ICANN. Steve, welcome to the call. Perhaps if you could take the floor and explain what your experiences are with Kavi and what Kavi workspace has to offer for At-Large.

EN

STEVE ALLISON: Thank you, Dev. So this morning – I'll try to give a brief overview of some of the high-level functions that Kavi provides. Some of you may already be familiar with them, and some of them we might have to dive into a little bit more deeply, because on the surface, they're quite generic. But I'll give an overview of what it does provide. I can share a little bit about some of the things that we learned in the previous pilot that we did for the GNSO. Can everyone hear me okay? Dev, is my voice okay? If you give me two seconds – if there's a dial-in number, I might be able to dial in better. I'll just try and speak up.

I'll give a brief overview of some of the major functions that Kavi provides as well as talk a little bit about the DMPM GNSO Working Group pilot that we did with Kavi. Not necessarily to talk about the success or failure of that specific pilot, but just to talk about some of the scenarios that arose running through the pilot and just give some background on how important it is for us to really articulate the needs that we have for this specific organization so that we can determine whether or not Kavi is or is not a viable opportunity for us.

Then I can also hop right into Kavi and at least click around and show you what it feels like to be in the platform.

So to begin, if I may share my own screen, that might be good. Should I wait? I'll keep going.

Before we hop into Kavi, which this screen is showing, I'll just take you to quickly to Kavi's main website, talk about a couple main features that they have.

Kavi's bread and butter is around workspace management. Workspace management is all the features that combine in order to give a group of individuals an ability to work together towards some common end. That could be the production of a document, it could be a specific vote, it can be the upkeep of a wiki. But typically, the workspace has a specific goal in mind, an artifact that it would like to create.

To that end, there's a couple main features. There's multi-author documents. This can be thought of [inaudible] functionality that they have. It's very similar to Google Docs. It's very, very lightweight. It's meant for real-time editing, messy document authoring to get some thoughts down with multiple people. It's not intended necessarily for use of formally writing an opinion piece, if you will. It doesn't keep track of the history of who did what and when, and even it did, it would be very difficult to put back the pieces of the puzzle to figure out how you arrived at a certain point. But it is good for sharing some thoughts and doing it in a single location where you can store the final product.

The other feature that it provides is file sharing. It's, in fact, very similar to how you do file sharing in Confluence. There is some flexibility for doing naming [inaudible] and things like that, but by and large, it's a really simple document management solution. So if the needs of the group aren't super complex, then it can be a nice solution for storing some documents in folders.

Notifications is an ability for e-mail addresses to typed [inaudible] user accounts and to receive short notifications on calendar invites, on documents that are uploaded, conversations that are taking place. You can tailor how many notifications and how few notifications you want to

receive. You can even get weekly or daily digests and things like that. We'll talk a little bit more about notifications when I show you the site.

There's voting – balloting, if you will. This is a really good tool, or at least potentially a good tool, that has an ability to gage the room on consensus of a specific topic. There's not a lot of different options for how to kick off a vote – an election, if you will. But there is some options if you need to quickly poll a room and identify if you want to go left or right.

I'll talk about comments. Comments is a piece of functionality that allows you to take a document that's in your file share and to have a conversation around it. With the pilot that we did, and through the demos that I've seen on comments, we didn't really find a ton of value in how it works. I'll dive into it a little bit. We just felt like we were so imbedded within the application that we really couldn't have deep conversations. What we would like to have experienced was an ability to work in our inboxes and interact with each other on the document that may have been in the file sharing, or just have conversations that weren't even related to the document and we just found that this was a little lacking. But I'll show you what it looks like and give you a sense for what that is.

Projects is another piece of functionality that we didn't use. It's potentially interesting to At-Large at some point. It really just allows you to build a [inaudible] chart of milestones and to track along the way our progression toward that.

Then the final thing is security and I'll extend that to transparency. There's a bunch of features within Kavi that try to control who can see what, and in doing so, it allows for an ICANN community to be able to flip itself inside out and to showcase the things that they want to showcase to the rest of the community, so that there's a sense of transparency.

These are the major functions that Kavi workspace provides. Looking at it at a surface level, these features are really similar, if not identical to, most other workspace tools. The devil is in the details, if you will. It's very difficult to, on the surface, gage how effective a tool is at actually accomplishing these things and to do them in concert so that we can actually interact as a community is essential. The only way we'll solve that problem is by doing the pilots and really articulating what our needs are and then measuring how effective it is in [doing it].

Before I hop into Kavi, if anyone has any questions, throw them in the chat window, raise your hand, and we can hop on those first before we start looking at Kavi. No questions? Okay

What you're looking at right now – Nathalie is so gracious, she allowed me to use her GNSO secretariat account to log in this morning because I had an account lock.

This is the main page that you would see when you log into Kavi. We can talk about cost on the side.

When you log into Kavi for the first time, there's a couple of pieces of functionality that we see. We get quick links that helps us jump into different functional areas within the site, the groups that we're a part

EN

of, documents that we have access to across all groups, events, voting, various projects that we may be a part of, e-mails, and comments.

In addition to that, there's this go-to menu that really tells you the same thing. It just gives you filtered aggregation of content that's in the site that you have access to.

In addition to that, you can see under "My Groups" this would be where all of the groups that you're a part of show up, or some top level – top 20 of those groups or something like that.

This is actually a nice little function to getting to the groups that you actually want to work in. I suspect that if you were part of many groups, which I don't know if there are members of the community that are part of more than 20 groups. But if you were, this type of functionality of hopping around can become very cumbersome with the amount of data that they're presenting and the small amount of screen real estate that you have to get to it.

In addition, there's this little aggregation window right here that tells you things that are up-and-coming, so things that are happening in the next seven days, things that are happening in the next 30 days, that can be of value to you.

So if you have conference calls – for example, the Technology Task Force call – those things can be built into Kavi so that they'll show up here and you can come to a single location if you built a habit of coming into the site and seeing what things are coming, up and coming. You can set it also so that it's showing the appropriate time zone and things like that. These are all valuable additions for a homepage.

Just one more thing to think about is we spent the time to log into this site and we don't see a ton of valuable content on our homepage. As you start going through the pilot, these are the types of things to start looking at. What does this experience really feel like to us? Is this going to actually attract us to do the day-to-day activities that we have and long-term strategic thinking that we have? Does it actually enable those things? I don't know what the answer is to that.

Start thinking about each of the pages you encounter, why they exist, and whether or not they're actually effective at doing anything for you.

If I may, I'll hop into the DMPM quickly to show you what it feels like to be inside of a workspace. When you log into any workspace, you kind of get the same generic layout, which is up at the top, you have your site-wide navigational elements, the different groups that exist, the various accounts that exist in the organization, your own messages, permissions and things like that.

And then within the actual workspace that you have, there's all of the functions that we talked about earlier. We've got our little library. We have a link to the roster that we have within this work group. We have this group's calendar, comments that are taking place.

They call them comments. It's not a discussion board, really. It's these [disparate] comments that can get attached to things. Ballots, action items that you can assign to one another, e-mail and settings for the group.

Then right below that, you get a little group info. You can see that when the group was created, we actually were able to create our own mailing list. That's all built into Kavi.

So just as a point of reference, if At-Large goes to adopt a tool, specifically if they were to adopt Kavi, it already is building its own mailing list for each of the groups. It gives it a unique name. So there's a lot of value in being able to do that, but it also creates a disjointed communication mechanism from the rest of the ICANN community [inaudible].

So a long-term question [to solve] is whether or not the entire community would evolve to a single tool that's obviously showcasing multiple features and functions or if there's got to be integrations between the two, so there's a seamless transparent archive of communication. But these are the types of scenarios that arise when we start looking at workspace tools is that they encompass more than just a space to do work. They're doing all of the tools that we would need to have in one platform, and that creates some conflicts with the existing toolsets that we have. So long-term problems have to be really thought out and figured out how to resolve those.

To the right of the group info, there's basically a bunch of quick links. A lot of these links, you can hit just by going to these top ones. They don't really provide a lot of added value. We've had some long conversations with Kavi about changing their layouts and things like that because this was a lot of wasted screen real estate.

But it does, it [leaves for] [inaudible] that are taking place within the [inaudible] types of functions that they might have in the workspace.

Then to the top right – sorry, Evan, I missed your comment. There are a lot of positive things and I'll get through them.

On the top right, there's an ability to contact your chair easily or post a message to the rest of the group, or even view the charter. This is something you can upload to the workspace, so that you have a single link to get to the charter for the work group.

For GNSO, this is valuable. I don't know for At-Large if they do charters every time they do a working group, but this is sort of designed with the thought process that a formal group would come together, build a charter, and then from there, they'd build the rest of their inputs.

You can see at the top there's a lot of screen real estate issues, but it's sort of like the landing page of the site, if you will.

Under that, this is really the meat of what happens within a working group. You get a lot of aggregated information of stuff that's taking place. There's the activities, events that are taking place, or messages that are going across the group.

If you want to get a sense for the type of information that's being passed back and forth, "Current Activities" is a really good place to do that and stay in the loop.

So any message that's going back and forth using this dmpm@icann.kavi.com gets tracked here. So as far as transparency purposes go or as far as just staying in the loop, this is pretty valuable.

Obviously the quality of the content being passed back and forth is really important. You can see that just by skimming through the type of text here, it's difficult to figure out what's actually happening. It requires a little discovery and to explore a little more deeply if you really want to get intimate knowledge of what's happening.

You can see there's also comments that get raised here in recent documents and things like that. You could actually hop straight into those documents if you needed to.

Then, finally, there's this group [inaudible] section. This is really for a secretariat or a group chair to author. This [inaudible] can be done an redone over and over and provide important messages to the group. It could be just an intro; it could be the whole charter; it could be an abstract of something a penholder is writing or something like that. There's lots of purposes for this, but this is really a little white board that can be used to put some important information in.

That's really high level. Before I hop into any of the lower-level sections, if someone has questions or comments, now would be a good time to pull them up and then I'll answer those.

DEV ANAND TEELUCKSINGH: Thanks for this so far. Let me ask a question that comes to mind, though. I see it's a lot of information. Two things that come to mind.

One, there's a lot of information that being presented [to you], which is both good and bad. I'm kind of wondering how has this worked for

mobile access? If somebody is using this on a mobile tablet or phone, does this site work for that? Have you tested for that?

STEVE ALLISON

It does work for mobile. We didn't get any pilot results using mobile. It's a really interesting question of work habit. You can navigate the site using mobile, but the real question is if you're navigating through mobile, are you doing it as consumer information, are you trying to get some level of work completed? For example, a ballot. The type of work that you actually do on the site is important in gaging its effectiveness.

We haven't gone down and tested the mobile experience at that level. We're still in the process – at least for this specific group – in validating the effectiveness of just the work getting completed in an organized fashion.

Evan made a comment. I've been a little harsh on Kavi. It's true. We are trying to be very critical about what a workspace should be like and what it should look like and how it should affect us. Different groups are going to have different needs. I think for us and DMPM, we put a lot of work into hosting the pilot. We had varying results there, but that doesn't mean that for At-Large it can't be a perfect tool. It really requires [us to articulate what our problem set is]. If mobile is a need, it has mobile responses built into it. It's not its own app. It's just a website itself. But the effectiveness of that is really us articulating what functions we really need in mobile.

DEV ANAND TEELUCKSINGH: Okay. I guess one observation, just by looking from – it looks like what this tool does, it seems to incorporate using this [inaudible]. In order to make most effective use, you will have to really, I would say, go all in into using this in the sense of using this to set up the mailing list and so forth, which potentially could save time from a staff administrative point of view. But I guess I want to probably see more before I continue commenting. I see that there's several other questions in the chat, so I'll put my hand down.

STEVE ALLISON: Maybe just one final point on your comment, Dev, is as far as platforms go, from what I have researched, all of them kind of package everything up together. I could be wrong. There might be options out there that don't tie into it – there are [inaudible] and things like that. Most of them try to provide this full enterprise experience. If we go down that route at some point, there's going to be some growing pains. There's going to be some difficulty as a larger community feeling that out and evolving with it. Just some things to keep in the back of your mind is how does this affect all of the other experiences that we have going on?

The question is "different operating platforms?" It does work with different operating platforms. Essentially, all functions in the browser you could use. I tried it with Chrome, Opera, Firefox, and Safari. I haven't tried it with Internet Explorer, but I believe others have and that the experience was fine.

As far as this website goes, it's pretty basic as far as navigating around and things like this. It's not doing a ton of complex interactions with the

user, so it seems to work fine with different operating systems or different browsers.

Yeah, [inaudible]. I don't know the answer to this one. That's a good question. It's something we could explore. I don't know if what you're asking is just integrating the things that we create within this space to a learning platform. If that were the case, we could build automated integration points that would pull information out of Kavi and stick it into a new learning platform if that would be possible.

DEV ANAND TEELUCKSINGH: So just to add to a question that's been raised in the chat, in terms of translating. Is this multi-lingual I guess is the question? The At-Large community is a very diverse community. Five different languages, several different languages in use; typically Spanish and French being the two more popular other languages than English.

So if somebody logs in, is it that you see the menus and everything in, say, Spanish or French or in their own language?

STEVE ALLISON: I should know the answer to that and I don't off the top of my head. If what we want to do is navigate things that we call [string] translation, things like home documents, roster, group info, these are all things that occur over and over on the site, so you can translate them once and it will [inaudible] them everywhere. So these [string] translations, there is potential for us to translate those once and have it done. I don't know if this specific website offers translation. I suspect that it does not. But

there are other solutions that you could bolt on top of this that would allow us to navigate around this site and still allow us to translate it. It's something we could look into, if that was the route we were going.

For things like group notes, that gets a little more complex because this is dynamic. The information in this site is dynamic. It's still also possible to translate those things; it's just not natively within this site I suspect.

But there are some interesting tools out there that layer on top of a website such as Kavi that allows a translation team to look at the website, do the translations in their own translation tools and then layer it on top. So it essentially mirrors the site, so that people can work within their site. But it's still the process of getting stuff translated and making sure that everyone knows what needs to be translated and getting it all coordinated. I think that's the most difficult part of all that, but I don't think that there's any automated translation. I just jotted a note to go back and find out from them what other communities do that are clients of theirs.

DEV ANAND TEELUCKSINGH: Okay. I know time is also coming on us. I know that we don't have time to go to each of these things, so you want to just show us at least [inaudible] different things, documents, roster?

STEVE ALLISON: Let me just quickly go through. I'll just click through them just to give you a sense for what it feels like. Just remember, if we go through a

EN

pilot, we can go through all these scenarios in detail, but just to get a sense.

This is the documents library. It's very similar share point tool or file share. You get a number of folders on the side and a number of documents that are created. You can see the revision numbers, which is really nice. If you upload a new version of the document, you can tie it to an existing one and you get a little trace of that. And you can see how many downloads there's been and things like that. It's very basic. It's just a bunch of files and folders.

There's other valuable things, like you can build into it naming [conventions] and things like that which are valuable for us as a community, defining more formal naming [conventions]. That will actually help people find groups and documents. ICANN is actually in the process of trying to find a library scientist that can help us do these things.

There's a roster. This is a really valuable. It will give you an index of all of the individuals' accounts that exist in the group. You can see if they're a chair, if they're a voting member. Even if you guys don't have voting members, it's fine. You don't have to use it. Then you can actually click to see their profile and things that they're active in and such.

The profiles here are not tied to icann.org or anything like that, so we'd be duplicating another set of logins and things like that. ICANN is not in a place yet to solve the problem of single sign-on and single universal profiles, but it is a long-term vision of theirs. Or potentially a different

solution might facilitate that more easily. But the roster is really good at just figuring out who's in the group and what their info is.

In the future, if you guys do statements of interest like GNSO, we can build that into something like this so that you can actually see the person's statement of interest for the group that they're working on.

There's a basic calendar functionality. You can create events. You can set one time zone within Kavi and then reuse that across all the groups. We set ours to UTC, the most common. You can create everything in UTC and make sure that everyone knows that they're not going to miss out on something that they need to know.

In this calendar, you can subscribe to it. You can RSVP to events and things like that. There's a lot of functionality built into the calendar. Within DMPM, we've had varying levels of success at getting people to use the RSVP mechanism, but the calendar functionality itself, it's pretty nice to have a dedicated calendar for the [team].

Comments, I talked about earlier. You can see it's a little difficult when you land on the comments page. Difficult to figure out what you're looking at. What happens is there are many documents in the documents library and then, of those documents, you can actually post questions or comments about that document. I won't click on these for the specific demo, but it will be interesting to see if we can extract value from something like this or if more of a discussion form is more valuable.

This is basically used for people within the group to be able to critique a piece of work, and even propose a solution to that piece of work, so

that a chair or, in your case, a penholder could go through those one by one, determine what they want to do with those comments and even close them out.

I've got a raised hand from Judith. Question?

JUDITH HELLERSTEIN: Yes. My question I asked earlier is have we tested the site for accessibility issues, both on the mobile and on [the other] platform? I was also asking, I know we like to test everything on Linux because we have a bunch of people who use Linux and see if that works.

Then on the roster issue, does it track – if we use this for each meeting, will it track who comes to a meeting?

STEVE ALLISON: For the first question of accessibility, it's outside of the scope of the pilot that we did, but we do have the Accessibility Working Group, and my colleagues, Laura Bengford, is also working really closely with them. If this were getting to a point where functionally this does what we want it to do and we're really happy with it, or we're happy with the things that we know they're going to invest in to get it to where we want it, accessibility comes into play. We can definitely go through an assessment of it and make sure we know what things have to change before we go live with it.

I suspect that Kavi would react positively to feedback that we give them and provide the functionality we need for accessibility whether it's mobile or on a different platform.

To the question of Linux, the question is really less about whether or not you have Linux and more about what browser you're using. If it's a non-standard browser, maybe you could just ping me on the side and let me know what browser functionality is being used and we could test it out with that, but I suspect that there would be no problems.

Then the final question on rostering and attendance, Kavi does actually do attendance. It's built into the calendar so that per event, [inaudible] secretariat or someone with more administrative role can actually – they get a list of the roster and they have little checkboxes next to each name and they check them off as they arrive or don't arrive. So you can check rostering across a single calendar event and then you can aggregate the results of that over the lifetime of a group. Then I believe – and Nathalie, correct me if I'm wrong – but I believe you can also mark the day that which . . . In fact, I think it automates this where if somebody joins a group mid lifecycle, their attendance is calculated as such, so that it's not like they were missing for half of the working group. [inaudible].

Ballots is a way to really gage the temperature of the room. I'll just quickly show what it looks like. You give the title, you give the question, and there's different types of ballot options that you have available to you. I'm trying to remember this as I go

It's really a yes/no kind of question, and then you can do it custom where you actually build into it the options that you want people to be able to select. But it doesn't do racking and stacking. It doesn't do any complex ranking or waiting or anything like that. It really just depends how intense your balloting needs are.

I've looked at some of the At-Large ballots that Ariel has created in Big Polls. She was nice enough to spend some time and show me how it all works. I think that you could probably get the level of functionality that she is providing in Big Polls right within your ballots here.

You could do that at an ALAC level. You could do them as an At-Large overall level. Or you could do it just as a small group with a penholder that's trying to gage the direction that they should take their document.

Just real quickly – and I apologize, Dev, for taking so much time – but the Action Items is a really, really light mechanism for assigning work to people. I believe it all ties into the calendar and things like that. It's a good way if you have a large group of people working on something to kind of break out the work that you need to do and Action Items is one way to do that.

We didn't really test this DMPM, so it's difficult to know how effective it is in doing it, but it seems just like a really lightweight assigning to an individual. That's, in a nutshell, just to give you some perspective on things. You can see that the company is still building functionality to improve the experience of what it feels like to work within Kavi. Those are all good signs that they'll continue to improve things.

I think good steps for At-Large would be to really think about in detail – there's [inaudible] process that they go through for creating a piece of policy advice, and then us trying to articulate that in terms of use case scenarios that we can run through with a group of people to actually measure the effectiveness of it. Any questions?

Maybe real quick, [inaudible]. I'm not recommending or trying to really discourage it. I really want At-Large to be able to discover that on their own. There's lots of tools out there. We could even potentially custom build something right into At-Large [inaudible] icann.org one day.

There's lots of opportunities for us to get it right. What I really want is to just encourage At-Large to really feel a sense of ownership in picking the direction they want to take. That starts with really articulating what their needs are. I can definitely help us go through that process, but I don't want them to feel like I'm just going to shove a product on them that doesn't necessarily work for them.

DEV ANAND TEELUCKSINGH: Okay. Thanks, Steve, for this. This is actually a very detailed information about Kavi. I know we're coming close to our time here, so I'll just the group if anybody has any comments/questions regarding the general – not so much any technology issues, but anything regarding the general policy management process part? Floor is open to anybody.

Olivier, your hand is raised. Olivier, please go ahead. You may be muted, Olivier.

OLIVIER CRÉPIN-LEBLOND: I tried to un-mute. I was muted twice. Can you hear me now?

DEV ANAND TEELUCKSINGH: Yes, we can hear you. Lovely. Go ahead.

OLIVIER CRÉPIN-LEBLOND: Thanks very much. I'm very impressed with this Kavi system. I guess the important thing is how customizable is it to our needs? With this, probably the best way is for us to be able to play with it somehow and maybe do a test run on one of our processes. A dry run. So not one that we're going to use in reality [inaudible] see really where we need some [inaudible] changed and so on.

I must say, I arrived a little late, so I kind of missed half of the presentation. I'll be listening to the recording. But from what I see at the moment, it looks pretty good. Thank you.

DEV ANAND TEELUCKSINGH: Thanks, Olivier.

STEVE ALLISON: There's a question on customization. It depends on what we need to customize. I suspect that if we were to do a full engagement with this organization that there would be some level of customization that they would provide us, but there is some level of risk to that as well. I don't know the answer, but working with them on our DMPM pilot, every time we encountered an issue, instead of discussing in terms of how we could customize the product to make it do what we want to do or even things that we found that maybe were even deficiencies that they should build into their core product, they tended to want to find a workaround to our solutions, which in the long term, that's a bad strategy.

That said, customize enterprised products like this, there's an inherent amount of risk associated to doing that, because now even the company is supporting two products – essentially us and everyone else – or they're not supporting us and they're just supporting everyone else. So you can get out of synch for product updates and things like that. It really comes down to what kind of customization.

If it's look and feel, styling and things like that, I suspect there things we can do.

DEV ANAND TEELUCKSINGH: Okay. Olivier has a follow-up. Go ahead, Olivier.

OLIVIER CRÉPIN-LEBLOND: Thanks, Dev. Actually, I'll let you follow-up, and then I'll follow-up on what you say.

DEV ANAND TEELUCKSINGH: Okay. I would just agree with what Olivier said. I think, perhaps, this is something we would probably have to play with because I can see different rules happening. There's the ALAC member being able to vote on ratified statements. There's the working groups and working group chairs organizing and commenting on various policies. And then there's the ALSes or At-Large community regular members that are trying to get involved in the policy development processes and making comments and so forth.

My only concern is that it seems to be an all-in type of product in the sense that it's not something that could be added on. But that's just my initial concern. And of course the concerns, as mentioned, is it accessible? Is it multi-lingual? Those are other key concerns, too. Is it accessible via mobile? Those are other key concerns. That was just my comment. Go ahead, Olivier.

OLIVIER CRÉPIN-LEBLOND: Thanks very much, Dev. You spelled it out pretty well. I would say our difficulty that we're going to have is to actually be able to have one single product that can have, on the one hand, power users or what one could call power users. As you said, working group chairs, ALAC, people that deal with At-Large on a daily basis.

And on the other side, we're going to have total novices that will obviously need some hand holding to be able to use the system. I'm not sure how we'll be able to get the two to be able to use the same system.

The newcomers and novices might be put off by the amount of information that comes out there. That's why I mentioned customization. We might need to have a simplified information for those that are not the power users and the whole [inaudible] for others who are the power users.

Obviously we can only do that once we play with it. Thank you.

DEV ANAND TEELUCKSINGH: Okay. Thanks, Olivier. I fully agree with what you said. Okay.

EN

STEVE ALLISON: If I could just add one more comment to what Olivier just said. I totally understand your position on that. From an ICANN-specific perspective as well, we've been struggling with the same concepts. There's a lot of different tools used by different organizations within the community, and even within ICANN itself. We really have to tackle this, I suspect, from a very big picture approach where everybody is thinking about the same strategy for how we do work and how we think about things, I suspect.

At a minimum, I think ICANN recognizes the challenge in taking any new platform and trying to replace other existing ones, knowing that there will be a lot pain in doing so and that it's not appropriate to do that unless there is significant gains that the community will recognize from it.

So we're going to be sensitive to the fact that all these communities are working in concert as well as within themselves in that they need to be considered together.

DEV ANAND TEELUCKSINGH: Okay, all right. We do need to move on from this agenda item. I think an action item is that the TTF and the chairs and co-chairs will work with Steve Allison to arrange for a trial. Then we'll work with other members on the TTF mailing list and see who will be interested in actually joining and testing this tool.

Again, thanks, Steve, for showing us this. It was very informative and actually a lot to think about.

STEVE ALLISON: Sure. Thanks, guys.

DEV ANAND TEELUCKSINGH: Okay. We're now coming into five minutes to the hour, so I'm going to beg your indulgence to probably just take an additional five minutes to look at our next agenda item, and that is something called Group Calendaring. I'm going to try to share my screen. Okay.

Just to make sure, is everyone seeing my screen? I can't see the comments now. Okay, I can see it. Good.

Okay. This item is talking about group calendaring. What has been happening is that this is coming off of something from the sub-committee and outreach and engagement, which is to investigate how a calendar can be used by the sub-committee and work with the global stakeholder engagement to track possible outreach events in all five regions.

At-Large has an external events calendar. It's on every single RALO page. But I think most people are probably not even aware about this calendar. It requires essentially e-mailing At-Large staff to update, to tell them about a possible event – the name of the event, where it is, etc. – and then staff will then update it, which is a Google Calendar. Then everybody can subscribe to it and get updates.

The challenge, as far as I see with that, is that hardly anybody ever was aware of this calendar, so it's not really being used by At-Large. Secondly, while global stakeholder engagement was supposed to e-mail such events to At-Large [inaudible] coordinated, that type of thing is not happening.

What is happening in the region, the lack of a calendar makes it very hard to really plan for outreach events, especially with regards to CROPP, which is the Community Regional Outreach Pilot Program, which allows for outreach trips, outreach travel to events once they are filed eight weeks before the event takes place. So if you find out about an event next week, you can't take advantage of it.

Global Stakeholder Engagement has their calendars, but they don't really want to share that entire calendar publicly because they have – well, I would say sensitive information about detailed travel that's happening across all of the regions.

So I started to investigate this and I'm going to present something that I think actually kind of works. That's called Team Up. Now I'm going to show you the screen here. Here's what it looks like.

It's quite customizable. I put the At-Large logo. It has an "About" and you have calendars just like Google Calendar.

One of the key features, however, is that this type of platform, the way it works is that you could have different URLs for each of your different groups.

EN

For example, this link is what they call the [inaudible] an example RALO. I have another link, which is for the GSE. Then another link if you wanted to just view outreach events only. These are all very different links if you look at the top bar. The idea is [you give] different stakeholder groups the different URLs.

I created – if you look at the outreach only one. I did create five calendars. But for purposes of the demonstration, I just created an example RALO calendar, so that people can have an idea how it works. I also have [inaudible] access for staff. Let me just go to some of these options. Let me just go to Settings.

The way this works is that – let me just go to Calendar Views. Okay, sorry.

If I go to Calendars, the admin person can create different calendars. What we can do is customize each of those views. So for example – let me just see what would be the best way to do this. All right, the best way to do it would be to show you here.

What this does is I created different links for each of the various groups. I have one for AFRALO, for example; the Africa Global Stakeholder Engagement; and then a View Only link for each of those things.

If I was to check on this link, I could then see the different permissions. So we could set a password which [inaudible] but that's not needed I think. But what we can do is we can now have a calendar that, with this link, they could only access the Africa outreach events and the permission given is what is called modified from [inaudible].

And if you look at what modified from [inaudible] as, it means that it allows adding new events and existing events can be modified if they have been created through the same link.

The idea here is that the reason why we have one for each RALO and one for the GSE staff is that each can create events, but can only be, as I said, altered by those respective parties.

The benefit is that, although they're on the same calendar, the calendar entries are tabbed with whoever created the link, created the calendar event. So that way you can have sort of different permissions for each of the groups.

Okay. So just to give an idea of – I see a hand raised. Judith, go ahead.

JUDITH HELLERSTEIN: What I don't understand is if you subscribe to one calendar, if you only want an event [inaudible] seem to be a way to just check some events. Like if you only want NARALO, certain events on NARALO, certain events on different working groups. If you subscribe to the one calendar, you'll get everything and you don't want everything.

DEV ANAND TEELUCKSINGH: No. Right. Well, that's it. That's why you have different links for each of the different calendars. So NARALO, [it would] only look at one calendar. This is like global outreach [inaudible] here.

What happens now is that you can, just as an example – let me just do this as an example. If you look at this link here, for the example RALO, you only see the example RALO. You don't see the other four regions.

So this way you don't need to—

JUDITH HELLERSTEIN: But Dev, what comes out when you subscribe and it exports into your own calendar? People are not checking – that's my question. When I subscribe to different Google Calendars, I get everything and sometimes I don't want everything.

DEV ANAND TEELUCKSINGH: Right. The way it is that [inaudible] this page. You can then also have the different calendar feeds and subscribe to those events.

So let me just show you how – I'm just going to do a quick example here if you wanted to add an event. I know that the IGF is [inaudible] November 2015. Let me just jump to November 10-13. I can say IGF 2015. Because [inaudible] edit this calendar, that's all they'll see.

What I can do also is that I can also add a more descriptive account. I can even also add images and so forth. For example, I can now insert a document, get it from Dropbox as well or from the web. I can add images and so forth.

And then, also, after I save this, I can also, I could save it to [inaudible] save it to the calendar. Google Calendar, Outlook Calendar, Yahoo or

whatever. Or you can even share it via Facebook or Twitter. Or you can share it as a webpage and e-mail it to people.

Even for people who don't use calendaring, you could then e-mail a web page link or Twitter or Facebook post pointing to this event.

Let me just refresh this. Now that I've refreshed the GFC link, I can see the event. I can read it. I can now save it to my calendar directly for that one event or I can e-mail it and share it via Facebook or Twitter or via e-mail.

So I thought this was actually quite clever because now we can have different calendars for all the five regions, and what happens now is that the outreach and engagement members can have permissions to edit their events, so add their events. Global Stakeholder Engagement can now add their events directly and [we] can all see it on their own individual regional calendar and then subscribe to those and have people subscribe to those calendars separately, or globally [inaudible]. So I think [we are trying to do this].

I think I can just stop there and any comments or questions on this? I hope I answered your question, Judith. I just answered [inaudible]. Yes, you can subscribe to the different feeds.

For example, if I go to the global outreach feed, for example, I can get the calendar feed for every single separate calendar out there. So if you want to subscribe to all the events for whatever reason, there's all calendar feed. Or if you're just interested in North America and Latin America and Caribbean, you have two separate calendars to import by

taking that [inaudible] feed and pulling it into Google Calendar, Yahoo Calendar, Outlook, whatever.

Yes, you can. [inaudible] question, you can also do this with Gmail. You can then import this directly into your Google Calendar.

I see Evan typing. Okay. I know it is now past the hour, so any other thoughts or comments on this, on this group calendar? I'm going to propose this to the outreach group.

Actually, the thing is that Global Stakeholder Engagement, Outreach and Engagement Working Groups, and even the NomCom isn't really working together on outreach events. I'm thinking even the NomCom could [inaudible] group and add events and so forth.

I think all of us could work collaboratively on one group calendar. The neat thing is that it's very [inaudible] not e-mailing a staff person to update it. [inaudible] members can edit the calendar directly.

Okay, all right. Any other thoughts or comments or questions? Now we're coming up to ten past the hour. Going once, going twice, okay. I think we can now end the call.

Olivier, please go ahead.

OLIVIER CRÉPIN-LEBLOND: Thanks, Dev. I was just going to add that these are all very good tools. What we need to do is – I mean, either we're going to have some webinars that explain how to use these calendars or write a simple document to help people out with those.

I still don't know to what extent people use those calendars. It takes a little demonstration I guess, just like what you gave here, for the wider At-Large community to be able to understand it.

DEV ANAND TEELUCKSINGH: Yes. Perhaps webinars or perhaps some screencasts can be done to educate persons for each of the different groups. But I think the problem is that [inaudible] from an outreach and engagement perspective, especially as it relates to the CROPP [inaudible], because Global Stakeholder Engagement was aware of an event happening in our region, but they didn't share it with regional At-Large. And regional At-Large [inaudible] and Global Stakeholder Engagement wasn't aware of.

So it's really frustrating. It's easy to say we should e-mail each other, but that's just tedious. If we had a calendar by which all of us subscribe to, we could now see these things and then plan for it appropriately. So I agree.

I'll try to show this on the Outreach and Engagement Sub-committee call when it comes out, when that call takes place. I've gotten tentative feedback from Global Stakeholder – well, at least from the Latin American and Caribbean Global Stakeholder and from the NomCom chair that they are also looking to do calendaring. So perhaps this type of solution will work for all of those groups.

All right, seeing no further comments or questions, first of all, thanks everyone for attending. I note that there are quite a few new faces on

this call, and I look forward to [inaudible] attend other calls in Technology Task Force calls in the future.

I would like to thank everyone again, and this call is now adjourned. Thanks everyone!

[END OF TRANSCRIPTION]