
TERRI AGNEW: ...Technology Taskforce call on the 21st of September 2015 at 14:00 UTC. On the call today we have Harold Arcos, Ali AlMeshal, Glenn McKnight, Gordon Chillcott, Olivier Crépin-Leblond, Tracey Hind, and Dev Anand Teelucksingh. We have guest speakers of Kevon Swift, Gianina Pensky and Josh Baulch. We have apologies from Juan Manuel Rojas and Jimmy Schulz. From staff we have Josh Baulch, Nathalie Peregrine and myself, Terri Agnew. I'd like to remind all participants to please state your name when speaking for transcription purposes. Joining us as well is Alfredo Calderon. I'll turn it back over to you, Dev.

DEV ANAND TEELUCKSINGH: Thank you. Very good morning, good afternoon, good evening everyone. My name is Dev Anand Teelucksingh, Chair of the Technology Taskforce. Thanks for coming onto our conference call this morning, or afternoon or evening, wherever you are in the world. We have a packed Agenda. In fact, it's longer than the 60 minutes allocated for this call, and that's because we have three guest speakers talking about two particular topics. First on the Agenda is a discussion of the PDP and tools used by LACNIC.

I see Kevon Swift and Gianina Pensky are both on the call, from LACNIC. Welcome to both of you. Just to give a background as to why this discussion is happening, one of the ATLAS II Recommendations, particularly Recommendation #26, talks about that we recognize that current policy management processes within ICANN are insufficient and that ICANN needs to implement a workable policy management process system that's available for use across ACs and SOs.

Note: The following is the output resulting from transcribing an audio file into a word/text document. Although the transcription is largely accurate, in some cases may be incomplete or inaccurate due to inaudible passages and grammatical corrections. It is posted as an aid to the original audio file, but should not be treated as an authoritative record.

One of the things we were assigned to do, based on feedback from the ICANN board itself when this was presented to the ICANN Board, was that we need to find out how.... [audio cuts out] ...And what particular conference tools that are used by LACNIC. So with that... Kevon or Gianina, do you want to take the floor?

OLIVIER CRÉPIN-LEBLOND: I've somehow lost Dev. He sounds very far away.

GLENN MCKNIGHT: I don't hear him at all now, Olivier. I hear you. I think he's typing.

DEV ANAND TEELUCKSINGH: Can anyone hear me now? Okay, sorry about that. My voice bridge disconnected. Let me continue again on the AC room then. What was the last thing people heard before I dropped?

GLENN MCKNIGHT: You were talking about the ATLAS Recommendation.

DEV ANAND TEELUCKSINGH: Thanks Glenn. When this Recommendation was presented to the ICANN Board, some of the feedback received was that we should investigate how the RIRs do their PDPs and the tools they use. It was thought we could ask some of these people from LACNIC, and they kindly responded - Kevon Swift and Gianina Pensky - to come on the Technology Taskforce call and have a discussion how the PDP and the tolls they use at LACNIC.

With that, do either Kevon or Gianina wish to take the floor, to talk about how LACNIC does its PDP?

KEVON SWIFT:

Good morning. This is Kevon Swift. I'm going to hand over to my colleagues, Gianina. She is our Policy Officer at LACNIC, who's paid very close attention to policy development; not only in terms of issue areas but also the PDP in itself. She'd be able to explain that PDP for the distribution of Internet resources, in addition to recent systems we've implemented when it comes to voting within the GA.

GIANINA PENSKY:

Hi everybody. My name is Gianina Pensky. I am from LACNIC. How we work, I'm going to tell you how the policy is developed. Let me know if you have any doubts, or if there's something else you want to know about it. The normal PDP, I'm going to share with you a link, where we have a small diagram where you can understand this better. I'm going to explain it while you look at it. In the beginning, the community, we have the LACNIC community.

For example, one person from the community wants to make a proposal, so they make a proposal and present it in our policy system. You can see our policy system. I'm going to share the link with you. It's politiclas.lacnic.net, here. If you go there, you'll see you can submit a proposal. You have the other things you have to fill in, with data of the proposal, the language, the title, a rationale, and a summary on the text. While you write that, our system receives that proposal and we have to

read a proposal, just check if there is any important mistakes or if it's something that the community can read.

Once we've checked that, the proposal is published. It starts the discussion in the public policy list. All the community can subscribe to our policy list. It's really simple. The link is in the community image. You subscribe to the mailing list and the discussion starts, after the proposal has been published. Then in our events that are twice a year - one in May, and one in October - we have the Public Policy Forum, and that's where the authors of the proposal present it again in person, and the community discusses it again. We have to share it.

They decide if the community has reached consensus. If they don't reach consensus, the proposal goes back to discussion on the policy list, so they keep discussing on it until they decide if they want to abandon the proposal. But in the other case, if the proposal reaches consensus then we have the LAC comment period, that is 45 days, where we can receive any LAC comments; if someone doesn't agree on this proposal being approved. The last thing is that LACNIC Board just ratified this approval, then it arrives to LACNIC and we just have to implement it. In the first instance, we try to implement it immediately - maybe there are some cases in which we have to work on our systems or software, and it could take longer, but in general, as soon as we can, we try to implement that policy. That is the normal PDP in general.

The systems we use, as I told you, the first one is politicas.lacnic.net. We use the public policy list, where you have to subscribe. Most of our discussions are by email. Then there is a place where we discuss, in our event. We also use another system that is maybe not a system, it's

actually a feature. Maybe you'd be interested in our system. It's politicas.lacnic.net. If you go inside one of the proposals I will share with you a link so you can see it. You can see that what we do is we share the opinions about the policy from the community. We want to measure a general opinion about one proposal before deciding if the proposal can reach consensus or not.

Each person can vote on a proposal online, but it's like an unofficial measure.

DEV ANAND TEELUCKSINGH: Sorry, Gianina, what we can do, to make sure everybody sees it, we can promote you to a presenter and from there you can share your screen, so as you talk you can navigate the various parts of the policy areas of the lacnic.net website. Do you want to do that?

GIANINA PENSKY: Yes. I think that will be better.

DEV ANAND TEELUCKSINGH: I think so. Staff, make Gianina presenter.

TERRI AGNEW: She is a presenter.

GIANINA PENSKY: Okay, I'm sharing my screen.

DEV ANAND TEELUCKSINGH: Gianina is going to be sharing her screen so we'll be able to see the various features of the politiclas.lacnic.net. Glenn, go ahead.

GLENN MCKNIGHT: I just put in the chat that Jason Hinds, myself and Leah, at ISOC San Francisco, will all be Fellows at the ARIN session. Just like LACNIC, the ARIN RIR does a great job at their policy as well. Perhaps we can do a summary of what we found at the next call, just to do a short little synopsis on their approach as well.

DEV ANAND TEELUCKSINGH: Okay, great. That would be great. I think what you could do is also report back to us on the similarities or differences that ARIN uses as to what LACNIC uses. I see Gianina is reconnected. Are you able to share our screen? Great. We're now seeing your screen. Gianina, you may be muted, because we're not hearing you.

GLENN MCKNIGHT: Perhaps somebody can call her up?

DEV ANAND TEELUCKSINGH: Gianina, we're not hearing you, so if you're on the phone bridge... Sorry, Kevon, go ahead...

GIANINA PENSKY: Hi, can you hear me now?

DEV ANAND TEELUCKSINGH: Yes, go ahead.

GIANINA PENSKY: Sorry about that.

DEV ANAND TEELUCKSINGH: Okay. Gianina, continue.

GIANINA PENSKY: Yes. Here, this is our policy system. We can see here our list of proposals that are being discussed now. The first one in the line are the ones under discussion now. You can see the status, and the last one has already been implemented or abandoned, like that. We have all of them in the three languages. If you click on each one you can see the proposal in each language. Also you can see some of the LAC ones, which were presented in previous events. You can see the presentation of them. You can see the PowerPoint presentation and also you can see the YouTube video, where the author has presented the proposal.

For example, if you click on one of the proposals, you can see this is exactly how the author presented it. Here's the summary, the rationale, the text of the proposal, additional information, and any other references, et cetera. Then this is what I was explaining to you - we have this option of the general opinion, where you can give your opinion. We

just measure it. It's not an official vote. It's just to measure the opinion of the community. Now, for example, this proposal has one vote in favor and one vote against. If you click on: "What is your opinion about this policy?" you can also vote for one of the three options.

Here you can also upload a proposal, if you want. You can upload it if you want to send us the file. If not, we have the typical permission form, where you can complete all the information. You just submit it and we receive it. The other thing I was showing you before is this one, which I think you've already seen. This is the normal PDP diagram, in which I've already explained how the process works. If you click on each of the things here, some of them have another link, for example the community has a link to our policy list where you can subscribe. Also, here the policy proposal goes directly to the link where you can send the form. I think in general, that will be all. I don't know. Maybe I can help you with questions?

DEV ANAND TEELUCKSINGH: Thanks Gianina. Go ahead, Kevon.

KEVON SWIFT: Just one comment. I'm thinking in addition to what Gianina presented, one of the ways we try to [unclear 00:21:43] and have agreement and have the community get involved, there are webinars that come before the actual Public Policy Forums, where we encourage the policy presenters to have a presentation online and a live discussion. In addition to which, there's something called Policy Shepherd.

Policy Shepherd does [unclear 00:22:07] person [unclear] already been involved in the policy development process, they provide membership to new persons wishing to figure out the nuts and bolts of actually presenting the policies and seeing what they'll need to explain [unclear] to the [unclear] and to the question of consensus. It was just to include the idea of webinars, and also the Policy Shepherd, which encourages persons new to the entire system to be able to overcome any type of curbs that they might face.

DEV ANAND TEELUCKSINGH: Okay, thanks Kevon. Very interesting presentation. Well, let me ask, does anyone have any questions?

GIANINA PENSKY: I would like to add something more actually. In addition to what Kevon said, yes, we have the Policy Shepherd. That has been implemented really recently, and I think it was a very good idea, because our community, it's a little difficult to make them participate. They find it a big help if someone else can help them in presenting a proposal. Another thing we've recently implemented is what we call the list of improvements. You are seeing my screen now. Here, it's not translated to English yet, but it's a list of improvements.

What we do here is for example some people, many times, have several things that they'd like to improve on our policies, but they don't actually have a real solution for that. Maybe you don't have a solution, but you detect a problem, and that's very valuable too. We don't want to meet that. This is a list of things that should be solved, but you don't have the

solution yet. Maybe I have one problem that I've detected, but then Kevon comes and sees this problem detection, and he suggests a good solution for my problem. This is like an idea of sharing and contributing all the community with problems and solutions that maybe we can join - I might find a problem and another person finds a solution.

DEV ANAND TEELUCKSINGH: Thanks. I see a question from Glenn. Go ahead.

GLENN MCKNIGHT: A couple of things intrigued me. I really liked the idea of the Policy Shepherd. I'm just curious - say someone has a particular policy they want to advocate. Do they need to go through the Policy Shepherd first to re-craft the suggestion and policy? Or making sure the policy has actually been done before? What is your procedure for vetting a concept or idea before it goes to the general population? My second part of that is what is your participation rate in terms of feedback? I notice there were a couple of comment sin one example. Do you have a high participation rate? Thank you.

GIANINA PENSKY: Actually, about the Shepherd, this is just a possibility. It's not something that the authors must do. We just offer the possibility. We have many authors that usually present many proposals, so they just want to present them themselves, so they can do it. This is just one possibility that we give them in general - first authors who aren't sure and don't feel so confident about presenting their proposal for the first time. So

it's not necessary. The second question about the participation, in which part of the process do you mean?

GLENN MCKNIGHT: When the policy actually becomes active in asking for community feedback, what is your participation rate? Is it only the people who are really policy ones, that really get involved? Or do you have really active participation on the policy? Thank you.

GIANINA PENSKY: This is one of the most important things since I started here a year ago that we want to improve - the LACNIC community is not so participative. The thing is, I think in the last proposal we have been discussing some interesting issues that were very controversial, so I think the discussion has started to be more active. But we did all these things recently; the one of the Shepherd and the list of improvements, in order just to improve the community participation.

I think for what you've seen, how can I measure the participation? Well, for example in the last event we had two proposals, and at this event we had six. So I see that there is discussion and the community has started to become a little more active. We hope to continue that way. It should be a little while more in order to evaluate whether it's definitely improved or not.

DEV ANAND TEELUCKSINGH: Thanks Gianina. Any other comments or questions? I have some. Gianina, let me understand something. When you go from the policy

page and you click a particular policy, either in Spanish, English or Portuguese, you somehow are able to point to a mailing list where the discussions take place. Do you have separate mailing lists for each of the languages? Or is it one common mailing list?

GIANINA PENSKY: It's actually one common mailing list.

DEV ANAND TEELUCKSINGH: Okay. How do you get to that mailing list from the proposal page? Could you share that with us?

GIANINA PENSKY: Yes. From the proposal page, in the first line, on the right, you have a link that says "LACNIC policy discussion list". If you click on you can subscribe there to our mailing list.

DEV ANAND TEELUCKSINGH: So you have one common mailing list for all of the policy discussions?

GIANINA PENSKY: Yes.

DEV ANAND TEELUCKSINGH: That's what I was trying to understand. I see a question from Ariel Liang. Ariel, you have the floor.

ARIEL LIANG: Thanks very much Dev. I'm the policy staff supporting the ALAC for a lot of the policy development activity. We're in the process of revamping the website for At-Large, and that includes policy. My question is, the ones that you published, there seems to be already a final product of policy proposals. Please correct me if I'm wrong. Do you have a separate workspace for draft policy proposals, or statements, or those concepts for the community to work on, on a different platform? Or is everything in one website.

GIANINA PENSKY: Sorry, can you repeat the last part?

ARIEL LIANG: For the working documents, are they also in the LACNIC website, or are they on a different platform, workspace or something equivalent to that?

GIANINA PENSKY: No. We actually just receive the proposals and we just check that there aren't any important mistakes on it. If everything is okay, we just send it to translate and then we publish it. Any proposal can be discussed by the community.

ARIEL LIANG: Okay, got it. Thank you.

DEV ANAND TEELUCKSINGH: Thanks Ariel. If I understand it, it looks like this entire how the policy process works is it's all done through the LACNIC website. So this is all a custom-designed system. You don't rely on any third-party tools other than for the mailing list, if I understand you correctly?

GIANINA PENSKY: Yes.

DEV ANAND TEELUCKSINGH: All right. Another question that comes to mind, you talked about the Policy Shepherd. I think that's a nice term actually. We were thinking of calling them Subject Matter Experts, but Policy Shepherd sounds like a better name. How does that work in terms of, is it listed formally on the website? Or if somebody posts to the LACNIC mailing list, "Hey, I want to submit a policy, I need some help?" then someone helps them behind the scenes? Or is it something more formal and more public?

GIANINA PENSKY: Actually, when we started this, as I told you before, we have two proposals with Shepherds, the first ones. What we did when we announced it was we said, "Okay, we're going to start giving this Shepherd service. If someone wants to propose himself as a Shepherd, you are welcome." We received those people who wanted to be Shepherds. We have a list of them. Then when someone publishes a proposal we offer them the possibility to work with a Shepherd if they want to. We contact one of the Shepherds and ask the Shepherd if he'd

be interested in working on that proposal. If he accepts then we contact each other.

DEV ANAND TEELUCKSINGH: Okay. So just to clarify, the Policy Shepherds aren't really defined on the website? I can see now. I'm seeing the screen now. I see. So the [unclear 00:35:13] policy at lacnic.net is LACNIC staff will do the matching up with a particular Policy Shepherd then?

GIANINA PENSKY: Exactly. Also another link I want to share with you is here at LACNIC [well 00:35:33] in the part of policy. I'm sharing it here on the screen. This is LACNIC [well]. This is the policy section. Here we have the general information. This is the website we usually promote, because we have a summary of everything. These are the proposals being discussed. If you click on any of these proposals, it sends you to our policy system and you can read everything about it.

Then here is a brief summary of how to propose a policy, here is the LACNIC development process - the diagram I've already shown you - then [unclear 00:36:36] to the policy list, where you can subscribe to the list. Then the form directs you to our policy system where you can send the proposal. Here it tells you that if you want to work with a Policy Shepherd you can send us an email there.

DEV ANAND TEELUCKSINGH: Okay. Thanks. This is all very interesting. Any comments or questions from the group? Feel free to speak up. Okay, thanks. Let me ask one

quick final follow up question. When you go to the policy page, I see you have Portuguese, you have Spanish, you have English. Do you create each of those separately, or on the system you've set up do you only need to set it up once? In other words, how do you handle the languages? Do you have the update a policy page for English, for Spanish, for Portuguese? How do you do that?

GIANINA PENSKY: Are you talking specifically about the system? About the policy system?

DEV ANAND TEELUCKSINGH: It's the list of policy proposals. I see you have three separate links. Are they all three separate pages that you have to create three times, or is it something that's done once and the system handles it for you?

GIANINA PENSKY: You are talking about the link that says "ES, EN, PG"?

DEV ANAND TEELUCKSINGH: Yes.

GIANINA PENSKY: No. What we do is when we receive a proposal we just send it to translate. We have to have the proposal in the three languages. Then we just publish it. Each of them is the same page. At the end it says the interpretation and the language, and ES, and EN for English, and the information and the person who did it.

DEV ANAND TEELUCKSINGH: I see. So it's all one link. So when people give opinions on the Spanish page, and on the Portuguese page, it's all counted as the same general opinion?

GIANINA PENSKY: Yes. The one I opened here, we have one in English, and we have one in Portuguese, and Spanish, so they count as the same, for the same proposal.

DEV ANAND TEELUCKSINGH: I see. All right. Olivier, please go ahead.

OLIVIER CRÉPIN-LEBLOND: I have a question with regards to the penholders of the statement. When there's more than one penholder, how are they able to share the task? Do they all have posting privilege to the right location and so on? Or how does it work? Or is it all staff-coordinated?

GIANINA PENSKY: What do you mean by "penholder"?

OLIVIER CRÉPIN-LEBLOND: The people drafting the statement.

GIANINA PENSKY: Sorry, I don't understand the question. Can you repeat please?

OLIVIER CRÉPIN-LEBLOND: When you have three authors and they're all working on different parts of the same statement, do they all have access to the system? Or are each one of the statements under discussion updated by staff?

GIANINA PENSKY: Actually, when an author publishes, he sends his proposal - in case it's one author, two, three, whatever. They receive a link where they can edit their proposal. When they edit their proposal and it's an important change, it updates the proposal to a second version. In each proposal you can have, in some cases, version I or version II or version III, et cetera.

DEV ANAND TEELUCKSINGH: I see. Yes. Let me ask another question then. I'm seeing when I drill down the proposals that for example, for the first one, there are other versions. Then from there you have the different versions of the document that's uploaded for that same policy proposal. Okay. Gianina?

GIANINA PENSKY: One other interesting thing that you may know is when you click on one of the proposals that has different versions, you also have a link that says "compare" and it compares version I and version II, compared, and

you see the difference in each proposal. You can easily see what has been modified.

DEV ANAND TEELUCKSINGH: I see. Thanks. Ariel?

ARIEL LIANG: It seems like your platform is pretty automated. Can you clarify this point - how much manual work the admin person has to do, and how much is automated by the system? Can you clarify that point?

GIANINA PENSKY: I'd say it's pretty automatic, because what happens is the author just send that link - he puts "submit" - and I receive the proposal, I check it. In this system, I can send it to a professional translator. It just put "send to translate" and it sends it to the translator. Then also in this platform I can send the emails to the public policy. Once the proposal has been translated, I receive an email that it's already been translated and I can post it there: "Send the proposal to discussion and publish it," and I can select the option of sending and email to the policy list, telling them that the proposal has been published and they can start the discussion.

So all the email templates are ready for each case, like, "Okay, now the proposal has been abandoned," or, "Now the proposal has changed from version I to version II." So it's pretty automated.

DEV ANAND TEELUCKSINGH: Thanks Gianina. Ariel, do you have a follow up question? The questions from Tracey Hind I'll ask on behalf of Tracey.

ARIEL LIANG: Sorry for taking so much time. I have two quick follow on questions. One is, is it correct that the main way for you to communicate with the users of the website is through the mailing list? Second question is how big is the pool of followers or users of the website? Do you have statistics about that?

GIANINA PENSKY: Yes. The main communication is through email, through our mailing list. The second thing is we can mention how many subscribers we have in our mailing list. Three times a week I receive how many people we have on our mailing list.

ARIEL LIANG: Got it. Thank you.

DEV ANAND TEELUCKSINGH: Thanks Ariel. Just some final questions here from Tracey Hind. Tracey is asking if LACNIC has done its own web development, or did ICANN do it for you? Are you using proprietary code or a licensed product?

GIANINA PENSKY: We have developed these systems here at LACNIC. Our software engineers did it. The second question, can you repeat it?

DEV ANAND TEELUCKSINGH: The second question was are you using proprietary code or a licensed product? Did you buy a third-party product or did you do this all...?

GIANINA PENSKY: No, we did everything here. Everything was done here at LACNIC by our engineers.

DEV ANAND TEELUCKSINGH: All right. Let me ask one final question. How does this work on mobile phones? Is it mobile-accessible? Or do you have plans to develop a mobile app?

GIANINA PENSKY: We didn't develop it for cell phones. I think it is a good idea. This is our first step, but I think it would be a very good idea to develop this for mobile phones. Now you can just open Safari on your cell phone and go through that, but it's not the most practical thing. I hope we can develop that for mobile phones too.

DEV ANAND TEELUCKSINGH: Okay. I'm seeing some final follow-up questions on the chat here. The platform you've got to create the policy list, is this platform publicly available? Is this open-source? There are three questions I'm trying to

merge into one. Let me re-state it again. Is this platform available so that other ACs and SOs can re-use, or is it open-source?

GIANINA PENSKY: The mailing list, I think it is. It's called Mailman. I think you can use it. I don't exactly know the details, because I'm not the one who started it. But I think yes, everybody can use it. It's called Mailman.

DEV ANAND TEELUCKSINGH: Okay. But the actual policy list where you do the proposals, where you upload proposals and so forth, that was all custom-designed by LACNIC?

GIANINA PENSKY: Yes.

DEV ANAND TEELUCKSINGH: You did not take a third-party package on the net and...?

GIANINA PENSKY: No.

DEV ANAND TEELUCKSINGH: I see. We're coming up to halfway through our call here, so I do want to switch over to the next Agenda Item. Any last quick questions?

GIANINA PENSKY: I have one actually. I would be really thankful if after all this information, if after you've evaluated everything, maybe you will discuss with others and you will have an analysis and study and everything. If you could also share with us your vision, evaluation and maybe you discover things we could improve or anything, we are really open-minded for anything you can tell us.

DEV ANAND TEELUCKSINGH: Thanks. I think we'll definitely be studying this. It's a lot of information to study and see. Indeed, we would share that information with you. All right. We do have another Agenda Item. First of all, thanks Gianina and Kevon. It's a very informative discussion and demonstration. Our next Agenda Item is a demo discussion of the ICANN's mobile app for ICANN face-to-face meetings. I see Nathalie has put the presentation up. Josh made a demo of this after the BA Meeting, where it was proposed that it was done for testing. I think the intent is to try to launch a mobile app in time for the Dublin Meeting. I'll let Josh take the floor and show the ICANN mobile app. Josh, thanks for coming on the call. You have the floor.

JOSH BAULCH: Thank you guys very much. What we are doing, like you said, we launched a soft beta for ICANN 53, and now we're moving onto ICANN 54. So it'll be a beta launch to the entire community. Unfortunately, I'm not able to show you guys the app, but I can show you guys some screenshots from it. There currently is no data living in it, because we're waiting for the schedule to be published. Once that's published, I can

upload all of the data into the mobile app. I'm going to show you through here. This will be available on the app stores for the various devices. It will be available for Apple, Google Play, Windows, Blackberry.

It's also desktop and web browser, so you can look at it either on a desktop or any device that's used as a web browser. I'm just going to continue through this presentation, so if you guys have questions I may defer them, but go ahead and raise your hand if you have questions along the way. This is the home screen right now, for the Dublin app. Glenn, yes, once we have the link I will publish it. It's not going to become really readily available until about a week before the meeting, just because we have the time to get everything launched up into the app stores and that type of thing.

From the home screen you'll be able to get to the meeting schedule. You'll be able to log-in, customize it, and I'll walk you through these different steps. There's going to be multiple venue maps. There's a list of all the participants. You can get into the newsletters, information about Dublin; where to eat, hotels in the region, and then also just event information about ICANN 54. There's also multiple surveys, different types of feedback you can provide back to ICANN or to the session you were involved in, and then Google Maps, as well as a custom schedule.

From a mobile device, if you didn't want to download the application itself from an app store, you can also save it to your home screen. So it saves all the data. So if you were in an offline mode, it will have the data from the last time you downloaded, however it won't be updated until you get back online. What we're recommending is that everybody downloads it from the app stores. Once you do log into the app, you'll

be able to create a custom schedule. You'll be able to go through all the different events that are available and say you want to add it to your schedule.

You can also then save that to our Outlook or Mac Mail, whatever you may use for mail calendars. You would be able to add those to those from that. Then you can also take notes during a session from the app itself. It will save your notes and then you can export them at the end of the meeting and share them with other people or however you'd like to do that. Also you can favorite the sponsors that will be listed. I'll come into that in a moment. Once you do log in, it does not synch with iCal, Judith, however it does allow that you can export it, if you wanted to update...

That is an inherent with iCals, is that they are not actively synched unless you have an RSS feed with them. So right now, no. You would export it and then if you needed to update your schedule, you'd need to export it again. That's not the ideal, but at this point we've not been able to find an app that has an active synch with iCal. Once you are logged into the app, you can see that you have a profile, you're able to go in and adjust settings. You can view your session schedule, your meeting notes, and then there's also an inbox there, different ways to be able to see your notes and documents, and there's also different ways you can chat with other users as well.

You have inbox, so if you were in an offline setting you can get those messages. For future use, we'd like to use the documents folder for potential presentations, that type of thing. The reason we've not pushed it out in the original launch right now is just because currently

the way the ICANN Meetings are set up, presentations are not generally made available until right before the meeting, and so that's not very conducive for a mobile app version, like this. So we're working through some potential changes to process, to be able to allow that. Because I think it would be very useful for everybody to have everything in a central location.

Then on the left-hand side of the screen, the side menu, you're able to get to all of the different icons that you also see on the home screen. There are also some additional ones, including social media, if you wanted to get in contact with ICANN, and then also alerts and those types of things. If I'm editing my profile, I can go in and change my name to how I want it to be on the screen. I can also add a photo of myself, I can add my job title and company I work with, and then I can add a little custom bio about myself, as well as social media handles, whether it's Twitter, Facebook, LinkedIn, those types of things.

Also, you have an option under profile settings to enable messaging. By default these are all on, but if a user in some cases doesn't want to be contacted by other participants, you can go in and turn off the messaging. Or if you're not online, what it will do is kick over an email to you that says, "Somebody has sent you a message to log in," and then also an alert email. For instance of ICANN Meeting Staff changed a meeting location or time, they can send out an alert to the people that have added that session to their schedule that says, "We changed the time. The new time is...".

Those alerts can be emailed out to you to notify you of those changes. Dev, that's a great question. Right now they're not linked to this. That

might be something we can look at for a future iteration. This product we use is from a company called the [Best Mobi 00:59:36] in Canada. Right now it's just an out-of-the box product. So we're not linking a lot of it to the ICANN databases or anything that's related, mostly just because we want to test it out and see before we put the investment into developing those custom APIs, that type of thing. If you go to the website version of the profile, I personally think it's a little bit easier to manage from.

You can also get there from just the link, and then be able to go in and adjust your icon. It uses both. It knows that if you are on the mobile app, if you have it, it will leave the messages there for you, if you have it running in the background, just like any other app would. Then the emails would only be if it knows that you do not have it, or if you are actively logged out of it. If it is there, that's great. Personally, I wouldn't recommend downloading it just yet, because there's actually in it right now. One of the features that we actually liked the most about this app was that it allows us to be able to communicate with everybody in real-time.

We can push our public announcements, and then you can also have private chats with other users. During the initial beta test of this, we pushed out a lot of alerts and decided to scale it back to just alerts that really are relevant to users. We can either push them out to the users specifically for a session, or user groups. So whether we wanted to push out an alert to all ICANN staff. Or eventually we're hoping we'll be able to push it out to all ALAC Members - a specific message to them, based on...

If you noticed in the registration system, that's actually one of the reasons we started asking the affiliation question, exactly for that reason, so that we can eventually start tying all of this together and getting a little bit more of a cohesive messaging system. It sounds like there might be a question there? If you're talking about GPS location, VPN, yes, we had looked at a product potentially with that. Right now, the cost of this mobile app is about \$5,000 a meeting, which is entirely reasonable, for the research that I've done.

However, we started incorporating in the higher-level GPS services, and the cost does go up significantly. The initial quote that I got was about \$80,000. So pretty significant price difference, so not something we're really ready to go down. We want to start small, build up, and go from there. Yes, so basically there are these alerts. Then you have the private chat. You can see here that I have a new message towards the bottom of my screen there, that says, "Carlos Reyes has said that he likes this product."

That is a great question about the languages. This product will support multiple languages, but right now, during this beta launch, we are staying focused primarily on English. There are some issues with the multiple languages, in the sense that we have to have everything translated. Obviously, we've come across that there's no automatic translation that is good. The issue that comes up with this right now is that most presentations are not translated, and so I think that's a bigger picture issue for ICANN that we are definitely trying to resolve. But at this point we don't have answer for that.

So right now we're primarily sticking with English for the beta launch of this. However, this does have multiple language platform support, keyboards, and we were looking at that. Judith, yes. I remember you asking that question before. The website, if somebody has that option built in, so if you're using IOS, yes, it does read it on the website. Because we've not launched it for the app version yet, I haven't been able to test it yet. But yes, it does work for the most part. All right, so this would be an example alert. If you selected on it, it would just be happening today, just a notice, and it would have a time.

Then here on the session schedule side, you can see this is two different slides. You can sort it by time or by tracks. The sort by time, it will automatically go to the current time. If it's Sunday and we've already had a couple of day so meetings, it will open up at Sunday for you, to make things go a little faster for you. If you click where it says "more" on the right hand side, it will give you other days. So you can advance to other options.

What it will tell you is the title and the track that the submitters had put it towards. Then once you're logged in you can hit the "+" and you can see on my screen there it says "Add to your schedule", which then can be integrated into your personal Outlook calendar. Here it's exporting my custom schedule, so once you've saved all the events you wanted to attend, so in my case for this example I had two, I can either do it as "Add all" and that will add it all to my calendar on my phone, or I can also "Export", which is the little button next to the "done" icon, which will then allow me to export it to whichever calendar style that I use, or platform that I use.

It is saved in local time, which is beneficial to everybody, because then what happens is when it loads up to your calendar, it's automatic. So if you prefer to keep your calendar in UTC, or in your region where you're from, it will post that time in real-time of the actual time. I know this is one of the things that would be problematic there. It's also important that the app is up-to-date in changes and location and time. Exported events will not be updated, because there's not a calendar synch, there's not an active link between the app and your calendar. What would be important for us.

Once we publish the schedule, if there are any changes, we'll work to push out alerts, so then when you receive the alerts then you know you can go ahead and change your event. The venue map, this is probably one of the features that I like the best. What it is, it will pull up an overview map, but if I'm looking at my actual session and I click on the room location, if I don't know where it's at, what it will do is pinpoint that specific room for me and zoom in on that room, so I'm able to back out of it to be able to take a look and get my bearings to where I'm at at the venue.

Ideally, I'd love to see it that it has a GPS location of where you are in the venue as well, but again, that goes back to the Beacons product, which is not really cost-effective right now, at this point. Then there will be an overall map of the venue, like the example you see on the screen, and there will also be individual formats, and then a map of the sponsor area. Catching up on the questions here. The app and the desktop version are exactly the same. When you open up the app, it's pulling the data in real time for that, to answer that question.

An example of a participant profile here, I put Carlos Reyes from the Policy Team. He put in a picture, his title, an about, and then he has websites. Then everybody else is able to see that. You can also send them a message. Users, by default, this is on. However in some cases we anticipate that some people will not appreciate that feature, and so they can log in and turn that off. You can also see here we have a sponsor's area where you can go in and look. The sponsor details will be there that they can put in; their logo, their information, any collateral literature that they may have, there.

Also, the social media interaction, for me this is really if you just wanted to know what a handle was for one of ICANN's accounts. Other than that, it's not something I think most people would use a lot of. Then we also have the ICANN 54 newsletter. This would be an example of every morning there's a newsletter pushed out. This is also just an example use of the document repository, which is something we hope to use for future use, and to expand on that.

It does, Glenn, it does have a quick poll feature. I don't have a slide specifically for it, but it does. If the session lets me know that they want to do a quick poll, and everybody has the mobile app, then we'd be able to do that. The way that we looked at this is that this is a step one; getting people familiar with it, and then steps two and three is getting people more... Once people are accustomed to it, it's then adding more features to it. I go of the mindset you don't throw all of the bells and whistles at everybody all at once, just because it tends to overwhelm people. So you give them a baseline of the essential things that they need, and then we add as we go along.

So here's an example of a session. Here you can see the date and time of it. It's always going to be a local time, so the time that the actual meeting location is always going to be in that time. If I click on - with the example of BA - if I click on [Santamo 01:10:35], that would actually open up a map of the location. You can see that I already had it on my schedule, so if I wanted to go ahead and remove it, I could also add a note. I can also Tweet about the session, if I had my Twitter account set up.

Now, within the session description, this is one of the things I'm working on and I think is very critical to be functional for people, is that it will have an AC link in it. We're still working out the kinks on this, but potentially, we'll also have the streaming links of the different audio as well. A cool part about this is when you click on the AC link, if you have AC, the app will open up on your phone or device and automatically open that link for you. It's one of those things that makes life a little easier as a user, and you can flip between sessions fairly quickly.

Glenn, to get back to one of your questions, there are multiple questions at the bottom of the session that people can answer; like how you would overall rate the session, and then we can tally all that information. The information would be used to improve on session content, length, speakers, those kinds of things, or if there were issues in your sessions, what the issues might be. So we'd be able to continue back from that.

This is an example of the participant list. The people without photos, they are accounts that they haven't linked into, because they've chosen not to. But you can see it definitely does enhance the experience when people actually log in and upload their contact. Then there's also a great

search function up in the upper-left-hand corner. If I had put the ALAC, it pulls up all of the sessions that have ALAC in it, and then it also pulls up participants, if they are associated with ALAC in any way.

The overall mobile app basically will be launched in a few days - I'm hoping about a week prior to Dublin. This really is primarily designed to be used on-site at the meeting. The focus was not necessarily for remote participants. It would be beneficial to them, but this is definitely a lot more beneficial for those that are at the actual conference. We're also hoping to have recommendations on hotels, restaurants, maps, et cetera. Just as a reminder, this is just a first launch, a beta - definitely not a final product. This is something we took a lot of feedback for that we got at the soft launch at ICANN 53 in BA. So this will be our first launch out from that.

Next steps. Basically, the way this is going to work, we did this beta test at ICANN 53. We'll do a beta launch at ICANN 54. We do plan to continue to use it for ICANN 55 and 56, and then after each meeting we'll evaluate to see where we can make improvements, things that went well, things that weren't so great, and then continue to explore. We may find that this product is not the answer that we want to see at the end, but it definitely gives us a good jumping off ground for us to be able to continue on. That is the gist of my presentation at this point. We're going to go ahead and let you guys fire away, if you guys have any questions?

DEV ANAND TEELUCKSINGH: Okay. Thanks Josh. Very extensive presentation. Thanks for that. While you catch your break here... By the way, we scheduled 90 minutes for this call, so we probably won't be tackling all of the rest of our Agenda Items. Does anyone have any questions? Josh, you were answering a lot of the questions from the chat during your presentation. Does anyone have any additional questions or comments? I see Judith is asking if you can clarify her question regarding the scheduling.

JOSH BAULCH: Judith, let me make sure that I'm understanding your question. When you look at my schedule in the app, you should see your schedule that you created using the desktop and the web version, or the mobile app version. It doesn't matter. You could bounce between the different devices. It saves your information to your profile. So you could use the desktop version, because it might be easier for you to read from, and then when you're actually on-site you want to use your mobile device and use it from there. So definitely you can use any version. They all synch together.

The question about the calendar synch, great question, but one thing I need to help clarify is that it basically gives you an IPS file that you can then import into whatever calendar you use. However, once you have done that export from the schedule it is no longer synched back to the schedule. It's just on your schedule. So it's the same as if you send somebody from Outlook an invite to Gmail. They are not synched back and forth unless I send out a new invite. They don't necessarily synch back. This is an inherent problem with communication between different calendaring apps.

It has improved significantly, but it's still not where we'd like to see it overall. But right now, yes, you can export it into your calendar. However, if I change the time of one session from 8:00 to 9:00 AM, and I had already exported that information, it would not update my Outlook, however it would show up on my mobile app as the correct time. I hope that answers your question.

DEV ANAND TEELUCKSINGH: Thanks Josh. Let me ask a question here. You showed in one slide that you can message a person directly. Is it that this is going to offer a group chat messaging? If an At-Large Member can post a message, then other At-Large Members can respond?

JOSH BAULCH: Great question. Not quite to that extent. This is more geared towards just one-on-one communication with each other. So it's not necessarily a message board. They may have future iterations of that, but for right now, this is primarily one-on-one communication - more as a networking tool.

DEV ANAND TEELUCKSINGH: Okay, good. Any other comments or questions? This is all very interesting stuff. Another question that comes to mind is is there a URL for when this mobile app will be launched?

JOSH BAULCH: Yes. Great question. I'm going to give it to you guys, but you should try not to share this. It's not quite public information yet. But it will be meetingapp.icann.org. Right now there is information there. We're working on right now the security side of it. We're trying to decide whether we want to pre-load everybody's registrations from the ICANN site, or whether we want to have people sign up for it on-site. The reason that this is a debatable question is mostly due to privacy. We take it very serious with the registrations.

The way that we've phrased the question about the public list information, we didn't ever intend it would go to a mobile app. So the question is if we take the registration data of people that said that they would like to be listed publicly, that that would be the list that we'd put into the mobile site? Or do we just leave the database empty and people, as they log in, will pre-populate it? So I'm open to you feedback. It's more of a security question for us; whether we want to tie other devices to IPS databases or standalone right now.

DEV ANAND TEELUCKSINGH: Interesting question. I guess I understand the privacy, but that's just my personal opinion. I'm hearing what you said, Josh. Any other comments, questions or observations? Now is the time.

JOSH BAULCH: I appreciate that, Dev. That's the way that I'm leaning to; to at this point let people opt in specifically for the mobile app, and then one of the questions we ask with the mobile app is if they wish to continue to have

the same data moved over to the same iteration of the app, for ICANN 55 and ICANN 56. Glenn?

GLENN MCKNIGHT:

One of the things that Josh and I talked about is gamification, where the vendors have a QR code or a barcode, there is a concept of fun within the process of communication with the vendors as well as ourselves. One of the things a few of us have been doing at ICANN Meetings is something called [Munsy 01:21:14], and it's geo-location, similar to a number of tools that are out there using GPS location to find things. That's one of the other things. I'm just curious, Josh - is that something that you've had pushback, or has it been of interest to the team?

JOSH BAULCH:

At this point, we had discussed it and we think we're trying to stick with the basics for right now, of just the basic information, and the layer it on. Because there is definitely some options for gamification. We believe that doing it right out-of-the-box would not be well received, initially that we're making too much of a game of ICANN Meetings - those kinds of things. So we're pretty sensitive to those kinds of things.

What we're doing is keep9ing to the basics; to the heart of why we want people to use the mobile app. That really is for scheduling, keeping people up-to-date, and then as the community gets accustomed to it and becomes integrated into the culture, then we can add additional features to that. Because definitely, I agree, you look at any major conference and they all have gamification aspects of their mobile apps.

DEV ANAND TEELUCKSINGH: Okay. Thanks Josh. Any other comments or questions? Josh, thank you very much. The mobile app looks very interesting. I wish I would be in Dublin to test it. But I'm sure many of us on the call will be going to the Dublin Meeting and will be looking forward to trying out the mobile app. I would say hopefully it helps them be able to get notifications about the meeting and be better informed, rather than trying to go back to the ICANN's main website all the time. Okay. Thanks. Well, we are literally four minutes before the to of the hour. I don't think we have time for the rest of the Agenda Items. I see there's one quick question. Josh, you can answer it on the chat.

I'm tempted to talk about when we should have our next conference call to discuss primarily looking at updating our ATLAS II Recommendations; the ATLAS II Implementation Task Force has been through the Recommendations and we probably need to take one more look at that and see where we are. We do need to update it, especially in terms of Recommendation #26, in light of the new information we've gained regarding the LACNIC proposal. I do think we need to have another Technology Taskforce call before Dubin.

Today is the 21st. I'm tempted to say October 3rd. I'll confirm with our Co Chairs on that, but I think that will be the next date for our next Technology Taskforce call. Any other business anyone wishes to mention? Going once, twice, thrice. Thanks so much to Josh, Kevon, Gianina, for the very informative presentations on the Technology Taskforce call. Thank you everyone for attending. There have been so many good questions. I look forward to seeing you on the mailing list

and on the next Technology Taskforce call. Very good afternoon, evening, morning. This call is now adjourned.

[END OF TRANSCRIPTION]