

ICANN

Moderator: Maryam Bakoshi
January 15, 2016
8:00 am CT

Maryam Bakoshi: Thank you very much, (Ramil). You can go on, Tapani.

Tapani Tarvainen: Okay. So I was saying that we have a (unintelligible) of a schedule and we want to make some kind of decision here by the Marrakech meeting, if at all possible. And ideally actually I want to have this thing up and running by Panama so that actually at that point things not only chosen but implemented as well.

And key questions here are what software we want to use, whether we'll go with the MemberClicks or something else, and exactly what we want of it. Do we start with a minimal membership database only or try to use it for our website setup and so forth.

If I understand correctly, the membership - MemberClicks solution offered actually provides full package so that - including a website and whatever else. And also we have been offered basically that if we don't want to use MemberClicks we have basically the same amount of money to use on whatever software we choose.

And if we do that, we can also, I understand, set up a comprehensive solution as we can buy hosting for our own website and so forth from the same source and have it included in this. I understand I got from Maryam from (Chris Gift) the notion that they have actually - and when they chose MemberClicks they evaluated some alternatives, I don't know exactly what.

If we want, we can ask for details about that to see exactly what happened, which alternatives were considered and the documentation around that. But at least one thing we should have evaluated based on what we have been discussing is that we set up a - some open source solution in a particular CRM, and we want some company to host it and maintain it and configure it so that we don't have to do - don't have to rely on volunteer work on this.

And yes, we did need to know which features will be using, but NCSG as such has no solution per se at this point. We are using the ICANN and Google services or list and some mailing lists and other places. So I think features we might be wanting to use besides some member database per se would be mailing lists and website for instance.

And I looked at NCSG and as I noted we have a website - no website up around the ICANN thing. We have our domain though (unintelligible) direction. Mailing list has captured all our some deciding barriers Robin Gross's server has some of in the Syracuse University still (unintelligible). So we might want to collect those all in one place.

For NCUC, likewise, even though NCUC has its own website and virtual server which is website and mailing lists and member database as well. The only main issue there is that it's maintained by volunteer work and which may not be so sustainable for long term.

And of course with case management or whatever else we would like to have a website that can provide us with tools for different types of things. And again, if we want (unintelligible) would be nice to have everything in one place and budgeted together and so forth.

Okay I see that Joan has your hand up. Please go ahead, Joan.

Joan Kerr: Great thank you, Tapani and everyone. I have a couple questions. So just on the question of the website, are you suggesting that this - once we choose which software to go with that there would be different websites not hosted by ICANN?

Tapani Tarvainen: That is a possibility, yes. Whether we go with that same solution or simply as a separate solution from the same hosting provider, that's up to us. But those are possibilities.

Joan Kerr: And secondly, I went through on my own as well as work on this team all costs. And of course there's lot of extenuating costs for MemberClicks, depending on what we choose. Was there any sense of cost for the CiviCRM? I couldn't find any.

Tapani Tarvainen: There are some other solutions but nothing really comprehensive one that CiviCRM seems to be the one that would require the least amount of customization and extra workforce. So that's at least one obvious candidate here.

Joan Kerr: And thirdly, what - is there an indication of what the budget is for this project?

Tapani Tarvainen: Yes, I understand that the budget for CiviCRM and for MemberClicks it would be 9,000 euros per year. Maryam, am I correct here?

Maryam Bakoshi: Nine thousand dollars a year.

Tapani Tarvainen: Nine thousand dollars. Was it per constituency or per stakeholder group or what? So if we...

Maryam Bakoshi: Well it was supposed to be per constituency but they're saying that if we can - if the three - well if the stakeholder group and the two constituencies can, you know, use one solution that would be good. But yes, it was for one constituency, one group basically.

((Crosstalk))

Maryam Bakoshi: ...to the NCSG, so it would be for NCSG, NCUC, NPOC.

Tapani Tarvainen: So they are saying that we would actually 27,000 total?

((Crosstalk))

Maryam Bakoshi: Yes that's what it sounds like. But if we're using one solution, if the three groups are using one solution, I don't know if they will give us the 27,000.

Tapani Tarvainen: Okay, but that's the range anyway. At least 9,000 and maybe up to 27,000 and we can negotiate between those.

Maryam Bakoshi: Yes.

Tapani Tarvainen: Okay.

Joan Kerr: Okay thank you. That makes it easier to assess with what we do. So that's good. Thank you. That's my question for now.

Tapani Tarvainen: Yes. I imagine that will be enough even for paying for a fair amount of customization work. And actually its way more than we need after we get up and running I think. So well depending of course what we end up doing, but still.

So we have a fair amount of money we can use for this. But I understand we really need to move quickly now if we want to get anything within this financial year which ends at the end of June, so.

Okay. Brenden, you have your hand up.

Brenden Kuerbis: Yes thank you, Tapani. Can everyone hear me?

Tapani Tarvainen: Yes.

Brenden Kuerbis: Good. So thanks for pulling this all together, Tapani, quickly. I just wanted to jump back to the e-mail conference we had maybe a month a half, two months ago. I sent out a report from the next, oh what is it, from a U.S. based foundation that was reviewing different CRM solutions. And there's an extensive report or section in that report on CiviCRM, which I think would be very helpful.

I can't recall if this report went in to MemberClicks or not. It reviewed numerous packages. So this will be a very helpful, I think, piece of background information in terms of evaluating. And also it just brings up a lot

of different features that groups similar to us might be interested in. So I think that we may want to consider.

And that kind of gets to my point, you know, maybe we should start with a list of basic requirements like document them actually, because that, you know, just looking in the chat here, Sam brought up member management or member profile management, the ability for individual members to maintain their own profile. That's key. I think I agree totally with that.

You know, another requirement that I think we should consider seriously is integration with Word Press and their existing platforms that we use for our website. Another requirement that I'd be interested - I would basically would be a - I would absolutely want would be data portability in the event one of - as civil society, you know, our ultimate, let's see, negotiation-ship with ICANN is the threat of exit.

And so we need to have the ability to take our network information or people that are involved in ICANN and be able to control that to some extent. You know, it's a two-way relationship obviously since they're providing budget for this, but we want to maintain control over the basic data that's in the system.

So I'll leave it there, but I would think, you know, starting with a - maybe if we start with Google Docs and document the actual basic requirements that we need immediately, that would be a good place to start here.

Tapani Tarvainen: Okay thanks. Is that report you mentioned public, available somewhere that has a comparison of this?

Brenden Kuerbis: Yes.

((Crosstalk))

Tapani Tarvainen: Could you provide us a link or e-mail a copy or whatever?

Brenden Kuerbis: I'll - the link's posted here in the chat and then I will also resend it to the four of us.

Tapani Tarvainen: Okay.

Brenden Kuerbis: One other requirement I'll just add while it's at the top of my head is the integration with Mailman since that's used already. We need to consider systems that we're already using. So similar to the Word Press requirement, I would say agrees with Mailman would be a necessary feature.

Tapani Tarvainen: Okay. This sounds like a good approach. So we start by documenting somewhere what we want requirements to be.

Brenden Kuerbis: That would be great, Maryam.

Tapani Tarvainen: So we trust ICANN to use the ICANN wiki for the documentation. Yes I think we can do that. We trust them so far. So, Maryam, set up a space and I hope we all have or can get access to that.

Okay - and the mailing list. Question: where should we create the mailing list in? I can trivially create one in the NCUC server. I presume ICANN can create one as well.

Maryam Bakoshi: Yes, Tapani, I can ask for a mailing to be (unintelligible) but it will be done in 24 or less.

Tapani Tarvainen: Okay I see Joan. You wanted to speak at this point. Your hand is up. Or is that an old hand? Joan?

Joan Kerr: Sorry, can you hear me now?

Tapani Tarvainen: Yes.

Joan Kerr: Hello? Oh great.

Tapani Tarvainen: Yes we can hear you. Go ahead.

Joan Kerr: Okay. So I like all the suggestions obviously. They add to what we want to do. My question is what is it that we're - the requirements? Like for example, a lot of times other than ICANN, many organizations will set up a membership software , not just to have a data but also to do fundraising, communications, things like that, newsletters, all of that.

I think that we - if we could just take a step back and have a little discussion around what it is that we're - what are the requirements and then we can say, "Okay which software addresses this and at what cost." That'd be a good starting point.

Tapani Tarvainen: Yes that sounds basically a very good idea here. But I'll note that given that we are rather short of time, what I'd like is to see if the solution of a minimum that we might want - the minimum we absolutely need and then have room for growth, a situation where we can - where we find out what other features we'd like, we have a solution that will grow up with our needs.

So prioritize our requirements. What we must have now type things first. Then what we might want to have later, so a solution that works. And if we go with

an open source solution here, say we get a hosting provider that supports CiviCRM and what actually is the solution that NPOC is using for your website, I don't know? Where is NPOC's website hosted and how? Do you know?

Joan Kerr: I believe it's hosted by the company.

Tapani Tarvainen: Okay. And you know the software it's running on? Is that an open source?

Joan Kerr: No I don't.

Tapani Tarvainen: Okay. Anyway, you might want to ask NPOC AC and Rudi and whoever, and anybody else who would be interested in having is it easy and possible to move it to our other hosting company. At the very least, we want to have it set up already to communicate with that. For example, if we have the database in somewhere else, we want an interface API that we can easily let NPOC's website remain as it is but just access and maintain the member database as need be.

So okay, getting a little back. The mailing list. Shall we use ICANN services or put it on the NCUC server? Or shall we just see who gets it done faster? Nobody cares. Okay I'll talk about that with Maryam and decide if possible what to do. (Unintelligible) you will not find that this becomes an NCUC project if I have the mailing list on NCUC server, right?

Tapani Tarvainen: Poor audio from you. Sam, are you trying to speak? I can't hear anything. Okay I guess we'll have to hear Sam's input - you'll have to type it in if your microphone doesn't work.

Okay let's start with an ICANN list. This is a temporary solution anyway. The mailing lists setup is a trivial detail here. And as soon as we get our own solution here, we can move even this mailing list over there. And likewise for the biggest space, that should be easy enough to use.

If we are considering this - if it seems that CiviCRM or something fulfills or appears to fulfill our very basic requirements, then the next step I would go is to look for a hosting provider. Yes.

Brenden Kuerbis: And on that point, I would just add that in the back of the report that I sent earlier, there's a list of consultant companies. There may be a list - interspersed throughout the report are ads basically for various hosting providers for the various - that's what they evaluate. So that might be a good starting point to develop a short list.

I know you had sent me a link at some point about another CiviCRM specific hosting company, but just to add to that, there are some consultants and hosting platforms identified in the report.

Tapani Tarvainen: Okay. Yes, (unintelligible) we'll find some. Usually mailing lists are reasonably easy to migrate. And besides, ICANN seems to be using Mailman now, so no problem there.

Yes, Joan, the mailing list migration is easy enough.

So let's try to set up some milestones here, what we want to do when. The first thing, Maryam will set up a mailing list and a wiki space. That shouldn't take more than, what, hours, a few days at most, Maryam? When can you promise to have this thing up and running?

Maryam Bakoshi: Promise? I can promise for my part of the work, which is the wiki space, I can get it down by Monday maximum. The mailing list normally is a 24-hour turnaround. It's weekend, so again, maximum Monday.

Tapani Tarvainen: Are we happy with that or if we can go with Google Docs and have it running in five minutes? If I start a mailing list in the NCUC server, it will be there in ten minutes. But I don't know if that matters. We can - okay, Monday's fine.

Maryam Bakoshi: Yes okay great.

Tapani Tarvainen: Okay. Monday's fine. We can survive until Monday. Anything we want to do before Monday, we can just use e-mail without list. And the first thing we do then - ah, good point, Brenden. We read that report and maybe Google, or use whatever search engine you like, to look for other features and so forth. And so by Monday start working on reviewing the required - listing the requirements, just brainstorming style, typing in whatever ideas you have.

We have some time next week, I hope. Let's try to give one week to get us a preliminary list of requirements, please. Okay? We might have another call or maybe this mailing list is enough. We shuffle it around. But starting Monday, start writing down what we want.

And also I would like especially you Sam and Joan to check with your AC, with Rudi and others about whether they would be interested in moving NPOC website over there or at least having a platform where it can be moved over as need be.

Because of course one idea here would be to have a platform where we can move stuff around as need be. For example, if ICANN at one point decides to stop paying for this, well we can host it wherever we will like. Sam and Joan,

I believe you are coming to Los Angeles at the intersessional. Is that correct?
So we can talk over there. Brenden won't be coming, I'm afraid, are you?

Brenden Kuerbis: No I'm not.

Tapani Tarvainen: But you are in a reasonable time zone, so we can take you in with a remote if we talk over there.

Brenden Kuerbis: Yes sure. May I ask Sam and Joan a question? I mean, since we're here and we have a little bit of time. We were scheduled for an hour, correct?

Tapani Tarvainen: Yes.

Brenden Kuerbis: Okay. So I just wanted to get a sense of we're thinking about requirements. I had brought up in an earlier e-mail this idea of case management, which is a fairly generic term. But I just wanted to describe to you guys what I was thinking about in my mind and get a sense as to whether NPOC has a need for this type of functionality.

I don't - it's not what I see on the - an immediate deliverable, but it would be something that I would like to see the system support eventually. Maybe it would be something that would be easy to implement right up front when we're doing all the kind of fixed expenses associated with the project.

So for NPUC, you know, one of the challenges that we have is kind of organizing around a new project, right, whether it's a working group being stood up or a particular task force being put together to deal with something that's come up with ICANN. And so, you know, you can think of the activities that occur around something like this like you have to motivate your membership to participate and then you might have to stand up a mailing list

like we're doing right now. You might need to provide some wiki space. And you might need to have ongoing communications with those members.

I assume this is something that is a challenge for NPOC as well, but maybe I'm completely wrong. You know, and furthermore I would add, you know, some other things like comment development, public comment development, you know, putting together the baseline comment, the drafter holding the pen, writing the first version of it, then circulating it out to the membership for subsequent feedback, and then finishing it and submitting it to ICANN.

All of that activity kind of ideally, in my view, would be something we could manage with a system like this, or it would be something we could add in later and it would be tightly integrated with a membership database. So, Sam or Joan, if you have any feedback about challenges that face - that NPOC faces, I'd be interested in hearing about that. And we could do this on Monday too.

Tapani Tarvainen: Okay that sounds good to me. I managed to lose the chat in this thing, so I can't see if you're chatting. Anyway, Sam, you have your hand up. Do you want to speak? No? Joan?

Joan Kerr: Hi there. Yes thank you for the question, Brenden. All of those are challenges that we're actually - I came on for the membership chair I guess about a year ago, not quite a year ago, and our, you know, that why I kept asking about - is because if we're going to address this, it's really good to sort of look at what is it that we're trying to do.

Our biggest thing is that, at least our vision that we really want to communicate with our members, apprising them of events, information, any of that sort of issues. And so that's a big component for me is that okay once we - and I like the idea of characterizing what we need to do, because, you

know, deal with these things can be done and days and then a couple of things in month. But having a add-on later so that we can really, really communicate our members and give them information. So yes, all of those issues we have to deal with as well.

Tapani Tarvainen: Yes and this - what I would like again is a solution that grows as our needs grow. So if we have an open source platform virtual host here or sever maybe, it should be possible to install whatever software we want there later on.

Brenden Kuerbis: Can I just follow on to that, Tapani? You've mentioned open source a couple times. And I don't know much about MemberClicks at all, but I'm guessing it's a proprietary type solution or a managed solution. You know, for NPUC we have members in the free and open source software community, and as a practical matter in terms of getting buy in, widespread buy in and, you know, obviously the cross-community is much larger than ICANN.

But as a practical matter, we can avoid a lot of debate simply by picking up front a (FAS) software solution. Yes that's what I was afraid of, Sam. I don't know much about it but, you know, I'll tell you we've dealt with this problem many times within the NCUC as we migrated most recently as we migrated from a proprietary platform that we - that I had to put up for the NCUC based on something called (Ming), which was a proprietary platform. And we migrated thanks to plenty of hard work to (FAS) solutions.

So I would be very, very reluctant and very much encourage us to go the (FAS) route, simply I think it's better personally and from a management standpoint, but I think also from an optics point of view, it's just easier for us to take that approach. But I'm definitely open to other opinions.

Tapani Tarvainen: Okay. Joan, you have your hand up.

Joan Kerr: That was from before but since I'm on, yes I agree. An open source solution is definitely what I would support. Because we need to have that flexibility to address any, you know, you can always design a product to be used, right, and then its like, "Uh-oh." Right? So the need to review it then and being able to ensure that we're addressing it is what I think we should do. So yes, I'm for an open source solution. And I'll take my hand down.

Tapani Tarvainen: Okay. So it seems we have a consensus that open source would be preferable. But there's one more requirement. It has to work and we have to get it working in a very reasonable amount of time. So I guess how to basically get - MemberClicks has one advantage. It's there, it's ready, available. So we have to make that the default choice unless we can find something else that works for us.

But I agree, let's try to find out an open source solutions that works. If we can do that, great, but if we can't, by Marrakech it seems we haven't made any progress, then I'm going to suggest okay at this point let's go with MemberClicks. But before that, let's try hard enough to see if we can make an open source solution work.

Brenden Kuerbis: Yes especially if we have a budget figure that's been put before us, an annual budget. It'll be much easier to kind of figure out if we can support a (FAS) solution on an ongoing basis going forward.

Tapani Tarvainen: Yes. So if we can reasonably and quickly get our requirements together, then we can contact those potential hosting providers and ask them does it look reasonable and what it would cost for you to set this up for us. Does that sound good to you? By the way, I still can't see the chat. So if you're chatting something to me, somebody please read it out.

Brenden Kuerbis: Maryam: membership management software or some abbreviation of that?

Maryam Bakoshi: Thank you very much, Brenden. It's Maryam speaking here. Tapani, I was asking what name the mailing list should be, what do we call the mailing list.

Tapani Tarvainen: Now that's a good question. Do we want to - it doesn't - not that it makes a big difference but we want a generic name here that doesn't sound too silly.

Brenden Kuerbis: CRM.

Tapani Tarvainen: NCSG CRM, something like that. Would that work for you? NCSG CRM?

Maryam Bakoshi: Yes that's perfect. I'll request that now. Thank you very much.

Tapani Tarvainen: Okay. I think we have a reasonable starting point here, it sounds like. On the weekend we review this report Brenden has dug up for us, and Monday we'll have a mailing list available and we'll carry on there and try to get a list of requirements in some sort of priority order. And then once we have some kind of consensus there, we'll ask around for possible hosting providers or opinions or even budget for purposes of (unintelligible).

And Joan and Sam will ask - will talk with NPOC AC about this. And of course I presume Brenden will be in touch with NCUC AC as well likewise. But I assume that NCUC would have - would be happy enough to have the current website moved over to something hosted and maintained by a hosting company so that it will not have professional (unintelligible) who's actually paid for it there and volunteering.

So anything else we want to cover at this point? No? Okay. Let's move to other tasks and get back to this on Monday when the mailing list is operational, okay?

Brenden Kuerbis: Great. Thanks, Tapani. Thanks, Maryam.

Tapani Tarvainen: Thank you all. Joan, you want to still say something? Your hand is up.

Joan Kerr: Yes just a quick thing. Did we want to schedule another meeting or we'll do that via e-mail?

Tapani Tarvainen: Yes we could schedule another meeting already if you have your calendars open. Would one week from now be too soon?

Joan Kerr: One week is good for me. Just we're given the task to do and it will be sort of fresh in our minds, and we do have a short window to get this done. So it will be really good to discuss what we've found out from the comparisons and the report.

Tapani Tarvainen: Okay. So one week from now or sometime the following week?

Joan Kerr: Okay.

Tapani Tarvainen: One week, two weeks, what do you all think? Is one week enough? We'll see what we go anyway.

Joan Kerr: It's good for me if it's good for everyone.

Brenden Kuerbis: Yes it's fine.

Tapani Tarvainen: So next Friday again.

Maryam Bakoshi: Next Friday yes. Next Friday works at 13:00 UTC?

Tapani Tarvainen: Is the same time okay for everybody?

Joan Kerr: Yes.

Brenden Kuerbis: Yes.

Tapani Tarvainen: Okay, so time next week.

Maryam Bakoshi: Thank you.

Tapani Tarvainen: Okay. Thank you everybody and see you next week, or hear you anyway I hope.

Joan Kerr: Okay, bye-bye. Thank you, guys.

Brenden Kuerbis: Thanks.

Tapani Tarvainen: Okay bye.

Maryam Bakoshi: Thank you everyone for attending the meeting. We will now disconnect our recordings now. Thank you very much.

END