

ICANN

Moderator: Maryam Bakoshi
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Tapani Tarvainen: Let's start and Sam can join us later if he will. So please start the recording operator.

Coordinator: The recordings are started.

Tapani Tarvainen: Thank you. So we're having a - our second call about our plans for a new database and CRM system for NCSG and our constituencies. In the meantime we are - by now we have a mailing list and several comments there already and a wiki space, which is still empty so far.

We might want to review a few comments that we have in the email, where I see first we have a question of the features we immediately need, what other stuff besides the member database we might want to have and what we want to have the ability to have later if we choose, so what's initially.

So if it's okay with you I'll actually just review and comment to (Brendan)'s email. We have some comments from Sam and myself early on. So we definitely want something that is integrable or interlinkable with whatever else

that we have so have - can have this new - whatever we have need to tie it to our other platforms since we have stuff.

And our constituencies have their own Web sites and their own hosting - the moment. We have stuff in ICANN Web site. We have mailing lists all over the place.

So what we have - we need to have some kind of integration and we're thinking of things like when we get a new member they should be automatically added to various mailing lists.

We don't want to need to do that manually like we're doing now. And changing their address, email address, whatever should happen in one place only and automatically link to various different places.

Brenden Kuerbis Tapani?

Tapani Tarvainen: Yes Brenden.

Brenden Kuerbis Tapani this is Brenden (unintelligible).

Tapani Tarvainen: Yes go ahead Brenden.

Brenden Kuerbis So on your point there it sounds like we need very tight integration with Mailman or the ability to have tight integration with Mailman so that's a specific requirement.

Tapani Tarvainen: Yes although Mailman is reasonably programmable thing so to speak, but we try to have something that works out of the box rather than doing too much

scripting of our own, but that's always an option. We can do some of that but - or have someone do it but still...

Brenden Kuerbis Okay.

Tapani Tarvainen: ...something that integrates with Mailman is definitely wanted.

Brenden Kuerbis Okay. Good. So we've nailed down one requirement. So I took a stab at identifying other ICANN - quote ICANN driven platforms or platforms that they use frequently and including the wiki, which I believe is Confluence. I can't - I think that's the product.

Tapani Tarvainen: Yes.

Brenden Kuerbis And then remote collaboration Adobe Connect, which we're using right now so I don't know the extent to which we would want integration with those two other platforms or if there are other platforms that either of you, Joan or Tapani, can think of that we use at ICANN or that ICANN already provides. So I'm - I would like to hear your thoughts on that if the...

Tapani Tarvainen: Yes we definitely want to have at least the ability to - automatically importing data from Confluence and possibly also back because some information has to be visible on both sides and there's several places, but we don't want to update it in multiple places but update it in one place and have it visible wherever it's needed.

And of course we want integration with WordPress because given at least NCUC Web site is now under WordPress, and we'd want to have things like displaying statistics on how many members we have and where they come from automatically like NCUC's site does now.

But at least if we have a member database somewhere else we need to have an API or some kind of link so that we can get that kind of stuff automatically.

Like one's for the application form. It'd be nice if we can pass some set. We want to have the application form in both of the sites, to both constituencies and also somewhere in - else in there, NCSG, some set or something so that people can join regardless...

Brenden Kuerbis Yes.

Tapani Tarvainen: ...of which way they find it.

Brenden Kuerbis Sure. This is Brenden again for the record. Yes I agree.

Joan Kerr: This is Joan speaking.

Tapani Tarvainen: Yes.

Joan Kerr: To answer your question Brenden I didn't look at ICANN's platform but what I did do was did some research on the CiviCRM just to look at some costs and to address some of the issues out today.

And, you know, I'm the Membership Chair for NPOC so of course Joan and I were talking about what was needed and right now, which is everything is done manually, it's just not efficient as Tapani pointed out.

So some of the things that (unintelligible) (Joe Morri) who's apparently the - one of the best in the business for CiviCRM and he said that (unintelligible) CiviCRM can import the different types of membership, individual

(unintelligible) profile, which is (unintelligible). I got that in. (Unintelligible) maybe somebody - if they could mute their - okay.

Yes so I'll start over in case anyone didn't hear me. So it - the CiviCRM is a content management system of course and Brenden I just want you to know that I did look at your - the link in 10 and I did review it.

So it can be different membership information to the individual or organizations to update their profiles, which I think is really, really important for - as we go forward.

It can identify members to us who are in good standing and it does integrate with WordPress. And the cost is actually to migrate the database and he gave me a quote for 4000 to 8000 people - around \$1000 to \$1500.

This is not to design the Web site. This is the - ultimately migration and it is open source. So I know someone that uses the CiviCRM and they're using it for payments so there's a e-commerce component to it as well but we don't need that.

It can be further scaled to what we need in the future. So I didn't do - I meant to get around to doing a MemberClick comparison for cost and stuff so - but I think what Joan and I were talking about were what was needed.

I think that was the most important thing in which his email outlined. So I really like the CiviCRM and it can be done. I told - I asked him, okay. This would be done quickly because we have a plan lined out we were trying to reach and it can be so - depending on how it all goes so that's what I found out.

Tapani Tarvainen: Okay thank you Joan. Yes I definitely would - as Brenden now put in the chat we need to have a - note which company you spoke with. We might want to look at a few of them.

There are a couple that specialize in CiviCRM - that things so yes do send it to them as well. And it does sound like CiviCRM is one we want to at least - and make a more detailed plan so let's try to write our requirements in such a format.

We can actually get its actual quote from the companies doing it. Which country was that company in Joan? It's the Canadian, U.S. and UK, something else?

That's one concern we had that we would like to have a - at least consider their implications of having a - the country where it's hosted, in particular in the European Data Protection Requirements.

But there are several companies in - at least in the U.S. and the UK that might do it.

Joan Kerr: Yes. Sorry. It's Joan for the record. Yes I did speak to them about (unintelligible). That will be up to us to tell them where we would like it hosted.

So it could be that he - it was an individual that I spoke with and I forgot what the name of his company was, but I will put an outline and send all that information to you.

Tapani Tarvainen: Okay thank you Joan. That sounds good. Another question here that - besides this member database at least if we want them to host other stuff we have.

Particular I'm just thinking of the present NCUC Web site is hosted on NCUC's own virtual server. NPOC has it on some British company I believe so we might want to consider getting hosting from - at the same time because I understand that the MemberClicks option will be closely what, you know, Web site if we want to so we could do it here as well.

That would be convenient for a number of purposes to consider that option at least so we might send three too that is an option. And in any case we want to set it ourselves.

We can if we want to, you know, our constituencies' Web sites or is the same hosting provider, whether in the same virtual machine or it's just a separate virtual machine or anything.

But - so that it will be purchased as a package so to speak which would make it easier and at least possible for it to be funded in the same bunch, because ICANN is willing to fund the MemberClicks with this full service package including Web site so if there's an update they would be happy enough to pay for that kind of service if we do it otherwise as well.

So we'd like to I presume at least ask what that would cost, but what I'd like to have basically is just to have a - professionals that would be keeping the machine up and running while we do whatever we want with it.

How's that sound? Brenden I presume you at least would be happy to have a NCUC Web site hosted and be shared by some same company that might - just a member database.

Joan what's the status for - as far as NPOC upsell is concerned? Even though I understand it's now hosted for free by Rudi it - there actually is the nice option to have just in case if you can move it over.

Joan Kerr: It's Joan for the record. We have a call next week to talk about it. I'm relatively sure it's fine. You just - Sam and I have to just - we'll net the benefits of it.

But we have to do something about our membership so this is - it's adjusted so I'll - we'll have a more concrete answer for you sometime next week.

Brenden Kuerbis This is Brenden for the record. Yes Tapani I definitely agree with that. Anything that eases the maintenance - the ongoing maintenance would be helpful.

I guess, you know, my overarching concern would be wherever we decide to host our respective organization's data, my overarching concern would be that that data remain portable and that we remain in control of that data simply because it's not a distrust of ICANN issue.

I just want to be clear on that. It's a maintaining a independence of the organization issue and maintaining a - part of what nonprofit organizations and civil society at large bring to ICANN is legitimacy.

And we need to be able to maintain a credible thread of exit and having control of that data is an instrumental part of that. So I believe Sam agreed with that on the last call but I just want to confirm that with my colleagues here, so yes anything that eases maintenance.

I'm willing to host our data anywhere, even on ICANN servers if it works out but I want to maintain control of that data, okay? Thanks.

Tapani Tarvainen: Okay thank you Brenden. Yes we have that - we want to have independence in that sense that we can pull out of ICANN if we must. And also there are some legal questions because one reason that ICANN wasn't willing to host our member database as such is simply because they don't want to take legal responsibility for it so we have that kind of concerns here.

And of course it may be that having it as an independent makes things a bit easier, faster, flexible like creating mailing list might work faster and possibly noted email, and having an ICANN hosted mailing list means that we can't have a complete control over it so that kind of stuff helps.

But - and the most key point indeed is that data is portable. We have complete control of it. We can move it elsewhere wherever we want to so it's not first our own control.

Okay. So next steps would be let's try to clarify these requirements we have to that sufficiently that we can actually ask for a quote from some hosting companies to do that.

At least with CiviCRM if somebody comes up with alternatives we'll of course consider them too but start with that. So Joan said yes next week you'd have a - NPOC's notion of possibly moving NPOC Web site there but that's secondary. So anyway - okay Brenden you want to talk?

Brenden Kuerbis Sorry. That's an old hand but I do see Maryam suggesting we create a Google Doc to capture requirements, and I agree that would be a good idea to do that right now.

Tapani Tarvainen: Yes Google Docs would be an easier thing to handle than the Confluence wiki at least, which is simply not quite as flexible as one might like so let's create a Google Doc. Who wants to do that? Okay I'm ready to...

((Crosstalk))

Joan Kerr: I will take that on and I'll work with Maryam to do that - this Google Doc and put down the requirements and some of our suggestions so far.

Tapani Tarvainen: Okay thank you Joan. So we'll start with that. Joan creates the Google Doc. Maryam will embed it in there into Confluence and we try to work on that as fast as we can, see what we can do over the weekend but over the next week anyway so let's try to get at least started soon.

We have already initial list from Sam's email and could mention that. We'll add that. It's - definitely some things will be more detailed on - we can - let's see it - some comments in there.

Brenden's email again at for example fundraising. We don't do that now. What - we just might so no need to without - and something where we need more details definitely here.

Also the member management that - which specify things but I figured that would come in CRM - what kind of interfaces we'd have for application data, doing automated stuff like automatically checking if emails work.

We might have a thing that when somebody applies they will be sent a email. "Please click here to confirm," like email mailing list usually do just to ensure that their email actually works and the application form could go out - all kind

of automatic checking, for example if the Web site specified exists and so forth.

So - but that kind of data is - we're going to keep adding but let's get at least initial list done. You are talking about the call on Monday.

Brenden Kuerbis Tapani this is Brenden for the record. Can I make a quick point - something that I brought up in my email?

Tapani Tarvainen: No.

Brenden Kuerbis It was with respect to the applet form. I thought Sam made some, you know, great points of outlining the basic capabilities and what needs to happen with the application form.

I just want to highlight another source of information that we may be able to use in terms of developing our requirements. And I agree basically with what Sam had put in his email and I would just argue that we need to pay closer attention to the - that the chosen platform can support beyond just, you know, having a form in multiple places in the general options of what you can tick off on a form, but rather the business process that the stakeholder group uses to take in applications and evaluate applications, and in particular the various states that an application may - application form may have during its consideration - submission and consideration.

So I provided a link in the email and I'm happy to add this information onto the requirements document if we're in agreement on the states an application can be in.

These are states that Rafik actually had outlined in a prior discussion I believe with some of the other stakeholder groups. These are - these states are specific to our application but this was a general discussion they were having about the membership database so that's it.

Tapani Tarvainen: Yes thank you Brenden. Yes that is definitely good plan that we should go with the process and right looking at Rafik's status there might be even more states looking but might note that I actually wrote this kind of thing for if - five - some for - ten years ago, whatever, and we have like different states in there and maybe things like if we requested more information and that kind of stuff might - you can tell the states there.

But yes definitely provide a process and see the states. We want to be a - who wants that part in which situation like member first fills in the application form.

That's the initial state. Then when we made - sends an automatic email for them to reply and when, that technology - that's another one. Then maybe be reviewed by secretary or the chair or whatever if he or she so chooses and then followed by EC members and so forth.

And we might want to have a, you know, a - different types of conditional approval and so forth, but yes definitely in general this is good plan to work on the process.

Brenden I see your hand is still up. It's an old hand or you want to speak again? Okay Joan just raised your hand. Go ahead Joan.

Joan Kerr: I wanted - I know that may be a little bit outside of membership database and I don't want to move any further from that until we've accomplished it, but if

we're going to create a Web site is it going to be like a fully functioned Web site in terms of if members join that would be the first thing?

Would there be like lots of information for them to know about what ICANN is, what the concerns are? Is it like - it could be like an interactive Web site that way? Is that what we're envisioning in the long run I guess?

I'm trying to find out first short-term is to address the whole membership issue and the forms and all of that, but in the future are we looking at a more robust Web site?

Tapani Tarvainen: Yes thank you Joan. That's a good question and I guess the answer is definite maybe so that to the extent we find that it's - that kind of stuff is common to our constituencies so that it should be done stakeholder group level, yes definitely then it's possible we are doing it.

Of course we have that kind of stuff already in various place in ICANN's site so we - and we don't want to duplicate it. But it - as - really setting the (unintelligible).

Joan Kerr: I'm sorry. It's Joan again. I was thinking more along the line not for ICANN participants but, you know, information for members because they don't want to go through - necessarily want to go through the ICANN site. That's really what it was about.

Tapani Tarvainen: Okay. Yes and then we'd - actually do need a little of a public-facing Web site in case we consider someone who wants to join NCSG without at that point joining any of the constituencies.

There should be a way to do that so we can do it I think here by having a application form that is embedded on the ICANN Community site, or we could have a simple Web site for NCSG by itself, which is basically just the application form that - and also possibly the site where people go to maintain their own profiles so that that could be in such a central place for that instead of having that available only as an embedded set somewhere else.

So I'm envisioning at this point a minimalistic Web site that has just member pages. You join here. You update your data here and that - stuff like that but nothing else.

Initially we might want to have the ability to do that later on but that doesn't really cost anything in terms of planning at this point if we go with any kind of open source solution like CiviCRM.

We can always add stuff like that but at least we want that kind of minimal - yes so FAQ points would be nice, that kind of stuff. But this would not be the primary news site or anything like that, so just a - at least initially it would be just a minimalistic site for managing member stuff.

And like if you could just - pointing to wherever you want and this other stuff it's somewhere else but - so we'd like to have the ncsq.is or whatever that we put here.

This is how the - Joan if you remember looking here and do what you want and then links to other places, how's that sound? Brenden?

Brenden Kuerbis Yes Tapani this is Brenden for the record. Yes I agree. That sounds like a good approach. I would just kind of add that, you know, if we're to expend any effort on building public-facing Web pages in my opinion we should -

probably like you're suggesting Tapani I think is make them focused on the NCSG rather than the constituencies, because the constituencies have their own existing Web sites and kind of their own presence already.

And the NCSG doesn't necessarily have a budget to have its own Web site - public-facing Web site and nor does it really need much of a Web site to your point.

You know, it's kind of, you know, for better or worse it's more of a kind of management structure that has been kind of put on, you know, that we have to operate within.

So simply having, you know, a basic Web site for the NCSG as possible with forms that we've all agreed upon and a business process that we've all agreed upon that can be embedded into other Web sites - constituency Web sites is the way to go forward so thanks.

Tapani Tarvainen: Okay thank you. Seems we are agreed on that and to our earlier point that if we say - want to say move NCUC Web site to the same hosting provider it would be just an - basically an independent piece that just is hosted in the same place like a separate virtual host, which is just linked to this, you know, whether it's in the same place or not but for convenience it would be hosted there, okay?

Brenden you're still having your hand up - old hand or new? Okay. So we'll get the minimal approach that's just membership stuff now with option of having just hosting of our other Web sites in the NCUC.

And our Web sites could be hosted there to start reading about that person basically on independent option there, and I think other NCSG level stuff

should there ever be any will remain for the future as soon as we have a approach that we'll launch that in if we need it, okay?

Any other points at this point? Just probably wait for the Google Doc to come up and start updating it. Okay deadlines. That's a good point. So Joan I presume creating the Google Docs won't take long. Like today? Then at least initial requirements we say, "Okay we'll just start by cut and pasting but some is written in there - to there," and then great.

So next Friday - yes that sounds like a good plan. Okay. So milestones - today we have the Google Docs up. Maryam will get it embedded into Confluence at some point but that's not urgent.

List of vendors should be put in the same Google Docs I think, which would work. And the - by Friday we have at least good enough requirements list, if we can hash it over and maybe can we have another call next Friday?

We have decided CiviCRM is at least one - the one we start with. If somebody comes up with other ideas that we want to check why/why not, but CiviCRM is the option on the table now.

And do you want to have another call next Friday? Does it work for you? Okay same time next Friday. Everybody happy with that? And the weeks after that we'll be in Los Angeles except Brenden but we might try to have a meeting there and invite Brenden remotely.

But that sounds like we have a plan for now. Any other issues we need to talk now? Everybody happy? Okay. Let's call this closed and I trust Joan you will keep some updates either what happened here. Okay let's close this call. Operator you can stop the recording.

Coordinator: The recordings has been stopped.

Tapani Tarvainen: Okay thank you everybody. Have a good weekend.

END