TERRI AGNEW:	Good morning, good afternoon, and good evening. Welcome to the At-Large Technology Taskforce Meeting taking place on Monday, the 18th of April, 2016. On the call today we have Alfredo Calderon, Gordon Chillcott, Olivier Crepin-Leblond, Harold Arcos, Jimmy Schulz, Judith Hellerstein, Dev Anand Teelucksingh, and Glenn McKnight. We have listed apologies from Satish Babu.
	From staff, we have Silvia Vivanco, Ariel Liang, Mike Brennan, Josh Baulch, Nathalie Peregrine, Sabrina, and myself, Terri Agnew. We do have captionist today and her name is Kelly. I would like to remind all participants to please state your name before speaking for transcription purposes. Thank you very much. I'll hand it back over to you, Dev.
DEV ANAND TEELUCKSINGH:	Thank you very much, Terri, and welcome everyone to this Technology Taskforce call. So we do have a packed agenda and so perhaps we probably just need to have a little short explanation on what we have captioning on today's call in the Adobe Connect room. We have a scribe pod and there's also a separate webpage where the captioning can also be read if the person don't have enough bandwidth to listen, to enter the Adobe Connect room.
	Well, I don't know Judith or maybe staff want to just simply go over any other points or –
	Okay. Seeing nobody is… I think I probably covered all the key points. Very well.

Okay, so let's just review our TTF action items. All right, sorry. To answer Glenn's question, the captioning is in English. So let's review the TTF action items. I know some of these things are quite out of date so do have to really either close them off or let's take a look. And Ariel has kindly shared her screen so you could look at the action items.

So the action items Judith, Glenn, and myself in coordination with staff to work on a message for outreach for the different ACs and SOs to join the Technology Taskforce. This is a bit outstanding and we probably really just need to finish off this task. So I think we could probably do it very quickly so let's make a resolution to really fix this and [send] and be able to send out this message.

Glenn, I see your hand raised. Go ahead.

GLENN MCKNIGHT: Yes, Glenn McKnight of NARALO. Yeah. On that, if you recall, we did send out messages to the different RALOs and we actually took the effort to actually join I think it was a 1:00 or 2:00 in the morning to request people from APRALO. The time zone issues are a serious problem, especially for APRALO and I know that Satish gave his regrets but our call is really in the middle of the night for them, so it's a serious problem. But we are getting LACRALO members involved as you can see with Harold and others. And I think maybe or AFRALO outreach needs to be done. So that seems to be the one that's probably a little lower than anywhere else. Thank you. Back to you.

DEV ANAND TEELUCKSINGH: Thanks, Glenn. Well indeed, and we have a [inaudible] into getting more into the RALO outreach, to getting more At-Large members. We have more persons coming in from EURALO, for example. But I think this did the message that if you wanted to take it to make this group of a Cross-Community Working Group so that persons from other ACs and SOs can join, I think that is the message that we need to work on to send to the NTSG – well, I guess the GAC. Those other organizations. Those other groups, sorry, in ICANN. Okay?

All right, so Judith, you have your hand raised?

JUDITH HELLERSTEIN: Yes. We can outreach to the other constituencies but I think we may have a problem with Cross-Community Working Groups or Cross-Community Committees because we don't necessarily have a charter and also there's a whitepaper that's just going around about trying to set up standards for different cross-community groups and make sure that they're relevant. And so if we want to do that, we also would need to look at that and have discussion among members and see whether we wanted to do that and whether we wanted to create some kind of charter or what we wanted to do in that manner.

DEV ANAND TEELUCKSINGH: Thanks, Judith. That's a good point. I do remember seeing the notice about the whitepaper for Cross-Community Working Groups. So there you raise a good point. So we probably do need to review that paper and see then really if you really want to take that approach to actually create the Cross-Community Working Group. All right, so I guess we

could probably modify the action item then, I guess for the Co-Chairs, to review the Cross-Community Working Group people and then decide on our next steps forward in terms of doing outreach to other ACs and SOs.

JUDITH HELLERSTEIN: Yes.

DEV ANAND TEELUCKSINGH: Go ahead.

JUDITH HELLERSTEIN: We can do outreach but we can't have official members. We can also look at doing what the accessibility could be we did in having a Cross-Community Committee, which is a lower level of Cross-Community Working Groups and so we might want to look at that approach maybe. And staff may be able to comment on that and better explain the definitions of those too.

DEV ANAND TEELUCKSINGH: Thanks, Judith. That's a sound recommendation. And maybe that again, let's also work with staff on that to find out the different levels between, as you said, at the committee versus a Cross-Community Working Group. Okay. All right, let's look at the next action item.

Dev Anand Teelucksingh to IdeaScale and Zoom for testing. As per recommendation 21 – and I have to [inaudible]. My mind is blank as to what recommendation 21 is at this moment in time, but okay. I see Ariel

is going to try to bring it up very quickly as to what recommendation 21 is. Ah, okay.

So recommendation 21 just to read what it is, it's to encourage public campaigns on using the Internet for education information, creativity, and empowerment. And I think actually that one was to – well, I think that's been discarded officially as part of the ATLAS review.

So I'm beginning to think that actually that's probably a miss, that's an error in the action item. It's supposed to be as per the conferencing solutions to test, I imagine, because I know Zoom is a conferencing solution and I believe IdeaScale is also a conferencing solution. So we do have these. I'll double check what IdeaScale is. So let's leave that action item there just in case. And now I'll [involve] myself to address these longstanding AIs.

The next action item, Maureen, Glenn, and [Julie] to work on remote hub documentation. I'm beginning to think that perhaps we need to just drop this action item. Judith, Glenn, or anybody else for that matter. Any thoughts? I don't know if the hands from Judith from Glenn are old hands or new ones.

GLENN MCKNIGHT: Sure. Go ahead, Judith. I saw my name so I was going to respond.

JUDITH HELLERSTEIN: No, no, no. All right. I still think we need that because people don't really know about remote hub documentation. And also, we might want to add something on there to take into consideration the problem one

of our Latin hubs had in Venezuela when the police came into the university where it was and their hub was put down. And then they couldn't reestablish a hub in a different place. So maybe we want to put into that and figure out what happens in an emergency. How can the hub be reestablished and what things can be done.

I don't know if that's appropriate here but I think that would be very helpful in the documentation.

DEV ANAND TEELUCKSINGH: Thanks, Judith. Well, I do believe there has been updated remote hub documentation and which describes the technical – how shall I put it? The technical requirements and the technical setup that's needed for setting up the remote hub. So very well, I mean, what we can do, let's reach out to Maureen and [Julie] and maybe Jason Hines was also invited at that time to also work on the remote hub documentation. And I know that Jason Hines has actually been doing quite a few remote hubs for not just ICANN but the other Internet governance events. So actually let's update the item to Jason Hines and to look at the existing remote hub documentation and make suggestions. Okay. And I guess we'll find out the link for that remote hub documentation at a later point. Okay. All right. Next action item.

Dev Anand Teelucksingh to review GlobalMeet as a conferencing solution to test. Yes, and I know we also have other solutions to test. I believe there is also Meetecho that Judith had also suggested and I guess the challenge is and we'll come up to that in the agenda is which

solutions you want to test first and also how we're going to generate this final report for the conferencing solutions. Okay?

Finally, Technology Taskforce to document for At-Large how to track updates for wiki pages. I did do a screencast for this and I don't think I just had time to actually upload the screencast and edit the screencast properly. So I'll just finish off that item very quickly because I do have the item recording of it already, so that should be done very shortly.

Okay, all right. Thanks for that. That's any comments or questions. Seeing none, okay, let's move ahead to the next action item. And this is an update on the At-Large technology issues. So just to give some background behind this, this is a wiki page that is to seek to track technology-related issues that's been noted by this working group, and also issues raised by the At-Large community for raising with ICANN staff.

So there's been three updates on this. One was the ability to select different audio channels in Adobe Connect. One of the things regarding this is that the reason why we wanted the ability to select different audio channels in Adobe Connect, the conferencing solution used for this call and for and by ICANN for all of its calls is that the conference calls having interpretation on different Adigo channels, only one audio channel can be broadcast in Adobe Connect. So it means therefore that persons wanting to listen to the other non-default audio channel has to do workarounds such as the dial in by Adigo and mute the Adobe Connect audio or so we were wondering if there was a way to do this.

According to ICANN's IT staff, there is no workaround and Josh Baulch from ICANN staff actually gave a good response, a debunk on this. Let me just read it for the record. So this is Josh's response: "Currently, there's not an option to have more than one audio channel within Adobe Connect. I have explored more options to try to resolve this issue. I understand this concerns the group's [inaudible] and I too would like to see these features on Adobe Connect. Some options I have tried utilizing the breakout sessions, which does split up the audio into different bridges. However, there's no option for an interpreter to be able to bridge across two language breakouts to be able to do their job. The only way is to have multi-channel audio currently with Adobe Connect is to link to an outside service similar to how we are currently managing multi-language streaming. There's a bit of a flaw in this thought process to have multiple languages all in the English space Adobe Connect room. The true way this is intended to work and raised by ICANN with NETmundial was to provide each Adobe Connect room in the native language."

For example, if you have English, French, and Spanish Adobe Connect rooms, all separated, dedicated rooms which are tied to the phone bridge for their respective languages. This allows, when a Spanish-speaking person logs into the Spanish Adobe Connect, they hear, read, and see Spanish. When a user speaks in English – well, I think Josh made a mistake here – but the English room here is the English language and the English interpreters.

"Having done this myself at NETmundial, this is logistically very challenging. It requires many staff to make this happen. My example would need three operators, one for each language, three remote

participation managers, one for each room and fluent in the respective room language to [inaudible] chat comments, etc. You would also need to train interpreters, not to mention the content to be shared in each room, also which needs to be translated."

To round out this point, the technology provided by Adobe Connect does not permit the feature you're looking for, namely to select different audio channels in Adobe Connect.

Judith, go ahead.

JUDITH HELLERSTEIN: Although it doesn't allow different audio channels, we will be using a – it does allow for captioning in a different language than what the Adobe channel is in. Late afternoon, during the LACRALO call, we will be having captioning in English, but with the Adobe Room being in Spanish, which is possible because the chat pod is not linked to the audio. But it does mean that the chat pod will be a little bit delayed as it gets the feed from the interpreter who is interpreting the Spanish that's on the channel.

So we'll see how it works tonight. I'm looking forward to hearing how that goes. But that's also a third wrinkle into the issue, but something that is definitely doable.

DEV ANAND TEELUCKSINGH: Thanks, Judith. Indeed, at least that part will work. I guess it's just a problem for the actual participants in the call, having to do this workaround.

I see a comment from Glenn: "Are these issues ticketed?" I take it, Glenn, you mean: are these issues ticketed with Adobe, the company themselves? Is that what you mean?

GLENN MCKNIGHT: No. Just for the sake of tracking things that are issues. I noticed that some items are actually ticketed in terms of tracking. Besides placing them on a wiki, do they have an assigned ticket in terms of going from alerting staff on the issue to resolution?

DEV ANAND TEELUCKSINGH: Okay. Thanks, Glenn. I would say it's not ticketed in that sense, unless the staff would probably forward it to a development staff person. But right now, it's us following up with staff directly on these issues. In this case, we have written an e-mail to ICANN's IT staff asking them to answer this and other questions related captioning. So in a sense, it's us following up directly with staff and then updating the wiki as needed. Okay? All right.

JUDITH HELLERSTEIN: Dev. Question.

DEV ANAND TEELUCKSINGH: Regarding remote participation [inaudible]. Go ahead, Judith.

JUDITH HELLERSTEIN: Question. Maybe to answer Glenn's question, Terri said that Josh was on the line, although we sent him an [old] question, maybe he has a ticketing section in his office. I don't know. We only know the answer on our part. We don't know whether staff itself has a ticketing format. So I didn't want to assume to answer for them.

JOSH BAULCH: We don't formally have a ticket for this because this is something that we are tracking of. It's something that we want to also see resolved. So as soon as we come up with something, it will definitely be one of the things that we will provide to the community as soon as we're able to either figure something out with Adobe or find another product that better serves us than Adobe.

DEV ANAND TEELUCKSINGH: Thanks, Josh. Well, a question then. Has this issue actually be raised with Adobe directly and feedback given?

JOSH BAULCH: It has. For them, it's not an issue that they're really concerned [about]. They consider it a third-party problem, meaning that, if there was a demand for it, somebody would create a custom pod for it that would resolve the issue. So from their standpoint, their platform provides the avenues to be able to do that. But so far, in all of our research, nobody has created that particular pod that we are looking for.

But in that same regard, that's one of the things I would love to have you guys assist with: how other organizations handle similar problems,

because we can't be the first organization to have this problem. So I'd just be curious of how the UN handles it, or different global organizations; how they handle it.

One of the things that we're trying to do is trying to do some research on that as well. But we haven't found anything to resolve it yet.

DEV ANAND TEELUCKSINGH: Okay. Thanks, Josh. Okay. Glenn, can you just read out what your proposal is to add as an action item?

GLENN MCKNIGHT: Yes. I'd like to follow up on what Josh is saying. I would like to invite volunteers to provide suggestions of ways and means done by other organizations so we can have it as an action item that we can follow up on. So, yeah, I'd be happy to volunteer on that committee if anybody else would like to join as well.

DEV ANAND TEELUCKSINGH: Okay. All right. Thanks, Glenn. I'm sure that action item has been noted. Okay. Let's go to the other technology issues. We haven't done any update on remote participation. No, let's skip that.

With regards to the Adobe Connect, the ability to export Adobe Connect recordings from Flash – well, sorry. Let me restate that: the ability to export Adobe Connect recordings from Adobe Flash [only] recordings to formats like MP4, which can be putting on video sharing sites, such as YouTube, etc. That would make it easier with sharing, and it makes it

more accessible to the At-Large community and to the wider public, actually, for that matter.

Now, there's been two approaches that are noted. One approach is that there's a workaround way of downloading a ZIP file which will have the parts of the Adobe Connect room recorded as separate FLV files. But it would then require some effort in actually putting together an MP4 file from that.

Now, with Adobe Connect 9.5, I believe the Adobe Connect admins have the ability to save recordings in MP4 format. I provided two links there, which talks about how that could be done. From my understanding – and I guess I'll probably ask staff on this if they have over done it – it will require admins to play back the recording in real time to do the conversion of the Adobe Connect recording to MP4.

So if anyone from At-Large staff or ICANN staff has had an experience of actually doing any of the conversions to MP4 –

JOSH BAULCH: I can add a little bit of clarification on this. Yes, it is possible to do with Adobe Connect. The problem is that it's actually an additional cost for us to get that module added into Adobe Connect. It's a couple of thousand dollars per year for us to add that.

At this point, we haven't had the funding to be able to do that. Right now, we're in the process of trying to get Adobe actually over to a hosted platform outside of Adobe, meaning that either a third-party hosts the actual application for us, which allows us then to have a lot

more control. Because, you'll know, when we're at ICANN meetings, sometimes we have outages because Adobe corporate is making updates to their servers, which they won't change because they have thousands of customers. So for them, they just have scheduled maintenance.

If we went to another company, that would allow us to then have control of that and also be able to do more custom pods and that kind of stuff. But the caveat with that is it's about an additional $70,000 a year, which would bring up our price tag to about $160,000 annually. So what that would do is, for us, almost doubling your price tag that we're currently paying. So what we're having is just an issue of: do you return on investment? Is it there for that?

Specifically for the issue that you're talking about right now with the MP4, yes, it would require real-time watching it, again, to be able to get that MP4, just like the Flash does the FLV files.

So at this point it's purely that we just haven't paid the additional funding to get the add-on to be able to do that. If you logged into Adobe Connect, you'll see it, but as soon as you try to use it, it'll say something about contacting your administrator to be able to get that feature activated.

DEV ANAND TEELUCKSINGH: Okay. Thanks, Josh. Well, I knew that part before Adobe Connect 9.5. It was a paid service. But I think that in [inaudible] blog post, and I put the link in the chat. It says here that – well, right. It says that, "In 2013, with Adobe Connect 9.1, we introduced and MP4 conversion service for

customers, which enabled them to convert their recordings to the mobile-friendly MP4 format. This service is still available and continues to be a great option. But many customers have told us they wanted the ability to easily convert their recordings themselves without using a paid service. I'm happy to announce that, in Adobe Connect 9.5, you will be able to locally convert your Adobe Connect recordings, including recordings made prior to the 9.5 upgrade to MP4 files. The workflow is similar to the offline FLV conversion that you may be familiar with, but with one important exception. The new MP4 conversion process enables you to control the [inaudible] size of the output."

So when I read that, I'm thinking, "Well, it means that you don't need to pay for the conversion. You'll be able to do it locally, just as how you create an offline FLV file."

JOSH BAULCH: That's actually news to me, so we'll give it a try. We'll log in and see if that's something we're actually able to do. The last that I had talked with Adobe on this was I think for Dublin, right after Dublin, because we had some recording issues on that. So we had actually approached them.

So if this is something that's happened in the last couple of months, it's news to me. Great to hear it. We'll give it a try and see if we're able to get it to work.

DEV ANAND TEELUCKSINGH: Excellent. Thanks, Josh. I guess you'll let us know how well it worked or not.

Okay. Any other comments or questions on this technology issue? Okay. Seeing none.

The next technology issue was the – well, let me just go back to the technology issues page – it was the LACRALO mailing list issues. There's been some testing being done on the LACRALO new mailing list issues. Several persons have now joined the list. There was a call just before Marrakech, and there's been several new bugs that have been identified. Some of them I would consider [inaudible].

If you go to the LACRALO discussion mailing list page, there is a – actually, yeah, [inaudible], if you could go to it. Thanks. [inaudible] everybody can see it. You could see bug reports/observations [in a new translation engine]. And it's at the bottom of the wiki page.

We've noted several new bugs that we noted since late February. I've just added more that I've done from testing last week.

That's all the way to the end of the page. Right. One of the key ones is that the transport handles cedillas. A cedilla is a hook or a tail that's added under certain letters. And what I discovered was that the transport, the translation tool doesn't handle those cedillas. And what was happening was that as the At-Large staff signature that has a staff member which has a cedilla in her name, any message from At-Large staff would result in a message not being translated. And I've put links to several of the e-mails so you could look at it yourself to see what happens.

Actually, I was able to, when I removed the cedilla, the message translated. But if I put the cedilla in, if I left the cedilla in, the message breached and it doesn't translate at all. So that's one of the showstopper bugs.

And we have noted a few other bugs, not showstopper ones, but other issues there.

So what I will be doing is that I know the new person that's in charge of the LACRALO mailing list issues – I'm trying to remember his name now – Steve, I believe, and my mind has gone blank on his last name. It will come back to me. But what I will do as an action item is to follow-up directly with Steve on these issues that have been noted so far. And if it's needed, I'll have a special purpose call to go through each of those [inaudible]. Thanks, Glenn. Action item to communicate this to Steve from staff and, if necessary, arrange a conference call to go through these issues.

Okay. All right. So I see no hands raised. All right. So I think that completes the review of the technology issues page. Of course, again, this is an invitation to please come up if you have any issues that affect you as an At-Large community member and your interactions with conference calls, e-mails, and so forth, please let us know so we can add it and so we can then do the research that discovers solutions or come up with workarounds and so forth.

All right. Seeing no further hands, the next item on the agenda is the report on technology tools at NTEN. Glenn McKnight attended the NTEN Conference and I'm sure he will tell us – and he has some slides

available to you to tell us what NTEN is and some of the technology tools he discovered.

Glenn, you have the floor.

GLENN MCKNIGHT: Hi, everybody. Just waiting for the slides to show up. They will be in the middle of your screen. I think Terri has them. I sent them to both you, Dev, and Terri. Here we go. Okay. That is not the slide. So no, that is something else. Sorry, folks.

This is a conference. [Kevin] has gone through it as well as myself in the past with crowdfunding. I went there for two particular reasons. I went there to reach out to organizations so that we're, I guess, not represented in NARALO because the year before, I did come across a number of groups that had viability. But it's been 19 years in the offering. There, it was in San Jose with roughly 3,500 attendees. They had 110 separate sessions on technology issues that were important to not-for-profits. They also had something called Birds of a Feather [bots] where you can select any topic you wanted and because I was looking for Canadian not-for-profits, I ran a Birds of a Feather during one of the days as well. They also had a very large trade show. It was larger before, but it was 200 organizations selling everything from mobile applications for fundraising to black [pod] membership manipulation systems. So it was very extensive.

The conference started on the Tuesday, which was a [Drupal] and Wordpress courses that were included. But I didn't attend those.

Wednesday, Thursday and Friday were the three formal days of presentations.

So they really stressed, and I encourage you all to go NTEN.org and see how they actually engage their community. There are 1.5 million not-for-profits in the United States, 150,000 roughly in Canada not-for-profits, not all of them interested in Open Media or other organizations which are very interested in technology issues, and particularly around net neutrality or issues that are close to our hearts.

Okay. One of the things that they did and I encourage ICANN to think of this, is they use very well something called collaborative notes. So when you're in a session, everyone had the link in the guide book or in the mobile app. That's the first thing they showed up on the slides for people to actually sign in to the collaborative notes. And they're done as Google Docs and I'll show you a screen capture. But they made a claim that 73% surveyed say they process information more deeply, thoroughly, and thoughtfully when they share information, which I think is a pretty profound concept that in many of our sessions, many people actually talk more about their project and getting to a question at all times.

And we saw that Judith, Ian, and David and Alfredo recently at the SSIG in Washington. It would be a 15-minute preamble and they just finally got to their question, so within that 15 minutes, it was a lot of very interesting stuff that people had but there was nowhere to share it. So this is something and I'll share it with you, the collaborative notes links to many things. When I came back, the first thing I did is anything that was social media, collaborative notes, I share them with the list.

So here's an example. This is a session that was on the Friday morning called Accessibility Rocks. Not only they had the collaborative notes, but as you can see, they also had the hashtag with it.

Okay, so I'm going to talk about tools. Okay, so one of the fundamental things that came across, and this is applicable also to the social media group, is that visuals increase people's willingness to read a piece of information, content, by 80% and usually they remember 10% of your message but if there is an appropriate image, it's 60%. So some of the sessions were also, you'll see, [inaudible] makers, gift makers, a lot of different things above and beyond just the simple message.

So the next three pages are various different tools that they recommended, but I want to point this out. Many of these were suggested by people who actually use them in the collaborative notes. So very quickly, we are able to generate in the next three pages, a series of tools that we can use.

And last thing is [Megan Kraus] in this link here, she gives a very good list of all of the different content and resources that she felt was valuable to the community. So that's my quick report.

DEV ANAND TEELUCKSINGH: Thanks, Glenn. I was on mute there. Thanks, Glenn, for that. So let me ask a question then. At this NTEN Conference, I noticed there were several tools you listed in terms of the image creation and so forth, but was there any [world] tool in terms of conferencing tools or anything of that that was covered at that NTEN that you saw or [inaudible] conferencing tools in a sense.

GLENN MCKNIGHT: Okay. I knew you were going to ask me something that I didn't focus on. No, I did not see something but that does not necessarily mean – I'll go through the guide book and see if there was a session on… Remember, there was 110 sessions. You can only be at one session or if you want to be a social butterfly, and it was scattered all over the place. There might have been, but if we go back to the community itself, this community here has a really good heartbeat on what Red Cross is doing, American Red Cross, or a lot of the very, very large organizations throughout the United States that have the budget and they have the staff to play with toys.

So this is the sort of thing, if it's not in the collaborative notes, perhaps I could post it to their community as a member. So this, it's a legitimate question but no, sorry, Dev. I do not have any notes on what they used as the killer app for collaboration.

DEV ANAND TEELUCKSINGH: Okay. Thanks, Glenn. Looking at the page, it is quite a large list of resources there so we probably have to go through it and read about it. Thanks. Judith?

JUDITH HELLERSTEIN: Maybe, I don't know if we have anyone here in our taskforce who have used the IEEE and [inaudible] on whether they also had collaborative tools in their conferencing material. But that would be something also to look at.

DEV ANAND TEELUCKSINGH: Okay. Thanks, Judith. I see Olivier has also a question or maybe a follow-up.

OLIVIER CREPIN-LEBLOND: Yes. Thanks, Dev. I was just going to ask, Megan [Krause] or Megan Keane because what page is Megan Keane? On the presentation, it's Megan [Krause] and I think Megan [Krause] is someone else.

DEV ANAND TEELUCKSINGH: Thanks, indeed. I am looking at the page. It is Megan Keane, so good point. Good catch on that. So thanks for catching that, Olivier.

Okay. Any other comments or questions to Glenn? So Glenn, actually one quick, final follow-up, but I know time is running short. Is it that, would you recommend other people to go to this type of event because it does look like a large event in terms of it just had lots of sessions and so forth?

GLENN MCKNIGHT: Okay, I submitted a request to do a session on accessibility. They didn't take my proposal, but they did take someone else on the Thursday. I showed up, the person didn't show up and they were doing some kind of marketing session by one of the people with the booths which was very disappointing because one of the key markets besides indigenous people in Canadian NGOs was to reach out to the accessibility community within the not-for-profit sector.

In my honest opinion, I would not go back. I think it's jump the shark. Much of the stuff, these tools, we can find with a little hard work. You can just read the discussion threads or follow people. You can see the blogs. These people have vanity blogs. They are very keen to get out there to say they have a nice, shiny bobble or they have a new tool that they'd like to share. I think, like a lot of conferences, they're not relevant anymore. I went there for outreach and engagement and because I didn't find the people I wanted, I said, "Well, I have to make my time valuable whether it's Birds of a Feather or go on the local radio station and promote like I did talking about the IANA transition last year." But this time, I would say no. I would say it's jump the shark, and that's a term – for people who don't realize this – it's related to TV shows, when it's not as relevant as it used to be. So no, I do not recommend someone going back and I'm not proposing it for myself.

DEV ANAND TEELUCKSINGH: Okay. Thanks for that, Glenn. Olivier, you have a hand raised on it. Go ahead. Oh, it's an old hand. Okay. All right, now we have 15 minutes left and we have, like, three agenda items so let's see if we can do this each in five minutes.

So the next agenda item is, of course, under conference dissolutions. And I note that, yes, we do have several tools we want to test, Meetecho, Zoom, and Global Meet. So okay, we have to decide which ones we want to decide that we would want to do and arrange a special purpose call in which to test these tools.

So the other thing is, of course, to actually work on the actual report on the conferencing tools themselves. There is a lot of information on the wiki, but it's already tested if the time it takes for somebody to put together the slides to show what are the features we were looking for, here are the tools that we looked at, these are some of the pros and cons. I don't know if you want to go through every single tool but maybe we can do that as an appendix, but then just highlight the three best ones that we thought might be beneficial for At-Large and so forth.

So the two questions, which conferencing tool we want to test first. And I'm seeing Judith [inaudible] Meetecho. Anybody has another objection to try to test Meetecho? Because I know it was used at the IETF meeting in Argentina very recently. Anyone has an objection? Going once, going twice. Okay, well let's try Meetecho as our conferencing tool to test and we'll have a doodle for a time to test that tool and to get that set up in order for us to test it.

All right, next is the actual reporting itself. I am very busy with so many other things. Is there anybody willing to help work on the Google presentation, to help do the editing to the conferencing tools and so forth? Let's see. All right, I'm not seeing anybody willing to step forward. I'm not saying that you'll be working on it entirely by yourself. I tend to work [very great] in sub teams, so it's really just to have a sub team on the Google presentation, get the feedback and one person handles one slide, I handle another slide. Going once, going twice.

All right, well Judith, it's a good idea. Let's put a callout on the list and see who responds there, so let's add an action item to put out a call to help with the reporting on conferencing solutions. Okay, all right. Not

seeing further hands raised, let's move ahead on the ATLAS II recommendations. I'm not going to go through all the ATLAS II recommendations, but I just wanted to note that there are also several tools that we were supposed to look at. Some of the tools are regarding [inaudible] discourse, which is a forum based software.

I found a solution called EXO software, which has the potential to be a possible policy management process system, because it integrates sort of like profiles, wikis and forums all in one type of tool, and each person has activity streams, it has this real-time messaging component to it and so forth. Thanks, Glenn, for posting the link to that in the chat. And I know we were supposed to look at group chat solutions such as Slack, but I do get a sense of, well, hesitation. Hesitation in the sense that, okay, if we are to pick a tool that we want to test, which one?

And I think the bigger question is how do we get buy-in for people to use such tools? Oh, I see. Going once... Any comments or suggestions on this? Do you want to test Slack or Mattermost for the group chat? How do you want this? Because the challenge is you have to then run the test with multiple members, generate a report and then update the ATLAS II recommendation as to whether this was useful, this is not useful and so forth. All right, seeing no immediate hands raised.

Might I suggest them – I'll confirm with [inaudible] see how we can best move forward with this, and then decide which tool we want to test as a priority in order to get staff's help, in order to set up the tool. Okay?

Finally, very quickly, it's [inaudible] what do you want the TTF to work on? Are there issues that the TTF needs to be working on that they're

probably not? I just wanted to give the floor to anybody who has any ideas or suggestions. Judith?

JUDITH HELLERSTEIN: Not because of that, but because we only have a few minutes left, and I think Silvia has the survey for the captioning that we want to make sure that people fill out, and I think she wants to give a little talk. I think we want to get feedback on the captioning on the call, and how it helped them increase engagement, so we want input and to actually gather the metrics for when we finish the pilot, because we know we've asked for an extension and extended the pilot. So Terri is going to post a survey, I guess she's going to post it to the list and we're not going to do it on site. I assume that's what Silvia is saying. Yes, so send it by e-mail. Okay, so I'll give you your time back.

UNIDENTIFIED MALE: Okay. Go ahead, Silvia.

SILVIA VIVANCO: Dev, I don't know if you have like five minutes. We could try to do it now and also send it by e-mail, if everybody is okay with that. We could try to [inaudible] the Adobe.

JUDITH HELLERSTEIN: Yes.

DEV ANAND TEELUCKSINGH: Certainly, go ahead.

SILVIA VIVANCO: Yes. Terri, if you can hear me, can you please put the survey on the Adobe Connect?

TERRI AGNEW: We do have ten questions at this time, and the survey now appears in your bottom right hand corner. The first question is how do rate – instead of webinar it should say call – in terms of quality of information? Please cast your votes now. Again, it now appears in the bottom right hand corner of your screen.

Question number two, how was the presenters'' delivery today? Please cast your vote in the bottom right hand corner.

Question number three, do you plan on using the information directly with your ALSes? Yes or no, please cast your vote now. And if you do, please explain.

Moving on, any further comments or recommendations about the contents of this webinar? Moving on, the captioning features of the Adobe Connect room is part of a pilot. Please choose the suitable term. Very helpful, helpful, less relevant, or not helpful.

Next poll, please self-identify all categories that describe who you are. A person with disability, a participant for whom English is a second language, a participant who doesn't speak English, a participant who has limited or low bandwidth.

Moving on to question number eight, What benefits did you get from accessing the captioning stream? A greater understanding of the topics, ability to understand the call, correct spelling of technical terminology, personal benefits of being appreciated, able to more fully appreciate and engage with the presenter?

Moving on, where else do you think captioning should be required? One moment, I do apologize. I'll go ahead and get that one fixed for you. Now you'll be able to type your responses. Again, apologies about that. Where else do you think captioning should be required? Please add all the committees, ad hoc and working groups.

Finally, the last survey question. Here, you can leave any final comments you would like. I'll leave this up, but I'll turn it back over to Dev Anand at this time.

DEV ANAND TEELUCKSINGH: Thanks, Terri. I see Judith you have a hand raised, go ahead. Or it's an old hand. Okay, I do know that there's some comments that maybe this wasn't the correct survey, but Judith or Glenn, you probably have more [ideas]? You want to take the floor?

GLENN MCKNIGHT: Yes, Dev. When we originally designed it, it was just the captioning captions, and then it got expanded to include questions for the capacity building webinar, so I do apologize. The first set of questions probably seem pretty wonky, because they were added – so it's really only the last group of five questions which are applicable to today's session using

Adobe Connect, so we'll sure that whenever the captioning happens again, it's only applicable questions. I'll take a look at the wiki questions today, and I did notice with the chat with Alfredo, he was having some challenges using it with his tablet, so we're going to get more feedback from people from different platforms.

DEV ANAND TEELUCKSINGH: Indeed, I think Alfredo mentioned that the scribe pod doesn't work on the iOS Adobe Connect application. Judith, you have a quick follow-up? I know that [inaudible].

JUDITH HELLERSTEIN: Yes. I don't know about that. I know about that, but Harold Arcos said that for people who English is not their native language, it was going too fast for them, and so maybe we will send them out an e-mail and not try to do them at the end of each call, and make sure that we have the right survey that we're sending out.

DEV ANAND TEELUCKSINGH: Understood. That's probably a good idea, thanks Judith. Sorry, Silvia, you have a.... Go ahead.

SILVIA VIVANCO: Yes, thank you, Dev. I just wanted to clarify that the staff, we have used the survey which was provided to us by Judith and Glenn, and that one includes ten questions. Five questions are related to the substantive aspects of whatever call is being captioned, and the other questions are

related to the captioning feature, so I would like to ask the Chair of the Captioning Working Group, Judith and Glenn to be so kind to please review carefully the survey, and perhaps they want to customize it for each call. The survey we are using is the survey that has been used for all the webinars that so far has made a call that had the captions, so please be so kind to review and staff will be more than happy to run the surveys in a customized manner if you prefer to do that. Thank you.

DEV ANAND TEELUCKSINGH: Okay, thanks for that, Silvia. At six minutes past the hour, I think we can probably end the call. Again, emphasis about the technology issues. Again, if you have any issues regarding technology and how you interact with ICANN and ICANN At-Large, please let us know, please review what's already on the wiki page itself, so you can add your comments or your concerns. All right, I'd like to thank everybody for attending this call. Thanks to the staff.

[END OF TRANSCRIPTION]