
TERRI AGNEW:

Good morning, good afternoon, and good evening. Welcome to the At-Large Technology Task Force Call, taking place on Monday, the 12th of December, 2016, at 15:00 UTC. On the call today, we have Gordon Chillcot, Satish Babu, Glenn McKnight, Judith Hellerstein, Sebastien Bachollet, Raitme Citterio, Daniel Nanghaka, Dev Anand Teelucksing, Sarah Kiden, Olivier Crepin-Leblond, and Renata Aquino Ribeiro. We have listed apologies from Josh Baulch. From staff, we have Alex Hutson, Corinna Ace, Mark Segall, Ariel Liang, and myself, Terri Agnew. Also joining us is Stuart Clark. Our Spanish interpreters are Claudia and David.

I would like to remind all participants to please state your name before speaking, not only for transcription purposes, but also for our Spanish interpreters. With this, I'll turn it back over to you, Dev. Please begin.

DEV ANAND TEELUCKSING:

Thank you very much. Hello everyone, welcome to the At-Large Technology Task Force for December 12th, 2016. So, we do have quite a few action items coming off of our ICANN57 Hyderabad meeting. So, let's take some time to just go through some of those action items. And I think some of these have been accomplished. One of the things we also want to do is, apart from looking at the action items, reviewing the Technology Issues page as our discussion regarding what should be the work plan for the CTF, well for now, and the first quarter of 2017, and also to discuss any possible budget requests that we may want to consider submitting for the FY18 fiscal year.

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.

Okay, so let's go right to it. Ariel has kindly shared a screen to show where the action items are, and also posted on the chat, lovely.

So, Ariel Liang to work with Mark Segall and Josh, to explore the ways to remove the app of older ICANN meetings. This was something identified at ICANN57. Mark, do you have any thoughts on how this can be done? Because I think it is very confusing when we see Search ICANN in the app store and you find 54, 55, 56, and now 57. Mark, do you or Corinna have anything to say on that?

MARK SEGALL: Hi Dev, this is Mark Segall, can you hear me okay?

DEV ANAND TEELUCKSING: Yes, we can.

MARK SEGALL: Excellent. Real quick, before I answer, I just want to say it was a pleasure to meet everybody in the ICANN57, looking forward to seeing you again in ICANN58. Yeah, I had some brief discussion with Josh, and it's also been an annoyance to some of the staff, as well. We're going to see what we can do to address that. Haven't been able to make any real headway, he's been continuing to travel after ICANN57, and as you know, he's also looking to transition. So, I'm trying to also find who I'm going to be working with on these kind of matters going forward. So, a little bit transitional work first, and then we'll be able to make some headway and hopefully have a better update for the next meeting.

DEV ANAND TEELUCKSING: Alright, so let's keep that in progress, then. The next action, Alfredo Calderon to send more details about the meeting app to the TTF meeting list. This was done. The app is called something called Crowd Compass. He posted it on the TTF meeting list very soon after the ICANN57 meeting. So, I think we can mark that as done, well the first part of it. There is a second part as to whether to invite the RN tech persons to share their processes. Does anybody have any thoughts about whether we should try to do that within the first quarter of 2017?
Judith?

JUDITH HELLERSTEIN: I would love to hear more about the app, because when we asked Josh about a year ago, either Josh or Chris Guest, I forgot who was managing the app, they said that the beacons that we wanted were far too expensive for them, and they were looking at other ways. So, maybe Mark has more ideas. It doesn't seem if we invite them on, talk about an app that we can't even get, because beacons are too expensive. Maybe Mark can inform us about this.

DEV ANAND TEELUCKSING: Okay, thanks Judith. I don't know if Mark has any comments on this.

MARK SEGALL: Hi, this is Mark again, no, I don't. I'm sorry, can I get a little bit more clarity on this one?

JUDITH HELLERSTEIN: So, a lot of groups have been asked to use beacons to have an interactive map and tell you, if you're in one place, tell you how to get to another session. Maybe things have changed, but when the app first came out, we questioned Josh about it, and we were told that right now, putting the beacons up would be far too expensive and they couldn't do it. So, maybe things have changed since then?

MARK SEGALL: I do vaguely remember some kind of discussion many months ago about this, but I was more of a bystander. I can at least take the action item to synch back up with Chris and Josh, and see if I can find anything. If it was a financial issue, I'm guessing it may still be, especially after the money that we had to spend for the fire on the ship. So, let me just double check on that, though, to be sure.

DEV ANAND TEELUCKSING: I just Alfredo's email, Mark, so you can take a look at that and see the information that Alfredo posted about the Crowd Compass app, you could probably use that, so you can learn more about what Judith is talking about, and so forth. Glenn, short intervention, go ahead.

GLENN MCKNIGHT: Yeah, in response to Judith's comment, I just gave a link to various tools. The tool that ICANN is using is Web Mobi, and there are three versions. Financially they may have gone for the free version, we don't know, all we hear is a conversation that Judith had. The tool that Alfredo is

talking about is in the list, as well, and that is called Crowd Compass. We might be benefitting from having a comparison of each of these tools in a matrix, like we did with conferencing tools, but it would be interesting to get clarity from Josh what version we have, and since you started this dialogue about financial requests, this would be a reasonable thing, if we're going to be looking at the mobile app as being effective.

DEV ANAND TEELUCKSING: Okay, thanks Glenn. I see Alfredo has something else to add to this. Okay, Alfredo, go ahead.

ALFREDO CALDERON: Regarding the beacon issue which Judith has mentioned, I think the cost has been lowered, based on the volume. That's one thing. The other thing, one of the advantages that I found with the tool with that you can upload immediately Powerpoint presentations or documents based on your schedule and you can have it right there in your app and in your device, and you can see it immediately and you can have short discussion sessions with anybody else that is in that specific session within the tool itself.

DEV ANAND TEELUCKSING: Okay, so, let's see if you could follow up with Josh about use of the beacon, and so forth. And thanks, Alfredo, for posting some of the detailed information. I posted a link to Alfredo's email, they could be

forwarded the to Josh, if Josh hasn't seen the email, as yet. Alfredo, you have a followup? Oh, I see the hand is down. Thanks.

Lets quickly move on the AIs here. Glenn McKnight did develop a survey on issues regarding the ICANN Meeting app. Glenn, any progress on it?

GLENN MCKNIGHT:

Yeah, I gave the link in the chat box. Please comment, it has not been sent out yet. Looking at the Google Play website, it doesn't really tell us how many people have downloaded it, but if there are questions, I want to keep the survey fairly short, but if there is other rephrasing of the sentences or other features that you would like us to ask, let me know. We would like to send it out this week to the At-Large, and see who used it. Again, I'm not a definitive person on this issue. I really don't know the ICANN57 app inside out, so I'm leaving it quite open. But it will be interesting, A, who downloaded it and B, did they use it. And like Alfredo has talked about, where did you find an app that was really good, and suggested the features of it. So, what you like and what you dislike. Thank you.

DEV ANAND TEELUCKSING:

Okay, thanks Glenn for putting together the survey. Again I invite everyone to just take a look at the link that Glenn has provided, and just offer some comments about the survey, to refine it any way. Okay? Alright, so I guess you can mark that as complete.

Next item, Satish and myself to test the new Flash Player in Linux. I don't know, Satish are you by chance using the latest Flash Player for

Linux now on this call? And if not, do we need to just schedule a separate time for a Linux-only call. Ah, according to Satish, he has tested the new Flash Player, Adobe Connect works fine. That's excellent news. So what we can do is update the Flash Player discussion on our Wiki Page to say that will be recommended from now on. Excellent. So I guess you can mark that as complete. Lovely.

Next action item, Judith and Jimmy Schultz to provide an overview of the ICANN Meeting app to show members how to use the calendar feature. Judith, I don't see Jimmy on the call. Any updates on this?

JUDITH HELLERSTEIN:

Yes, we didn't do it, because the meeting ended before we could do it. We don't know if they're going to be using this next time, so we cannot do an overview how to use it, if they're not going to be using this one. So we need some clarity what they're going to be using for Copenhagen, and then we'll be happy to do one.

DEV ANAND TEELUCKSING:

Okay, so then, what do you want to do with this action item? Leave it on?

JUDITH HELLERSTEIN:

I don't know, what do you think? Maybe say if we use the same schedule app in Copenhagen, we will do a demo.

DEV ANAND TEELUCKSING: Alright, so we can just slightly update the AI to document how calendaring works in the ICANN Meeting app in time for Copenhagen.

JUDITH HELLERSTEIN: In Eventmobi, there are two apps for the ICANN meeting. There is the Eventmobi app and then Sched has an app. We are only talking about the Sched app and the Sched website, because the Eventmobi app does not copy your schedule that you selected on the website, that was the main problem of that. That's why ICANN went with a different app, because the Eventmobi app does not allow you to keep the schedule. So the Sched app, you put your schedule on the web, you log in, it pops up on your Sched app, it doesn't do that with Eventmobi. That's the main problem, and I think that's why they went with Sched. Maybe Mark has more details.

DEV ANAND TEELUCKSING: Okay, good points raised. I don't know if Mark has any comments on this, or Corinna, or any of the ICANN staffers, about the meeting app.

MARK SEGALL: No comment on this one. We did have a good conversation about it there at ICANN57. It's another one that's on my list to chat with Josh about.

DEV ANAND TEELUCKSING: Okay. So when we get clarity as to how ICANN is moving forward with what meeting app approach it's using, I think then we could come back to this scheduling issue. Okay, thanks for that, Mark.

Next action item, Judith and myself to revisit issue of making a CTF a cross-community working group. Just to say that we haven't had a chance to do anything on this, so let's leave there for now.

Ariel and myself to invite Josh to organize a special purpose call about the Adobe Connect calling feature. There is an update on this regarding the exit poll feature that we will come to later on in the agenda, that Ariel has some information on, as a possible way to overcome the technology issues of using polls in Adobe Connect. It's not accessible via mobile, et cetera. So I think we can probably mark that as complete after this call.

Myself and Ariel to ask people to provide feedback on the Adobe Connect issues, we have not done that. Perhaps we may want to consider using a survey form. Ariel, what do you think?

ARIEL LIANG: I think that's not a bad idea, we just need to figure out the specific questions to ask.

DEV ANAND TEELUCKSING: Alright, well let's see if we can work on that this week, and we can share it with the TTF list before we make it more global. Okay.

Alright, Beran to contact tech support and troubleshoot the Safari issue. This is now coming up from our previous technology taskforce call. I believe this has now been complete. Is Beran on the call?

BERAN GILLEN: Yes, I'm right here.

DEV ANAND TEELUCKSING: Ah, excellent, thank you. You mentioned at the last technology taskforce call that there was an issue with Safari accessing Adobe Connect, but I believe you've made some progress with this action item, so why don't you tell us about it.

BERAN GILLEN: Yes, actually I realized that my Safari, there was some installations I needed to make with regards to Adobe, so I did that, and once that was done, it has been working very well. So I guess you can put a tick right next to that one.

DEV ANAND TEELUCKSING: Great, thank you for that, so we can mark that as complete.

Ariel to work with myself and the team on the survey exit poll. Again, this is coming up in our call today, so we can probably mark that as complete.

So, those are the most immediate ones. Well, I'm going to continue with the rest of the action items. Very quickly, let me just run through them.

Myself to organize a special purpose call for open PDP in consultation with [inaudible - 0:18:51]. I haven't gotten a response from him, and I will follow up with him.

Regarding implementation of Rocket Chart, again, this is something on the work plan. There has been some chatter on the mailing list and on Skype chat about looking at other chart systems.

Corinna and Mark to follow up with me and Ariel on the LACRALO mailing list. I believe Corinna has an update on that and is planning a call, perhaps Corinna, could you mention the details very briefly, what is happening with the LACRALO mailing list?

CORINNA ACE:

Yeah, absolutely. Hi, this is Corinna Ace. Thanks, Dev. So, since completing the major bug fixes from the translation tool, the development team has continued to investigate issues that we round as part of the initial part of the project, and look for solutions for those, and so we're not finishing the last of the testing and are planning to work with Dev to final review and basically confirm the launch date of that, and code changes into production. I believe some of you have seen on the Wiki, but we're also going to be documenting the last of the learning about the fixes and other limitations that we've discovered as part of this project. So, I think we have a call set for later this week with Dev. Thanks.

DEV ANAND TEELUCKSING: Okay, thank you. I believe it's Wednesday, I have to check my emails on this for when it is, but it is this Wednesday evening, at the top, single purpose call on the LACRALO meeting list issues. If anyone else is interested in this issue, they would be welcome to join the call. Just make a mention in the chat whether you are interested in joining the LACRALO meeting list call. Let me just find the time, it's at 6 p.m. my time, and I'll post it in chat while somebody else does an update. So people can respond as to whether they want to be invited on the call this Wednesday. Okay, I believe that can be marked off as complete.

Ariel and myself to solicit volunteers to test the Excel platform with Stuart Clark. So what we have done is we have come up with a tentative work plan for this. Persons have added themselves to the Excel Wiki page and so we have quite a list of persons. So what we need to do now is just to work with Stuart Clark to just add these persons to the Excel platform instillation, so we can start testing, hopefully if not by the end of this week, so we can begin testing for the remainder of the month.

And I think the rest of the action items are yet to be completed. Message for outreach, idea scale, those things are still incomplete. I see Stuart said that we will get it sorted out this week. Lovely. So now we can finish off the AIs and move on to the Technologies Issues page, which we have covered a few of them, already.

What I have done with the Technologies Issues page, I have also kind of broken it up into two tables. One is the one that we're working on, and

the ones that are completed on a separate table. So we can just see how much progress we are making. So, as I mentioned, we discussed the LACRALO meeting list issues. As Corinna says, there is going to be a call this Wednesday, just to find out how the bugs have been treated and how we are going to approach any future testing or discussion of what has been discovered, again, on that Wednesday call.

The Adobe Connect regarding Flash. Ariel, has there been any progress on this, or not really?

ARIEL LIANG:

Not really. And we're working on that this week.

DEV ANAND TEELUCKSING:

Okay. Perhaps what can happen is that if this will export the mp4, then maybe a volunteer can take the mp4 and upload to the YouTube website, and so forth. So it's really just to generate the mp4 of a Capacity Building session or TTF session, and then maybe a volunteer can step up to do the uploading to YouTube, and so forth. Okay? So, if anybody wishes to volunteer to help with that, let me see so in the chat.

Alright. There also have been questions about the dialogue quality for most of the conference calls, and I believe at the time when this was done, they probably were switching over to the new Adobe Connect. In your Adobe Connect process at ICANN.org or ICANN Zone internal who said, "Adobe Connect rules." So, I guess perhaps what we can do is to ensure that when we do the survey we ask questions about the audio quality of persons using Adobe Connect, whether it's to Adigo or to the

Adobe Connect. I don't know if Olivier wants to speak more to this, because I know Olivier has also mentioned that there were numerous problems with the quality of the calls.

OLIVIER CREPIN-LEBLOND: Yeah, thank you very much, Dev. I was on one of the calls using Adobe Connect recently from the hotel in Guadalajara, and it was timing out all the time. And it's funny because other works like YouTube and any other website was working out really well, but this here was timing out. I know that Skype wasn't working too well, but certainly better than Adobe Connect, but it was near impossible for me to follow this call.

DEV ANAND TEELUCKSING: I see, okay, thanks for that update, Olivier. Well, we certainly need to have this documented somehow so that Josh could try to figure out how this could be troubleshooted.

OLIVIER CREPIN-LEBLOND: It just times out repeatedly, as soon as you're not in the best of connection location, it times out.

DEV ANAND TEELUCKSING: Alright. Let's note that, and we can add as a further description of the technology issue, so we can then raise it for Josh when he comes on the call. Alright, so that's the sound quality and the Adobe Connect. Mark, go ahead.

MARK SEGALL: I just wanted to note real quick that I have taken a note on this so that I can chat with Josh. This is the kind of thing he's very interested in right now, to transition away from Adobe Connect to the third party, and he's very much concerned about any kind of connectivity issues. So, I'll definitely raise that to him.

DEV ANAND TEELUCKSING: Okay, thanks so much, Mark, for that.

MARK SEGALL: No problem.

DEV ANAND TEELUCKSING: So regarding the polling and Adobe Connect, one of the things we've noted is that Adobe Connect has a feature that will customize the message when the Adobe Connect sessions ends, to point to your URL, so the idea is that by linking to a mobile friendly survey we can mitigate the problems of polls in Adobe Connect and that the polls aren't mobile friendly. The polls don't allow for more than one answer to be selected, and so forth, and to collect the survey question responses afterward. So, Ariel, I think you have done some work on this, maybe able to test it. Do you want to mention it now or later on in the agenda.

ARIEL LIANG: Let's mention it later on in the agenda.

DEV ANAND TEELUCKSING: Okay, great. What is also in progress is regarding specialty email addresses. What has been said is that initially it cannot be done, if you want to send from these addresses, but you can set it up to receive emails, but emails going to that special address can be forwarded to multiple persons, like whoever is the current Chair or Secretariat, and also cc'ed the At-Large staff. So I'm thinking this might be complete, but I'm just wondering if anybody has any opinions regarding whether the ability to send from those addresses is critical, because that will require much more configuration work. Judith?

JUDITH HELLERSTEIN: We could also use the work around that I've created. So since we couldn't use those addresses and we needed one, we created a mailing list, which is NARALO Leadership at ICANN.org, and then you can just subscribe the leadership team to that address, and they will get all the emails. The other benefit of this is that you create knowledge management. So when any one of the leaders leave and new people come in, they can just review the mailing list and have all the discussions that way. However, to do that, we need to make sure that staff and others use the new address. And so we will go into the features now to try to remind people to try to use this email address. So you could have that, and that is a work around of all the technology and IT-related issues. The only problem with that is you are creating extra mailing lists, which people hate doing, but that's another issue.

DEV ANAND TEELUCKSING: Okay, thanks Judith. So perhaps maybe what we can do is somebody from this CTF group can share this with the RALO Secretariat group when they have their call, as to whether they want the specialty email addresses, and just let them know you can't send from it, but you can have it set up exactly how you described it, Judith.

JUDITH HELLERSTEIN: But Dev, you don't get specialty ones, what we do is we have NARALO Leadership, so we don't have separate Chair and Secretariat, then you can send and receive from these. It avoids the whole IT issue. Archives are now public, everything is public, and it follows along all the ICANN rules, so no special work needs to be done. It's a total work around. So, we didn't know if we could do it the other way, and so we created a third option which can be done.

DEV ANAND TEELUCKSING: Okay, well, I guess I can mark it as resolved, then.

JUDITH HELLERSTEIN: Yeah, right, because I think the other one is difficult to do.

DEV ANAND TEELUCKSING: Yeah, okay, great. Alright, we can then mark that as resolved. Great. Apparently one of the new technology issues, and this is coming up regarding the work plan, the testing of having server resources available to test open source solutions, open source cloud hosted solutions like XO or Martimus. One of the challenges has been, well, we have to ask

volunteers to help who need hosting, and to reconfigure such server resources, and those persons, well, apart from such persons is rare in At-Large, they are also typically very busy. So my question is, and I guess this is Mark, is it possible that ICANN can assist with providing the server resource, so at least make it available, so that somebody can then just go in to set up the server, so that testing can begin of open source tools. So the floor is open for this technology that I have noted.

MARK SEGALL:

We have had a lot of good discussion internally, and the biggest thing is the bureaucracy-type items. Who pays for it, how long is it needed for, so there is a lot of process, and we also are very cognizant that we don't want to create process and overhead for the group just for the sake of creating overhead. So there has been a lot of good discussion over the last few weeks. So beginning with the FY18 budget, the plan is for my department to actually have some budget set aside for this kind of testing. We've also been talking about what happens when the test is done, do we set an expiration on it? If the TTF likes what they see and they want to move forward with it, how do we bring it into production? So there has been a lot of that kind of discussion going on and I think outside of having to wait until we get the budget approval, I think everybody is going to like the direction we're trying to go here. I think our last item on this is to solidify some kind of request form, and like I said, that would be how long do you expect to test, how many people would be on the test. So then with all that information, so internally we can digest it and do our own vetting of it, like our security team may come back and say we don't recommend this one, we find it has a lot of

security vulnerabilities, those kind of up front planning items that are very valuable to making sure it's a success.

DEV ANAND TEELUCKSING: Okay, thanks Mark. Well, I do hope that something like this can be put in I would say even before the FY18, because I think there are several tools that have been identified by the community and we do have to try to test them. So, Satish is seeing in the chat, a permanent sandbox might be good to test these solutions, so it's deployed, we test it, and then delete it, and then start over in that same sandbox with the other solutions once we finished the evaluation, and then we can put the budget request in to say, okay, we recommend to go with this solution, and then put in an appropriate budget request to have more dedicated support for it. So that's my only comment on that.

MARK SEGALL: I think that's a very valuable comment there, and I can bring that back to the team, as well. If we wanted to have a permanent sandbox, if they have any concern with that. I know for me the one thing, even though it's not a big amount, it's still a budget item, it still has to run through appropriate process, so hopefully we'll have a discussion internally.

DEV ANAND TEELUCKSING: Okay, thanks so much for that. Okay, so those are the technology issues. Does anybody have any other technology issues they want to note? I would encourage to just go to the Wiki page and add a technology issue if you have any ideas for work around, et cetera, also

add it to the Wiki page, or comment on the page, and we'll note it. I see there is a cloud testing app tool that we can use to test Excel, so that's something to look at.

Alright, so let's go to our discussion, this is about our work plan, about 20 minutes. I just want to go into the work plan for the TTF for the first quarter of 2017. Some things that have been mentioned is that one, Satish mentioned at the Hyderabad meeting that perhaps we need to look at doing some sort of security tool or security newsletter to help advise At-Large users about security issues related to the communication tools that we use. So, I'm thinking this is a good idea and I'm thinking what we can do, Satish, well perhaps between ourselves, let's come up with some ideas for possible security issues, and then we'll update the Wiki accordingly and create a Wiki page section. One thing will be for Adobe Flash, for example, the other one is a security issue that is facing Skype users of recent, regarding the Skype spam. What happens is that the Skype contact gets spammed with direct spam messages. So perhaps we need to try to at least document this and see what are the best processes to avoid these security issues. Any thoughts or comments on that? I'm seeing some acknowledgement that this is okay to do.

DANIEL NANGHAKA:

Thank you Dev. During the time of the meeting in Hyderabad, Skype was sending those anonymous messages, spam, and so forth. And I think it will be good to send out bulletins for the security breaches and show they can be solved. I agree and I'm willing to share more.

DEV ANAND TEELUCKSING: Okay, so we can add Daniel, as well, to the group. We'll document it on Wiki and then share it with the TTF list. Alright, we'll plan for the TTF in first quarter.

I think one of the other tools that we want to test, and I think Glenn was the one who suggested it on the chat, was looking to deploy Rocket Chart. We should perhaps investigate another open source chart called Martimus. Glenn, you just wanted to floor to perhaps explain that?

GLENN MCKNIGHT: Yeah, I actually talked to your associate in Trinidad who has used it. So, I'd be curious on who used the tool, but it is deemed better than Slot as a tool, and I'd like to see a demo, if we can get people at Martimus to be on the call and walk through the tool, that would be great. As you know, Skype has been a thorn in most of our sided in terms of lack of organization and randomness, so if you want to have any kind of effective communication, I think we need to look at other tools other than Skype. What I can do, as an action item, I can follow up with Martimus to see if we can get a call at our next meeting.

DEV ANAND TEELUCKSING: Okay, thanks Glenn, I think that's a good idea. And if not, then we can follow up with, I believe it was Neron, who has deployed deployed Martimus and maybe we can figure out a way to deploy Martimus for testing. Alright, thanks for that. Okay, those are my immediate work plan items for TTF and obviously this is not the final thing. Ariel.

ARIEL LIANG: Thanks David, I just have one thought, and I wonder whether we would be able to consider a tool to conduct electronic votes, because that is widely used in At-Large, especially for the ALAC and also the RALOs, as well, and currently we are using Excel and in fact it's probably not the most ideal tool to use. I'm wondering if there are any plans to explore other online vote setup systems just to facilitate the process and make it more intuitive for the users.

DEV ANAND TEELUCKSING: Okay, well, that is a thing, because it has been used for many, many years in ICANN. So, I think it's a good idea. So I think we can mark that as an issue we want to look at. Any thoughts on this? I'm just reading Olivier's chat, question, what is the tool that GNSO Council uses? Olivier?

OLIVIER CREPIN-LEBLOND: Yeah, thanks for this, Dave. I don't know what the tool is, but they certainly are happy with the way that they have their voting going on, and it does all sorts of things, including putting everything into nice tables and displaying it, so maybe it's time, after so many years, that we find out what they use.

DEV ANAND TEELUCKSING: Okay, I think that's probably an action item then, to follow up with, just to investigate what the GNSO uses for their voting.

OLIVIER CREPIN-LEBLOND: And maybe someone on this call knows, I don't know. It sounds like it's such a huge question.

DEV ANAND TEELUCKSING: Well, anyone have any ideas on this? If not, we could just make that as an action item for Ariel to follow up. Okay, so let's make that an action item. As I was saying, I do want to spend some time on the other two agenda items. So look for that Wiki page to be announced later this week on the work plan. And again, please send your comments and ideas on this.

So let's move on to the next agenda item, and that is regarding captioning and a demo of the exit poll test, which was considered to be important for the captioning, in order to capture survey results, as to how well the captioning was done on previous calls. So, Judith, let me ask a question, do you want Ariel to go through the exit poll test first?

JUDITH HELLERSTEIN: Well, we can't do the exit poll first because the exit poll closes out the Adobe session, is my understanding. So the captioning, we're about to start the second phase of the captioning. [AUDIOBREAK]

I think I was disconnected, was I disconnected?

TERRI AGNEW: Hi Judith, it's Terri. Sorry bout that, yes, it seems like the English channel audio was lost for a brief moment, but I'm just checking with our Adigo, if you could just give me one moment.

DEV ANAND TEELUCKSING: I also lost audio connection for a second, as well.

TERRI AGNEW: I believe we're all back now.

DEV ANAND TEELUCKSING: Okay.

JUDITH HELLERSTEIN: Right, so we need, Mark, put this as an action item on connectivity issues. We're starting up part two of the captioning this month, and we put up a schedule list. We're going to send out an email to select calls for captioning. We're looking for new people such as AFRALO, EURALO, who haven't had the calls, and Heidi and Sylvia managed to get some money so that we can also test one call in Spanish and one call in French. So we will do that probably in February, but since we only have six calls, we really want to get the messages right, because last time half the mobile people couldn't use it, and so we're trying a different approach, and so that's why we're testing the exit poll to see if that works better. So that's a very quick update, because I know we're very short on time. Ariel?

ARIEL LIANG: Thanks, Judith.

DEV ANAND TEELUCKSING: Thanks, Judith. Go ahead and Ariel.

ARIEL LIANG: In fact, the testing, I'm just going to share two screen shots and the exit poll to set up is easier than any of us thought. So I'm just to share the screen shot and explain how it was set up.

Okay, you see the first image on the screen.

TERRI AGNEW: Yes, Ariel, we can.

DEV ANAND TEELUCKSING: This is Dave, yes.

ARIEL LIANG: Thank you. So physically the way to do it is you see the top navigation there is icon called Meeting, and when you click on it, there will be a dropdown and the bottom seventh icon is End The Meeting, so you click that, and then that will take you to the next screen shot I'm going to share now. So when you click that button, there is a popup window will show where you can include a URL at the bottom of that popup window. That is basically the survey poll that we will use for captioning

or other purposes. The table above is basically a personalized message, just to tell users what is meeting and what you will see in Adobe Connect, and you can include the link to that survey. So the behavior is once this is all saved and set up, once we close the meeting, an external window will open automatically, and if that's a survey, then it's the survey page, basically, and people can fill it out, and if they are still seeing Adobe Connect, they will see an ending message telling them please fill out the survey following this link. So there are two ways for people to get direct to that link to fill out the survey. So, that's basically the exit poll. That's pretty much it for the demo.

DEV ANAND TEELUCKSING: Okay, thanks Ariel for doing the screen shot so we can at least get an idea of what to expect. So if I understand you correctly, when the host ends the meeting, all the attendees will see this dialogue box, and then when it's actually closed, when you click okay, the window which had the Adobe Connect room would automatically go to this new URL, or is this something that they have to click on?

ARIEL LIANG: It will be automatically direct to the new URL.

DEV ANAND TEELUCKSING: I see, perfect.

ARIEL LIANG: And it's a separate tab that will open in your browser. You can still see the Adobe Connect room and with that ending close message, and now you will see the survey in a separate window, or browser, or tab.

DEV ANAND TEELUCKSING: Alright, thanks Ariel. Judith?

JUDITH HELLERSTEIN: The question is, will people who are on mobile see this on screen, see this box, or is it Flash?

ARIEL LIANG: Judith, if you want me to answer that question, so, this box that you're seeing is what staff set up from the back hand, it's not something the community participating in the meeting will see. So, once we set this up, I believe the participants will see the survey when we end the meeting, regardless of what kind of machine they're using. But we can further test it out just to verify. But the box you are seeing is not for the participants, it's only for the administrators, staff.

JUDITH HELLERSTEIN: Great, thanks. That's helpful, because I was unclear about that. So then the idea is, the meeting is closed, so Adobe Connect is closed, and you're brought to a page that's separate, and then I guess we would have to send the people on the mobile, repeat it for them so that they could go directly to that page, or is there something I'm missing?

DEV ANAND TEELUCKSING: Go ahead Ariel.

ARIEL LIANG: I believe if you're using mobile you will still be directed to that page, it will open directly on the mobile machine they're using, the default browser they're using. But I think we can further test it out just to verify that and when we tested it out on the laptop, it behaved exactly the way it should.

DEV ANAND TEELUCKSING: Alright. Thanks for this. Alfredo, you have a question?

ALFREDO CALDERON: Yes, it's a followup question, can you hear me?

DEV ANAND TEELUCKSING: Yes, we can, go ahead.

ALFREDO CALDERON: Okay, it's a followup question, to Judith's comment. I'm not sure if it's going to work because I have had a similar problem when some of the people used this feature in Adobe Connect and it's supposed to be a popup window within the mobile device, and it doesn't pop up because, in my case, Safari doesn't allow it for some reason. I think it has to do with the cookies. So we do need, actually, to do more testing on that.

DEV ANAND TEELUCKSING: Okay, thanks Alfredo. Well, I guess ultimately when we do the test, well, let me ask a question, Ariel, and we are coming up to the top of the hour for this call, is this set up to end the meeting, when we end this meeting, we will go to a URL?

ARIEL LIANG: Yes, and you're supposed to go to the URL at ICANN.org. So it's already set up in this way.

DEV ANAND TEELUCKSING: Okay, so we will find out in a few minutes how this feature works.

TERRI AGNEW: Hi, this is Terri, and I think it was accidentally ended, so if everybody could please quickly log back in to the Adobe Connect room, we'll get it activated again for everyone, it will be just one moment.

ARIEL LIANG: Apologies, apologies. [AUDIO BREAK]

TERRI AGNEW: And once again, thank you everything for rejoining. For those that missed my message, if you could just log back in to the Adobe Connect room, we'll go ahead and get it reconnected here in a moment. [AUDIO BREAK]

OLIVIER CREPIN-LEBLOND: Are the phone lines connected again?

TERRI AGNEW: Hi Olivier, it's Terri, yes the phone lines are connected again, and the Adobe Connect is slowly connecting, sorry about that. [AUDIO BREAK]

DEV ANAND TEELUCKSING: Okay, this is Dev again, now I'm back in again.

JUDITH HELLERSTEIN: Yeah, I'm back in too, we see this needs more testing.

DEV ANAND TEELUCKSING: Yes, okay, well yes indeed. I think that's the key takeaway from this, just to make sure, because I got disconnected while I was talking. I said on the mobile app...

SEBASTIEN BACHOLLET: Dev, please, before you go, you need to request the recording to start again, if you want to record the end of the call, you need to be sure that the recording is working. Sorry for that.

DEV ANAND TEELUCKSING: Thanks for that reminder, Sebastien. Terri, Ariel, is the recording back on?

TERRI AGNEW: Hi Dev, it's Terri, and the audio recording is back on, and I am restarting the Adobe Connect recording, and we're good to go, please continue.

DEV ANAND TEELUCKSING: Okay, thanks for that, and thanks Sebastien for reminding me. So, after our short interruption, just to summarize, we tested the exit poll feature and what happened is that it didn't work for most persons. The meeting room simply terminated, and for mobile users the URL did show where you could have clicked on OK to open the page, but, it actually did not work at all in the desktop browser for me. So just to confirm, I assume that's what happened to all the desktop users. Go ahead Ariel.

ARIEL LIANG: I see Sebastian's hand is still raised. Is that an old hand or a new hand?

SEBASTIEN BACHOLLET: It's an old new hand, or a new old hand, whatever you want..

ARIEL LIANG: It's a hand.

SEBASTIEN BACHOLLET: It was to confirm what Dev said, but we have a link in the desktop and the link is not working, and the link is just ICANN.org, but you can click on it, but it's written, please fill out this survey. And the second is that

we had to reconnect and that's one, but we also get a shutdown of all the sound after we reconnect, and it's why had this trouble again to hear you, Dev, the second time we were back. Thank you.

DEV ANAND TEELUCKSING: Yes, actually I was not anticipated that the test would have started right there, I believe it was by accident. But Judith, your hand is raised?

JUDITH HELLERSTEIN: Yeah, my experience was on the desktop, it just went to that link, the link was a short link, so if I typed it into a browser, because the link wasn't working, it was just a generic ICANN page. But it closed my Adobe Connect altogether. So to get on, I had to launch again, but I didn't have the problem with sound, the sound just came back on immediately once I was launched, because I was totally closed out. I was using Safari on the Mac. So it's a big failure. So we know that doesn't work and it needs more testing.

DEV ANAND TEELUCKSING: Yes, Ariel, you have your hand raised?

ARIEL LIANG: I think there is something I need to clarify. If you see ICANN.org open in your browser, that's what it's intended to be, because that's what we put in the end meeting customization box, is to open ICANN.org URL, and in fact, it opened in my browser. I'm not really sure what link that Judith is referring to, but if you want to open another actual survey link,

you need to provide the URL and I will customizer that in the box, and we can test that again. So, if ICANN.org opened in your browser, it actually worked. And I see Terri also opened her browser too.

JUDITH HELLERSTEIN:

On mine, I had the same experience as Sebastien. No link worked. It was not an active link, and so it just had the link and nothing worked, and so to get there you had to copy and paste it into a browser. And he was using Firefox and I was using Safari.

DEV ANAND TEELUCKSING:

Okay, Ariel you want to respond to that? Because I just want to wrap up something. Go ahead.

ARIEL LIANG:

I think that's a good point. Maybe we need to test different browsers, because what opened, I'm using Chrome, so maybe it behaves differently across different browsers. We will check that issue.

DEV ANAND TEELUCKSING:

Okay, indeed, I think that is what we need to do. So in fact, when we formally close the meeting, everybody take the screenshot, not what browser they are using, and again, we could build up what it is, because it looks like different browsers did different things, and possibly on different platforms.

Any other business before we formally close? Going once, going twice, going thrice. Okay, I would to thank everyone for attending this call, and again, please, when we end this call, this test will happen again, and please just take screenshots and send it to staff, or to myself, or to the TTF list, for that matter. So what happened when the exit poll feature was done.

TERRI AGNEW: Dev, it looks like Judith has her hand up, plus she has a question in the chat.

DEV ANAND TEELUCKSING: Okay, Judith, very quickly, go ahead. If you want to type the question, you can. Yes, I see she lost the mic. Judith if you're in the chat room, you can probably type the question quickly.

JUDITH HELLERSTEIN: Okay, let me try it again.

DEV ANAND TEELUCKSING: Yes, it's working.

JUDITH HELLERSTEIN: Yeah, I had to turn it off three times. Sorry. Another work around could be, but it takes effort, is we could at the same time as we have the polling, we could also put out the same survey in a link to a Google doc, and so people could have different options, so the people who are on

the phone, or who can't get the polling, can go that way, and then that way we also can collect data from people who view the session after the session has finished. So we have three different ways of calling, of getting data.

DEV ANAND TEELUCKSING: Okay, well, I suppose so, but let's collect the information as what is happening with this current exit poll feature. Does it show the link to ICANN.org, does it automatically open it up in a new tab? Because we are having differing experiences here. So we need to just document this a little bit better. Alright, and obviously we have to do more testing of this once we collate this information. Okay, Glenn? I think you probably want to promote the survey? Go for it.

GLENN MCKNIGHT: Yeah, yeah, yeah. I did some modifications based on Alfredo's, I've added a whole bunch of examples. Please complete the survey and if we're all happy with the questions, I would like to get it to the At-Large group. Thank you.

DEV ANAND TEELUCKSING: Thank you, Glenn. Alright, I would like to thank the interpreters for their time, and I would like to thank everybody for being on this call. It actually is a great pleasure working with all of you for this past year. Although we will be chatting online, I just wanted to take the opportunity to wish you all season's greetings and best wishes for the new year. And let's continue our conversations online. So this is Dev

Anand, and this meeting is now adjourned. Be sure to take the screenshots of what happens when the meeting ends. Thank you and take care.

TERRI AGNEW:

Thank you. Once again, the meeting has been adjourned. Thank you very much for joining. Please remember to disconnect all remaining lines, and have a wonderful rest of your day.

[END OF TRANSCRIPTION]