



# Technology Taskforce

Dev Anand Teelucksingh, Judith Hellerstein | 28 June 2017

**ICANN**  
POLICY FORUM

59

**JOHANNESBURG**  
26-29 June 2017



1

Introduction to  
the Technology  
Taskforce

2

Selected Technology Issues

- Upgrading the LACRALO mailing list translation tool
- Making recordings of conference calls playable on mobile devices
- ICANN's Adobe Connect issues

3

Other TTF  
subprojects

4

FY18 Technology  
updates on

- Captioning
- Policy Tracking
- Group Chat (Slack)

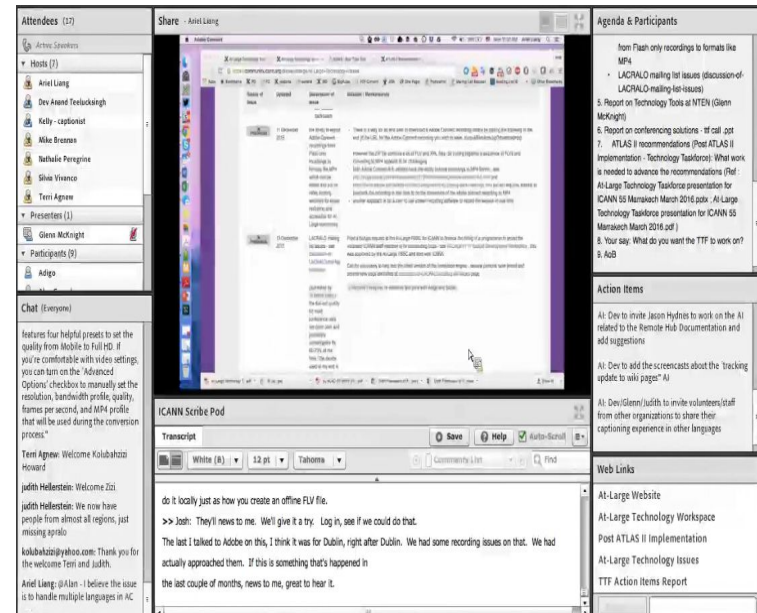
5

What are your  
Technology Issues  
in ICANN?

# Introduction to the Technology Taskforce

# About the Technology Taskforce (TTF)

- Technology provides the tools that enable people to connect, collaborate, and work towards making the world more accessible, enabling the benefits of the Internet to be available to all.
- The Technology Taskforce (TTF) evaluates and reviews different technologies and tools that can help the ICANN At-Large Community communicate, collaborate and accomplish their goals and objectives for ICANN activities.
- Examples of these technologies include Chat or Web conferencing tools, Captioning, Knowledge Management tools, or anything that helps Individual Internet users become active within ICANN.



The screenshot shows a Zoom meeting interface with several panels:

- Attendees (17):** Lists participants including Aislinn Liang, Dev Anand Teelucksingh, Kelly - Captionist, Mike Brennan, Nathalia Perreiros, Glauk Vinacco, Terri Agnew, Glenn McKnight, and Adgo.
- Chat (Everyone):** Contains messages from Terri Agnew, Judith Hellestein, and Aislinn Liang discussing mobile video quality and language support.
- Agenda & Participants:** Lists items such as "Report on Technology Tools at NTEN", "Report on conferencing solutions - 'if call got it'", and "ATLAS II recommendations".
- Action Items:** Lists tasks like "Dev to invite Jason Hydris to work on the AI related to the Remote Hub Documentation" and "Dev to add the occurrences about the 'tracking update to wiki page' AI".
- Web Links:** Lists links for "At-Large Website", "At-Large Technology Workspace", "Post ATLAS II Implementation", "At-Large Technology Issues", and "TTF Action Items Report".

# About the Technology Taskforce (TTF)

- The TTF is open to anyone in the ICANN community interested in Information and Communication Technology and how they can be applied to solve the needs of ICANN At-Large and other ICANN Constituencies.
- The TTF has 1 to 2 conference calls a month.
- TTF work and Projects can be found at <http://bitly.com/TTF-work>
- The TTF wiki page <http://bitly.com/Technology-Taskforce>
- To join the TTF, email At-Large Staff at [staff@atlarge.icann.org](mailto:staff@atlarge.icann.org)



# Selected Technology Issues

# About Technology Issues Page

The TTF maintains a [Technology Issues Page](#) to track possible technology related issues noted by the TTF and the At-Large Community for raising with ICANN Staff to develop solutions and/or workarounds. <http://bitly.com/ttf-issues>


## At-Large Technology Issues

Created by Dev Anand Teelucksingh, last modified by John Laprise on Jun 05, 2017

- [Current Technology Issues](#)
- [Adobe Connect Issues](#)
- [Resolved Techology Issues](#)

This page seeks to track possible technology related issues noted by the [At-Large Technology Taskforce Working Group](#) and the At-Large Community for raising with ICANN Staff.

## Current Technology Issues

Status of Issue	Updated	Description of Issue	Solution / Workarounds
<b>IN PROGRESS</b>	 04 Jun 2017	LACRALO mailing list issues - see <a href="#">discussion-of-LACRALO-mailing-list-issues</a>	Filed a budget request to the At-Large FBSC for ICANN to finance the hiring of a programmer to assist the volunteer ICANN staff member to fix outstanding bugs - see <a href="#">At-Large FY17 Budget Development Workspace</a> , this was approved

Some of the key technology issues noted:

- ★ New LACRALO mailing list translation tool
- ★ Making Adobe Connect recordings accessible to mobile users
- ★ Adobe Connect connectivity Issues



# LACRALO mailing list translation

Here's what happens when an email is posted to the LACRALO en list



and what happens when an email is posted to the LACRALO es list



- The TTF has long noted [the severe translation problems with the LACRALO mailing lists](#) and submitted to ICANN a [budget request for ICANN to get resources to fix the LACRALO email translation issues](#). ICANN staff is developing an improved translation tool which is being evaluated by the TTF.

# LACRALO Mailing list translation tool

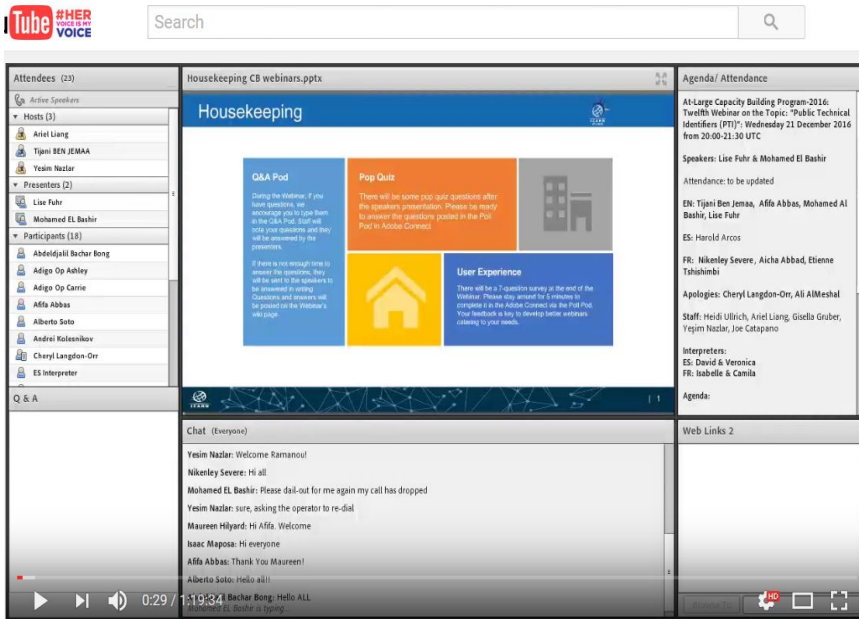
Some of the fixes implemented in the new translation tool currently deployed at [new-transbot-en](#) and [new-transbot-es](#) lists.

- Subject line of emails is not translated to preserve email threads
- The translation tool will notify the sender if the email couldn't be translated.
- Better handling of cedillas , - previous versions of the tool would result in the email not being translated.
- translated emails will also include attachments (TXT, PDF, DOC, JPEG, PPT, PNG, GIF) from the original email.
- If there is text that you do not want to be translated (e.g names), you can enclose text with a <DNT> </DNT>

Comments / Observations to date noted on the <http://bitly.com/LACRALOmail> page :

- Attachments works.
- Subject line not being translated also works
- While the translation tool will notify the sender if the email couldn't be translated, this notification doesn't identify which email gives the transbot problems and what in the email gives the transbot problems.
- Numbers with decimals will trigger the "email can't be translated" error message
- Scaling the testing of the transbot tool to include the actual emails from the LACRALO lists

# Making Adobe Connect recordings accessible on mobile devices



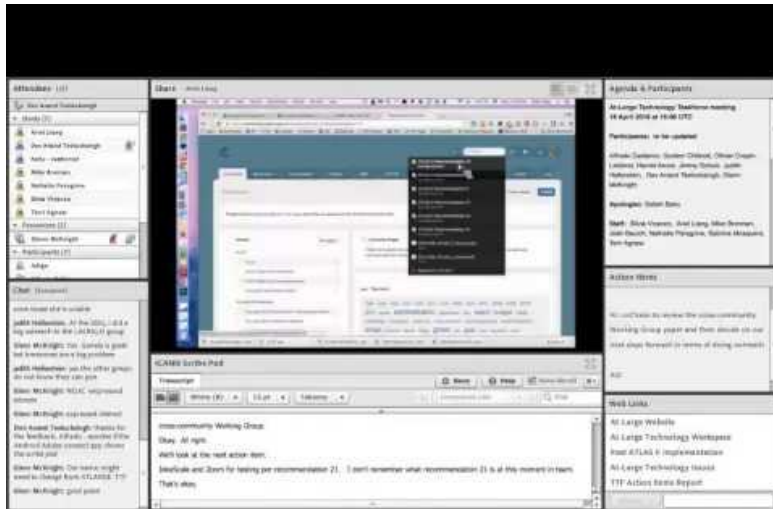
At-Large Capacity Building Webinar: Public Technical Identifiers (PTI)



19 views

- All of the ICANN At-Large conference calls and webinars are done using Adobe Connect. However, the recordings from this conferencing solution are encoded in Adobe Flash.
- Such recordings are therefore unplayable on mobile and tablet devices and playback of recordings on a PC with Flash installed is cumbersome compared with video sharing websites.
- Formats like MP4 can be edited and put on video sharing websites for easier re-sharing on websites and social media and accessible to the At-Large community using computers or mobile devices.

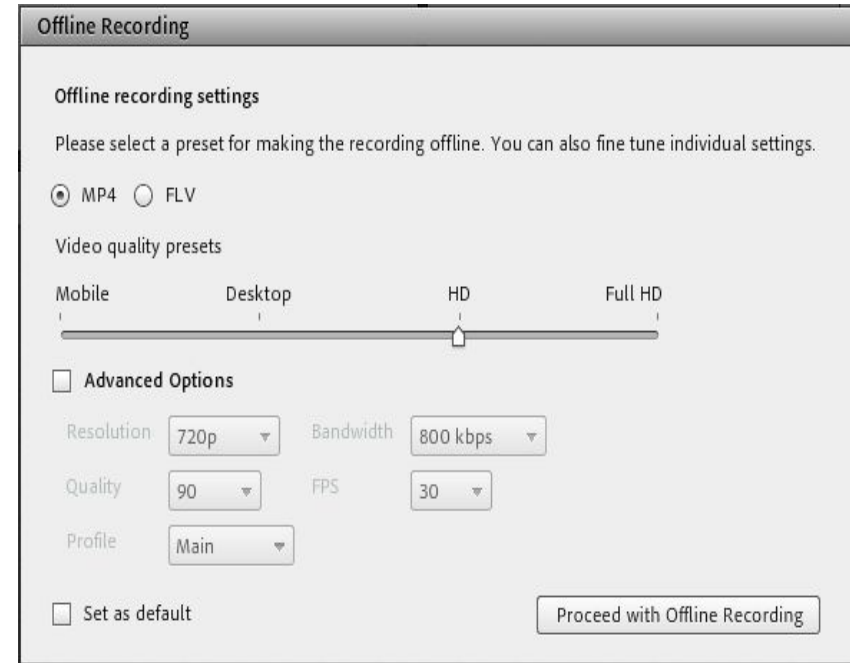
# Making Adobe Connect recordings accessible on mobile devices



- The TTF is working with ICANN on how to export Adobe Connect recordings from Flash only recordings to formats like MP4.
- With [Adobe Connect 9.5, ICANN has the ability to save recordings in MP4 format](#) using the Adobe Connect add-in on Staff's computers.
- At-Large Staff has created two recordings and uploaded to YouTube
  - [Technology Taskforce 08-04-2016](#)
  - [Capacity Building on PTI](#)

## Challenges noted:

- Staff have to download/playback the recording in real time to do the conversion of the adobe connect recording to MP4.
- On Macs, only one instance of Adobe Connect add-in can be launched at a time so staff cannot attend a meeting while creating an offline recording.
- High bandwidth need to stay connected to the Adobe Connect room to convert to MP4 and to upload the video to YouTube - Staff may not have enough bandwidth where they work and be able to do both regular duties and do the conversion.



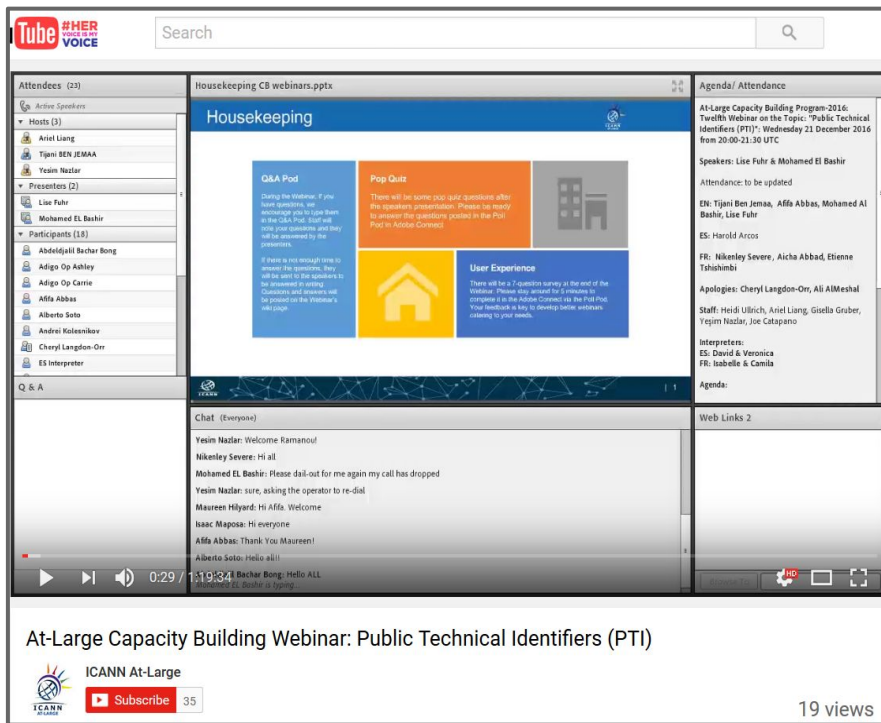
(Credit : [Adobe](#))

We need to have the At-Large's Community meetings available on sites like YouTube.

## How to make this happen?

Suggested workaround:

- Have an At-Large staff remote control a Windows machine at a location such as an ICANN office (which should have sufficient bandwidth) to do the download/export to MP4 and uploading to YouTube, alleviating the need for staff's computers to be tied up doing the download/export.



At-Large Capacity Building Webinar: Public Technical Identifiers (PTI)

ICANN At-Large

Subscribe 35

19 views

## Questions, Comments?

- Since ICANN switched to the new vendor many users have complained about connectivity issues ranging from an inability to connect to poor audio quality, constant dropping or crashing of Adobe Connect.
- When screen sharing, the users' screen tends to crash more frequently and also the tool bar, which includes the chat, queue, audio column, attendees' list, disappears when doing screen share.
- Mobile users cannot see when someone has shared their screen in Adobe Connect.
- Adobe can only display one audio channel, would be better if can have a separate audio feed.



# Other TTF sub-projects

## TTF Subgroup to develop review of conferencing solutions

- Project leads : Justine Chew, Satish Babu

<https://community.icann.org/x/MpvbAQ>



## TTF subgroup to look at redesign of TTF wiki page

- Project leads : Dustin Phillip, Sarah Kidden

<https://community.icann.org/x/YTrwAw>

### At-Large Technology Taskforce REDESIGN

Created by Dev Anand Teelucksingh, last modified by Dustin Phillips on Jun 05, 2017

#### SCOPE

At-Large Technology Taskforce Working Group

#### OBSERVATIONS AND ISSUES

- Despite 60 members we don't have good cross RALO participation
- Lack of Vice-Chair for missing RALO locations
- Lack of clear strategic plan for the working group
- Lack of acknowledgement by ALAC and AT-LARGE of the reports and achievements

#### RECOMMENDATIONS For Website

Move the recommendations section out of the main page and just have a link

Add a link to our achievements over time

Add a link to our Strategic Plan

#### ACHIEVEMENTS

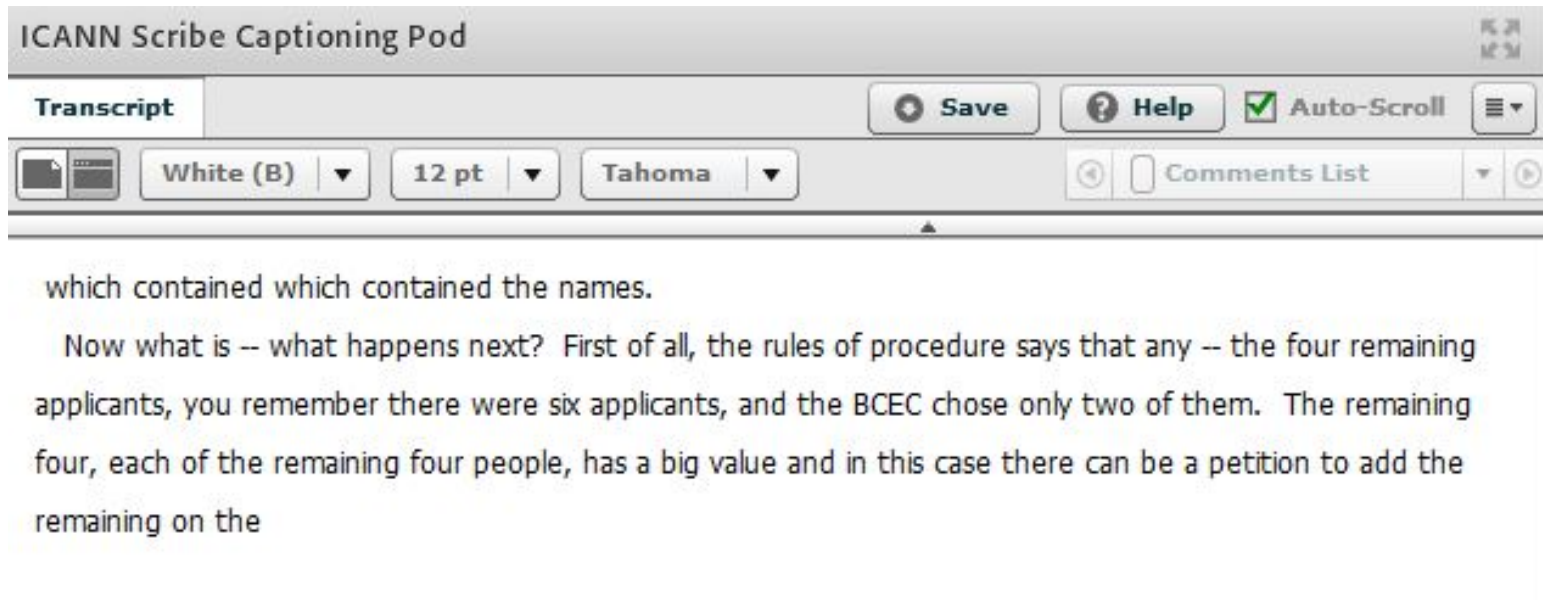
- List of achievements
- A visual timeline
- Include infographics

# FY18 Updates on

- **Captioning**
- **Policy Tracking**
- **Group Chat (Slack)**

# Update on Captioning Pilot Program

- [TTF also tested captioning](#) under the captioning pilot



The screenshot shows the ICANN Scribe Captioning Pod interface. The title bar reads "ICANN Scribe Captioning Pod". Below the title bar, there is a "Transcript" tab, a "Save" button, a "Help" button, and a checked "Auto-Scroll" button. The interface also features a toolbar with a "White (B)" color selector, a "12 pt" font size selector, and a "Tahoma" font family selector. A "Comments List" button is also visible. The main content area displays a transcript of a meeting, starting with the text: "which contained which contained the names. Now what is -- what happens next? First of all, the rules of procedure says that any -- the four remaining applicants, you remember there were six applicants, and the BCEC chose only two of them. The remaining four, each of the remaining four people, has a big value and in this case there can be a petition to add the remaining on the".

# Update on Captioning Pilot Program

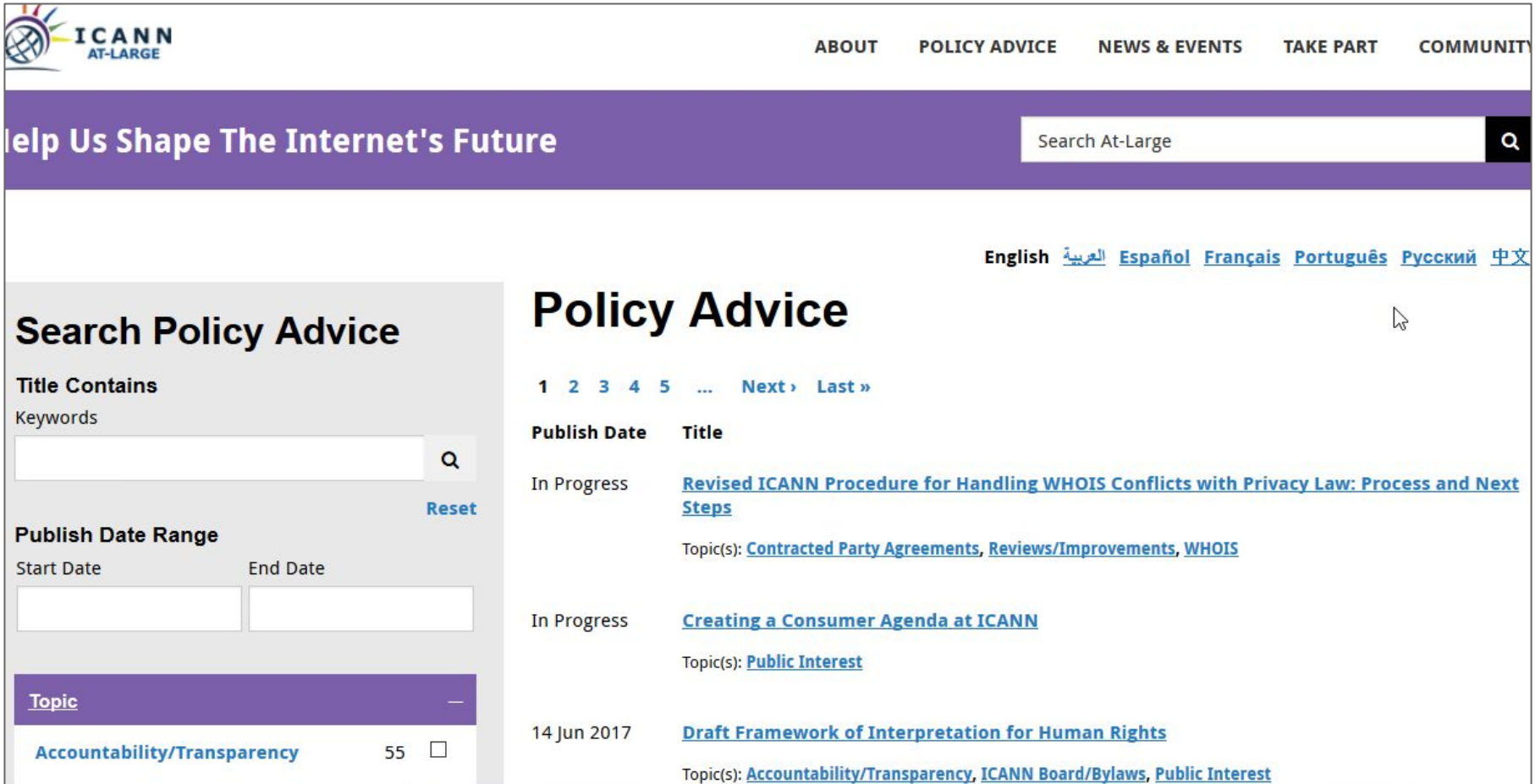
- TTF's Co-Chair has completed two full rounds of the captioning pilot for FY'16 and FY'17 and has tested English, French & Spanish Captions in different working groups, webinars, RALO, ALAC calls and Work Stream 2 Diversity.
- The metrics obtained from the second phase of the captioning pilot clearly indicates strong support for captioning.
  - More than 91% described captioning as either extremely helpful or helpful.
  - More than 75% indicated the ability to understand the session more effectively
  - More than 54% had a greater understanding of the topics
  - Participants were enthusiastic and wanted captioning on working group and CCWG calls while 50% of WS Diversity participants wanted captioning on all calls.

# Update on Captioning Pilot Program

- A third pilot has been submitted for FY 18 for captioning of 30 calls over a 6 month period with at least one call each month in both French and Spanish.
- This pilot was now accepted into ICANN's core budget and responsibility was given to Robert Hoggarth to manage this activity.
- A review team is working together to manage this activity

# Policy Tracking Proposal

The At-Large website has a [policy summary page](#) listing all of the correspondence issued by the ALAC (advice to the Board, and responses to public comments) since 2003 and allows for searches by Topic Keywords assigned to the correspondence.



The screenshot shows the ICANN AT-LARGE website's "Policy Advice" section. The page features a purple header with the slogan "Help Us Shape The Internet's Future" and a search bar. Below the header, there are navigation links for "ABOUT", "POLICY ADVICE", "NEWS & EVENTS", "TAKE PART", and "COMMUNITY". A language selector is visible, showing "English" as the active language, with other options in Arabic, Spanish, French, Portuguese, Russian, and Chinese.

The main content area is titled "Policy Advice" and displays a list of items. On the left, there is a "Search Policy Advice" sidebar with filters for "Title Contains", "Keywords", "Publish Date Range", and "Topic". The "Topic" filter is currently set to "Accountability/Transparency" with 55 results.

The main list shows the following items:

Publish Date	Title
In Progress	<a href="#">Revised ICANN Procedure for Handling WHOIS Conflicts with Privacy Law: Process and Next Steps</a> Topic(s): <a href="#">Contracted Party Agreements</a> , <a href="#">Reviews/Improvements</a> , <a href="#">WHOIS</a>
In Progress	<a href="#">Creating a Consumer Agenda at ICANN</a> Topic(s): <a href="#">Public Interest</a>
14 Jun 2017	<a href="#">Draft Framework of Interpretation for Human Rights</a> Topic(s): <a href="#">Accountability/Transparency</a> , <a href="#">ICANN Board/Bylaws</a> , <a href="#">Public Interest</a>



Here's what can be found when details about an ALAC comment is sought

## ALAC Statement

### Follow-up on the Public Interest Commitment

**Topic(s):**  
[New gTLDs](#)  
[Public Interest](#)

**Penholder(s):**  
Evan Leibovitch

**Publish Date:**  
19 Nov 2014

### Status


<b>1. Develop First Draft</b> Ended: 13 Nov 2014	<b>2. Open for Comment</b> Ended: 13 Nov 2014	<b>3. Finalize Final Draft</b> Ended: 13 Nov 2014	<b>4. ALAC Vote</b> Ended: 18 Nov 2014	<b>5. Submission</b> Submitted: 19 Nov 2014
---	--	--	---	--

### Submitted a Statement

Submission due: 19 Nov 2014 23:59 UTC

### Background

## ALAC Statement



English 230 KB [Download](#)

This page provides information on the status of advice to the Board from the Advisory Committees identified below:

- At-Large Advisory Committee (ALAC)
- Root Server System Advisory Committee (RSSAC)
- Security and Stability Advisory Committee (SSAC)

Actions and updates on advice from the Governmental Advisory Committee (GAC) is not currently included on this page. Please refer to GAC Advice Scorecards adopted from time to time by the Board on the GAC website. Most recently, the Board [adopted](#) the GAC Advice from the ICANN57 Hyderabad Communique.

## Latest Advice to the ICANN Board

As of 31 May 2017 (since previous month end)

## The limitations with the search function

- The ICANN Board responses to the advice submitted by the ALAC cannot be found as they are not linked to the database, but they exist here at <https://features.icann.org/board-advice>
- Staff responses to ALAC's inputs to ICANN public comments cannot be found as they are not linked to the database.
- The texts of the PDFs are not indexed, limiting the ability to search for persons who acted as penholders for the advice statements and looking for specific wording in the policy statements.

# Policy Tracking Proposal

This proposal seeks to have ICANN allocate resources to design and build a system that will remove or significantly reduce these limitations by initially:

- Adding the ICANN Board responses and Staff Responses to the ALAC statements database on the At-Large website. This would be of benefit to At-Large and the public to show the impact of our work both within and outside of At-Large.
- Having the text inside the PDFs of our ALAC documents fully searchable. Additional data fields for each ALAC statement such as penholders can be added.

This would pave the way for a wider ranging phase 2 - a Policy Management Process System, by aligning databases to a common standard based on Open Data standards, interoperability and interactivity.

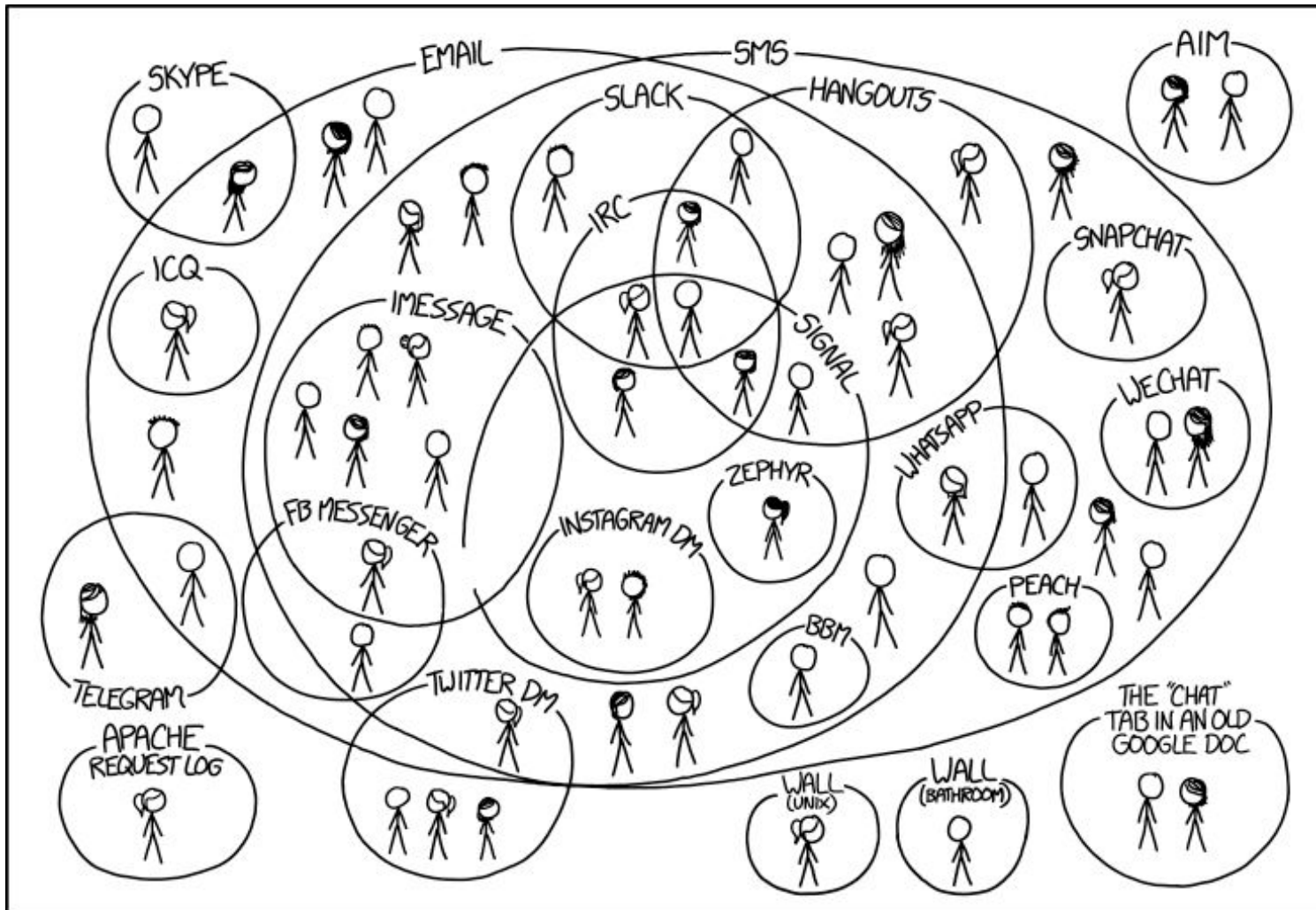
- At present, all coordination of databases (from the Board's response to ALAC advice to RALO involvement and At-Large Structure input to policy) is done manually, resulting in a high workload on At-Large Staff and in inaccurate and sporadic updating of policy according to overall workload and key personnel.
- The ALAC has been repeatedly falsely accused of purposely not making information easy to find. Some commenters have seen a deeper, somehow more sombre goal of At-Large leadership to keep information hard to find (information hoarding) so as to remain in their elected seats, which is unfounded.

Whilst this proposed is a short term measure (phase 1 of a wider "Policy Management Process System"), ICANN needs to treat this in a holistic fashion.

The full proposal can be downloaded at <https://go.icann.org/2ljkKjf>

# How At-Large Should Use Group Chat Applications (Slack, Hipchat, Mattermost, Rocket.chat)

# How At-Large should use Group chat?



I HAVE A HARD TIME KEEPING TRACK OF WHICH CONTACTS USE WHICH CHAT SYSTEMS.

Credit : XKCD <https://xkcd.com/>

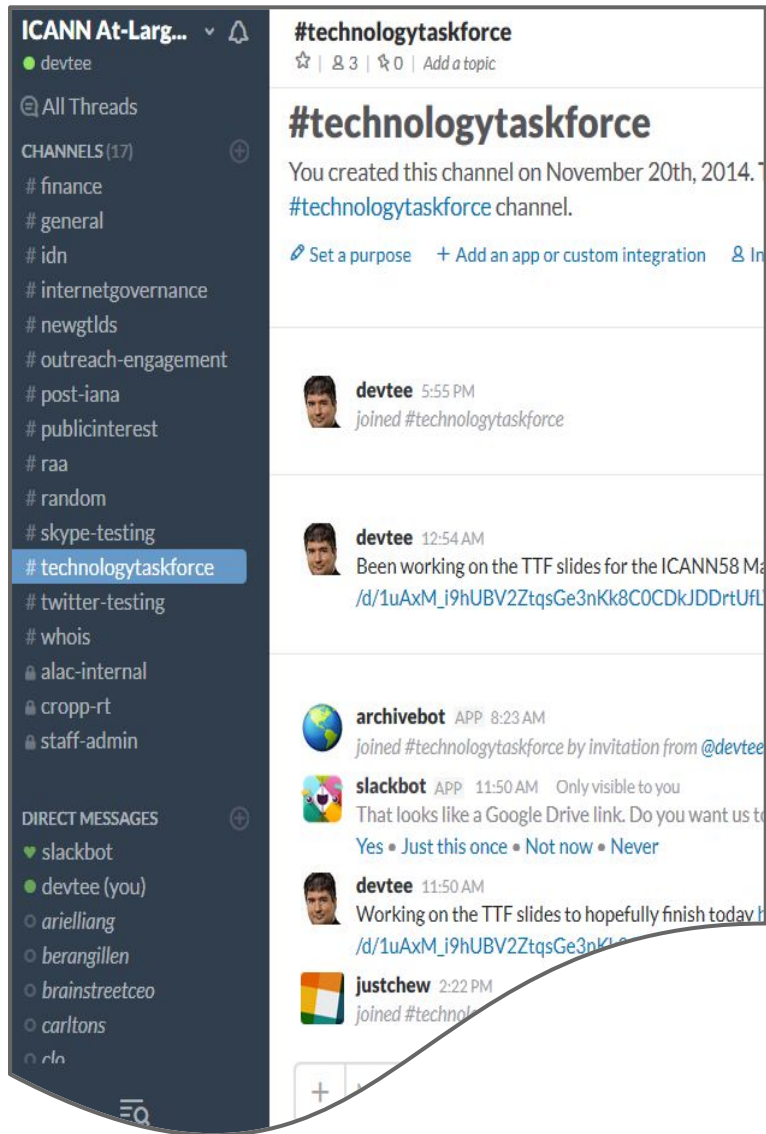
# How At-Large should use Group chat?

At-Large uses Skype for chat/instant messaging.

Some of the disadvantages with using Skype:

- Chat history is not preserved. A number of At-Large discussions over the years have been lost as persons upgrade their machines.
- Conversations on various topics happens in one group so as multiple persons chime in at different times, potential conversations on a particular topic/issue are lost in the one stream.
- No ability to search messages across all skype groups - one has to remember what skype group a message was in to find it.

# Features of Group Chat

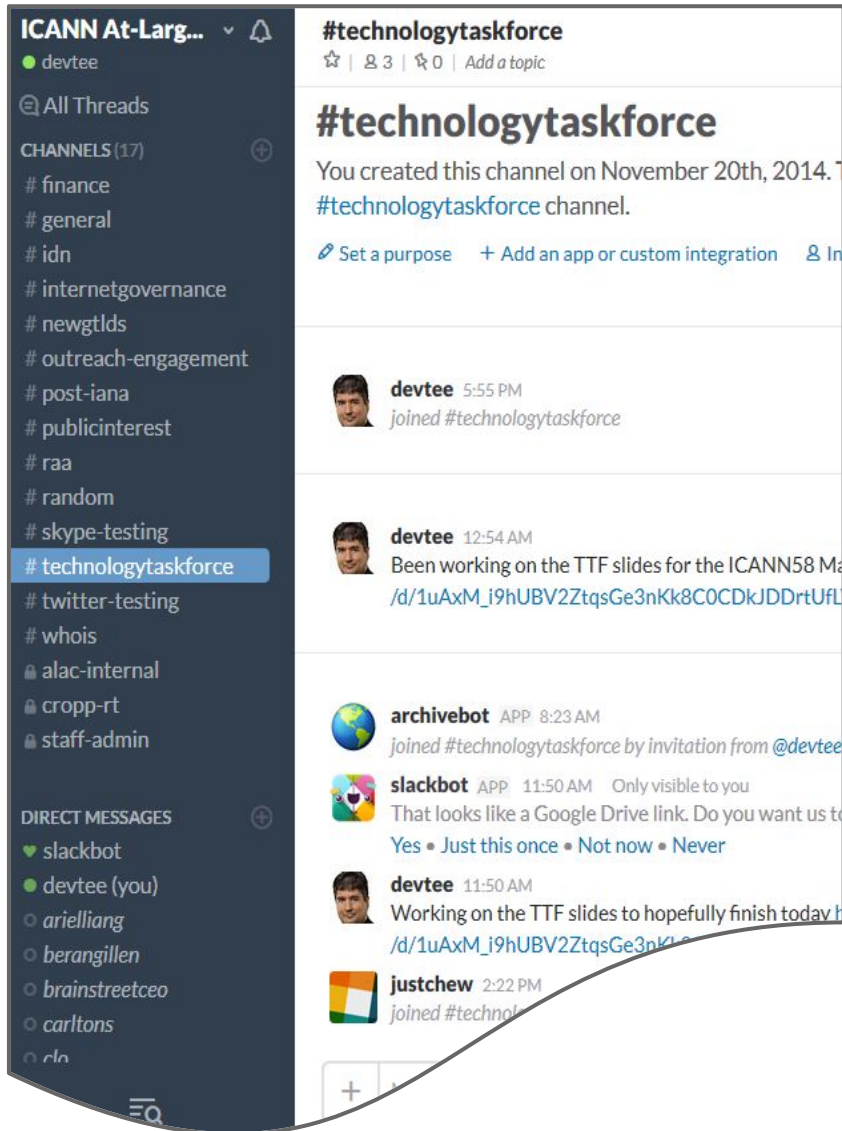


[Slack](#), [Mattermost](#), [Rocket.chat](#), [HipChat](#) all share common features:

- creating public rooms or channels for groups and/or topics
- creating private groups not visible to persons not in the group
- mobile apps to send push notifications to senders on mobile devices
- ability to search across your channels and rooms
- can be administered by staff to create, archive, delete rooms/channels
- staff/admins have more control to add, remove, and invite persons
- allows for extensions/integrations so that different services can be integrated (eg Twitter)



# Benefits of Group Chat



Group Chat ([Slack](#), [Mattermost](#), [Rocket.chat](#), [HipChat](#) ) offers significant benefits over Skype

- At-large community members can be added by Staff and added to channels of their particular interest and/or group.
- potential for discussions on topics they are interested in, reducing email clutter and increasing participation.
- ability to find messages and conversations of interest to them.

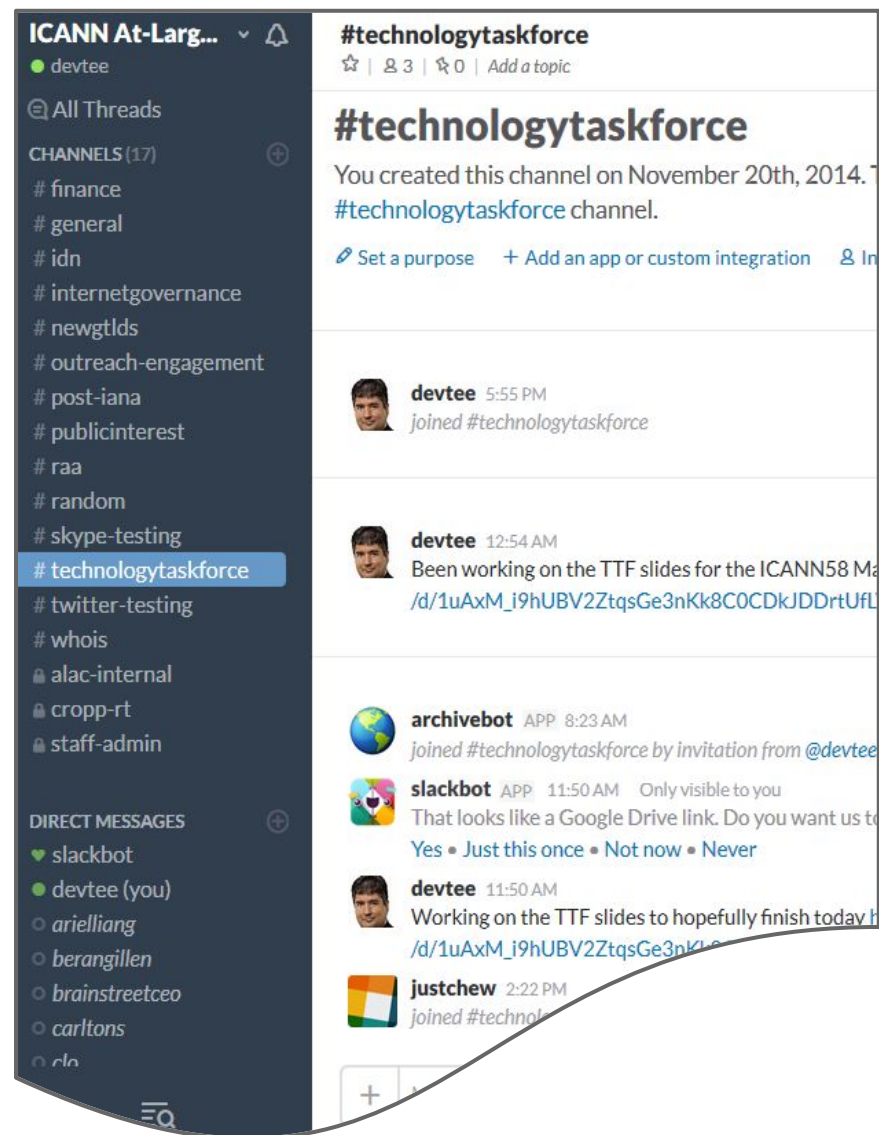
- The TTF first tested and used Slack before the ICANN50 meeting in 2014 for the At-Large Summit II, to assist with the At-Large Social Media. Channels were created for each of the Thematic Groups, and Staff used to coordinate with Social Media volunteers to send pictures and information from the Thematic Groups sessions for resharing on At-Large's social media.
- We looked at [Hipchat](#) and [Hall](#) in 4Q 2014 (which was acquired by Hipchat in 2015).
- The TTF has had a demo of Rocket.chat by [James Gannon](#) from the NCUC at the ICANN56 Helsinki meeting and a followup demo on the [2016-09-19 At-Large Technology Taskforce Call](#)
- The TTF tested [Sameroom.io](#) which bridges different chat systems so that messages from one chat system can appear on another chat system (e.g Skype to Slack)
- The TTF tested [Mattermost](#), in February 2017 thanks to Niran Beharry installing Mattermost and making it available to the TTF for using.

# What approach to use?

From these experiences, one approach the TTF has investigated is for the At-Large Community to use the free tier Slack version that we have at <https://icannatlarge.slack.com/>

The key reasons why:

- It is very unlikely that ICANN will offer support (server resources, tech support) in the short term to deploy a self hosted solution like Mattermost or Rocket.chat for ICANN At-Large Community.

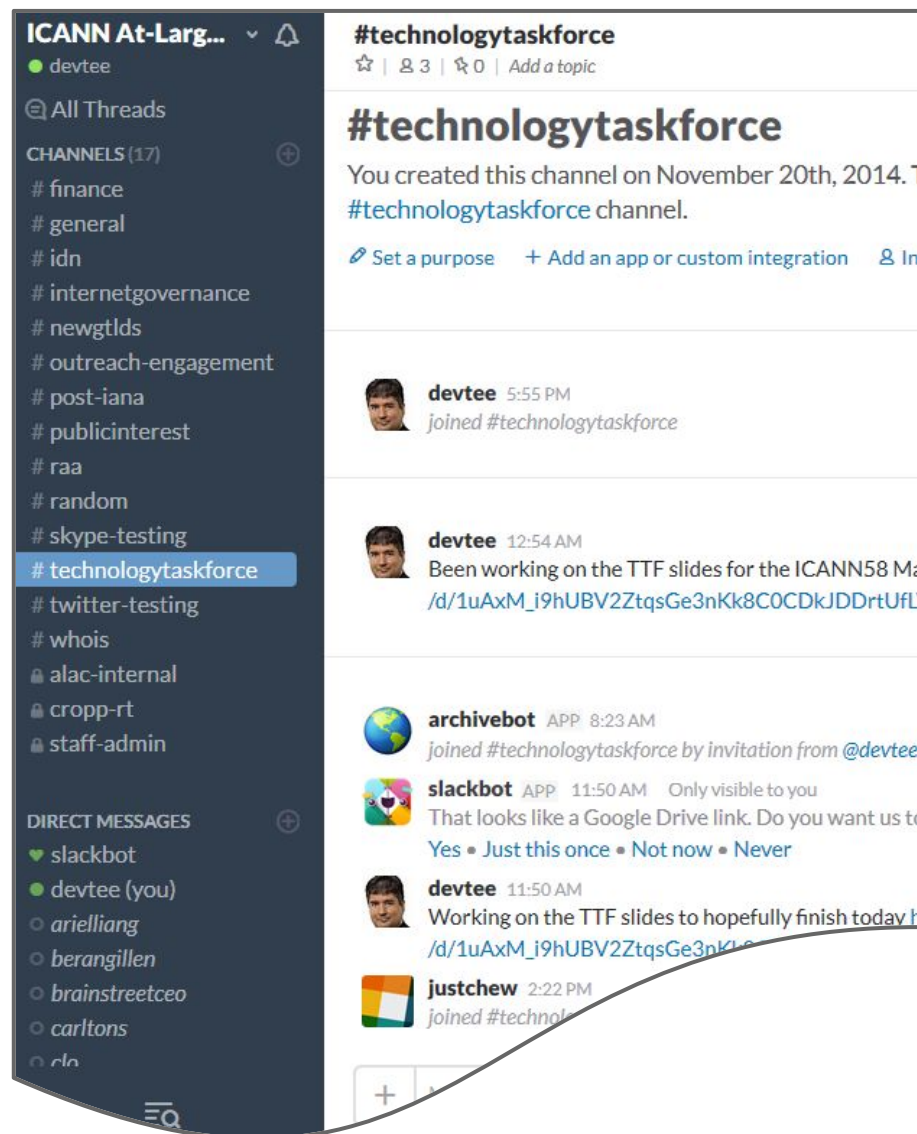


# Key reasons for using Slack free tier

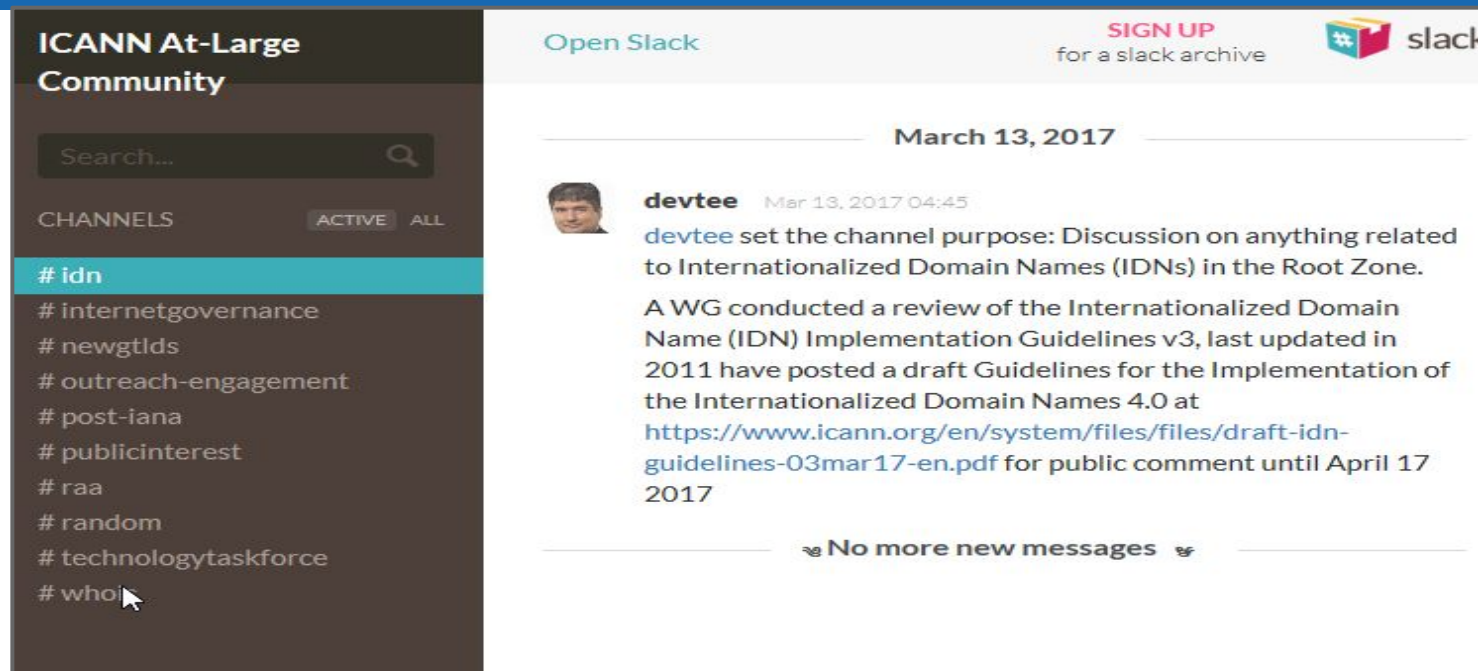
- The challenge of a volunteer to deploy an open source solution for a large number of users using their resources without payment and support it to configure or fix things is too much and runs the risk of a volunteer unable to fulfil such a task after valiantly starting and the self hosted version goes down.
- ICANN may be considering group chat solutions longer term but given Slack export capabilities, The At-Large Chat can be exported to a future chat solution.
- From an end user perspective, Slack works. It has the key features we want in group chat - threaded conversations, mobile apps, ability to create public channels, private rooms, and direct messages, search across channels.

# What approach to use?

- The free tier offers 10 integrations
  - the TTF has installed several integrations in Slack
    - Twitter notifications to Slack channel
    - Have Voice/Video chat with Skype
    - Google Calendar to send notifications from the At-Large Calendar
    - Translate tool for persons to translate text inside of Slack



# What approach to use?



- The TTF also installed a bot to create a public facing website of the Slack chats at <http://icannatlarge.slackarchive.io/> . So our chats can be linked from a wiki or At-Large website to specific channels like <http://icannatlarge.slackarchive.io/idn/>
- The chats can be exported from Slack by Staff on a regular basis as a backup.

## Questions, Comments?

# What are Your Technology Issues in ICANN?

TTF work and Projects can be found at <http://bitly.com/TTF-work>

The TTF wiki page : <http://bitly.com/Technology-Taskforce>

To join the TTF, email At-Large Staff at [staff@atlarge.icann.org](mailto:staff@atlarge.icann.org)