
MARIO ALEMAN: Good afternoon, good evening and good morning. My name is Mario. Welcome to the call. This is a special purpose call on the LACRALO mailing list update and deployment. It is happening on Tuesday, 5 September 2017 at 23:00 UTC.

On the Spanish channel, our participants are Harold Arcos, Hamzah Haji, Ricardo Holmquist, Alexis Anteliz, Vanda Scartezini, Alberto Soto and Alfredo Lopez. On the English channel, our participants are Dev Anand Telucksingh, and we do not have any participants on the Portuguese or French channel. From our staff we are joined by Silvia Vivanco, Corinna Ace, Mark Segall and myself, Mario Aleman together with Shauna Royston.

I will also be managing the call today and we have apologies from Bartlett, Jason and Malisa Richards. Our interpreters today on the Spanish channel are Marina and David; on the Portuguese channel, Bettina and Esperanza; and on the French channel we've got Jacques and Claire.

So now I'd like to remind you that before you speak, you should say your name and speak clearly not only for the transcript record, but also to identify you on the right language channel. So with this, I'd like to start the call. Dev, please go ahead. Thank you.

DEV ANAND TELUCKSINGH: Thank you very much, and good afternoon and good evening, everyone. My name is Dev Anand Telucksingh. I'm chair of the technology task

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force and of course, LACRALO member, and the purpose of the call today is to go over some of the upcoming plan changes to the translation to use for the LACRALO mailing list. So with the ICANN staff, Corinna Ace, we'll both be sharing what our plan steps are for the LACRALO mailing list and of course, hear your questions afterwards. So with that, can I please have the slide up?

Okay, thank you very much. So we thought that perhaps Corinna could do the first part of the agenda, namely the background about how the list works, and then I will go to the issues identified and bug fixes and best practices, and then Corinna will talk about the mailing list housekeeping and the next step. Okay? So with that, Corinna, you have the floor. Thank you.

CORINNA ACE:

Hi! Thank you, Dev. This is Corinna. I will talk about the first slide; it's not coming up for me, I will reconnect; hopefully, everyone can see that. So to give you a little bit of background, we can go past the agenda now into the third slide.

So at the request of the LACRALO community, ICANN implemented a custom translation tool in 2011. There are two lists ending with EN and one with ES to represent the two languages. Sending to one list returns an auto translated email to the other email list. This involves a custom built machine tool and relies on Google translate as well. After the tool was implemented, some issues were discovered. Dev, can I hand that one off to you or do you want me to go on?

DEV ANAND TELUCKSINGH: Thank you, Corinna. This is Dev. Just thanks for that summary. So I will go over to the issues identified. So the issues identified was that once the tool was deployed back in 2011/2010, there were several issues that were noted and some of the issues identified were that once the attachments in emails sent to one list are not received once translated and send to the other one, and the subject lines of translated emails coming from the Spanish list to the English list became scrambled with you know nonsensical facts. And I put an example of just one of what happens on the subject line becomes scrambled to the point where it becomes nonsensical.

Okay, so the next line is that continuing on the issues identified was that the texts of translated emails, often you had many strange characters and symbols being inserted into the translated emails; like you would see “"” for a double quote, you have strange subscript and superscript characters for when you have these words like organization. So those were some of the key core issues that's been identified since 2012.

Now, so what happened was that for the critical year FY17, the technology task force submitted a budget request for ICANN to really fix these issues and this was approved by ALAC and ultimately by ICANN; and work on these lists by ICANN's IT began in late 2016 and several major fixes and improvements have been completed as of mid this year, 2017.

And some of the fixes and enhancements to date are, one, your translated emails can retain attachments going from one list to the next, okay. Second thing that was done was that subject line aren't

translated and that's to avoid any jumbled characters; and so the original is reaching for easier thread tracking so that in your email clients you don't see different emails with different subject lines even though they're responding to the same topic. So that's one key change there.

A third thing that's been done is that many of this issues regarding the strange characters or symbols appearing in the translated emails have been well addressed and one added feature or new feature was that persons can, in their emails, can identify certain portions of text that they do not want to be translated. And why did we do that, you enclose the text portion with the tags DNT or "Do not translate". And I feel if you are looking at the slide, you will see an example of how this works. So you can see that once you enclosed the text, everything else gets translated but except for the text within those tags.

So with that, given those challenges of getting this new tool to work with email clients coming on different devices; tablets desktops, different languages and so forth, and given also that the language translation is prone to inaccuracies, we've come up with some lists of best practices that LACRALO should follow when using the mailing list when the new tool is deployed.

And those best practices are, one, to use plain text in emails and avoid extensive formatting. Use proper punctuation such as full stops and commas and the reason for that is because the translation tool has to make a decision when to send something to translate. When persons don't use proper punctuation, the translation tool has to make a guess so what can potentially has happened sometimes right now is that the

translation tool sent one part of a sentence and then a second half of a sentence is then sent separately, and the result is not a good translation. Attachments, even though attachments are supported we recommend you do not use very large attachments so keep it to like 400 kilobytes in size.

Next slide is that and part of the things—one part of the new feature of the new tool is that the translation tool will try to detect whether the email it received is in a format suitable to be translated properly and it would email the message to the sender if it detects issues that would make it difficult or be unable to translate properly and I've given an example of the typical email and it takes you to a link of suggested formatting rules and suggested grammatical ways in which you write your emails. This is also developed by members of LACRALO.

Okay. So the next slide and the one final best practice is that you want to be able to send emails in Spanish to the Spanish list and send emails in English to the English list only and the reason for this is because I want to email list sent to both lists at the same time, I would say unusual behavior has been observed by the tool, both the existing one and new tool because with two emails coming at the same time what tends to happen is that the tool is not able to handle those emails happening at the same time. I don't want each one either [inaudible]. Sometimes the list only received one translated email or in some cases one list got the untranslated email and it's double posted on another lists so we really want to avoid sending emails to both lists at the same.

So I think I'll stop there and then Corinna talk about the some of the next steps in terms of the mailing list housekeeping and the timeline for

when these changes are going to take place and then we'll open for questions. Corinna?

CORINNA ACE:

Thanks, Dev. This is Corinna. So before we deploy the enhanced translation tool, we are going to do some mailing list housekeeping. So this week members of the mailing list will be asked to take an online survey to indicate language preferences so it will ask a couple questions: which list do you wish to receive emails from, do you like to receive content in English translated to English, translated to Spanish or both and which lists you would like to send content to, do you primarily send content in Spanish that would be the ES list. In English, it would be the EN list.

There will be exceptions but in general, you know the permission is to have posting rights to one list only. Again, there are exceptions as needed but this is really for the purpose of minimizing that issue we talked about when you send content to both lists at the same time. So in an effort to prevent that and clean up subscriptions and allow people to indicate their preference, we will be circulating a quick question there sometime this week.

The last slide kind of gives an idea of next steps and timeline for that. So the survey will go out this week, targeted for the 7th, on Thursday. As mailing list members complete those surveys and indicate their language preferences, our IT department will make changes to the lists as responses come in. Our plan is to release the new translation tool, the enhanced tool on September 22nd. We'll send an email confirming

when we have deployed the new tool and just be aware that there will be several test emails sent on the lists by our QA team after a deployment, so you can disregard any test emails that come in as part of the release. And then ICANN IT will continue to address critical issues as needed and then support the translation tool as a, you know, product we sustain after the deployment. Thanks.

DEV ANAND TELUCKSINGH: Thanks, Corinna. And just to say that well, that's really the call summary of what we're planning to do for the mailing list and you know. We'll open the floor now for any questions you may have, but for those who are listening to the recording and of course on a mailing list afterwards you know if there are issues or follow-up questions, you know, email staff at the email address and with the subject line LACRALO translation mailing list and the At-Large staff would alert the ICANN IT staff accordingly.

We will be choosing a dedicated Wiki page to track any serious issues and if you go to that link on that page, you'll see the history of what the work that the TTF and the ICANN IT staff have done and troubleshooting and then diagnosing flaws and bugs and IT fixing them or coming up with workarounds. So with that, the floor's open for any comments or questions. [AUDIO BREAK]

So Vanda has a question: can we pick one list to send and a different list to receive? Actually, that can be done, Vanda, but I'm not sure why you would want to but yes, you could do that if you wished.

Okay. I see Maritza, I see Maritza has her hand raised. Maritza, please go ahead.

MARITZA AGUERO: Maritza speaking, thank you. Can you hear me?

DEV ANAND TELUCKSINGH: Yes, we can. Go ahead.

MARITZA AGUERO: Maritza speaking, thank you. I have a question, for some time I have been receiving messages from the English version list, but I have not been receiving the Spanish summaries, the compilations, the consolidated summaries. Is it because there have been some changes introduced? Is it an IT issue? What is happening? Thank you.

DEV ANAND TELUCKSINGH: Okay, this is Dev. Well, I believe you sent a—well, first of all, no changes have been made as of yet, so the tool that's in use right now up till the September 22nd is the existing tool, so no changes have been made. Perhaps Corinna could expand on it because I believe, Corinna, you got an email alerting you to what the issue Maritza has raised.

CORINNA ACE: Thank you. Yeah, this is Corinna. I did, I became aware of this late last week or it was last week that there was this discrepancy that's an issue where emails weren't received. We have note of it actually to treat it as

its own, investigate that separately. Yes, it's not due to anything, any changes in the environment which we haven't done yet. And as far as we can tell, you should be getting both the emails but we just need to do a little bit more research there to understand what's going on and get the specific case resolved. So we will be in touch with Silvia who passed this along and hopefully will have results for you shortly. Thank you.

DEV ANAND TELUCKSINGH: Thanks, Corinna. This is Dev. I see a question from the chat from Ricardo Holmquist. If I understand the question, is that: can you only receive the email in the original language? And he goes on to elaborate: to receive like only those of the English in English only and those of Spanish only in Spanish are not to receive duplicate emails. Thanks for the question, Ricardo. This is Dev, again.

The answer is as LACRALO lists are set up right now, no. The only way to receive emails in the original language would be to subscribe to both lists, but the idea behind it is that you'll only be able to read if you wish to and if you wish to send, you could send to one list. However, and this is just Dev again, I'm thinking that the translation would be much improved so that there would be a less of a need to require you to receive emails in both lists, but the choice is there for you. I hope that answers the question.

Okay. All right, any other comments or questions or?

Okay. Well, I'm seeing no questions here, so. Just to remind everybody again that the service is still going up by September 7th and that we'll

email to everybody on the list, and it'll be very important for you to please indicate your email preferences so that ICANN IT can make the changes before the new tool is deployed.

And I'm just seeing a message perhaps from Humberto Carrasco. So Humberto, if you could take the floor, you could take the floor and ask the question. Oh no. Okay, that doesn't look to be—I'm just waiting to get here any comments or questions since we have a lot of time, so again, if you have any comments or questions, this is your opportunity to ask it. I see Vanda is typing. Okay. Just a thank you. All right.

Corinna, or perhaps Mark, any thoughts or observations you wish to add to this?

MARK SEGALL: This is Mark. No, not from my end.

DEV ANAND TELUCKSINGH: Okay.

CORINNA ACE: And this is Corinna. I think we covered it and came up early if we need to, but yeah, please reach out to staff and, you know, Silvia and Mario will route issues as needed and keep an eye out for a short survey or comment by email over the next couple days, and we will be in touch as we move toward deploying the new translation tool. So thank you very much for your time, everyone.

DEV ANAND TELUCKSINGH: Thank you, but I see Maritza while you were talking Corinna, this is Dev, Maritza had her hand raised and then Sylvia. So Maritza, go ahead.

MARITZA AGUERO: Maritza speaking. Thank you, Dev. I have a question for Corinna. How is the translation going to be made of those emails where several messages are sent in several languages? For instance, the LACRALO monthly call that is the English, the Spanish, the French and the Portuguese version of that message; so in this case although the body of the message says if it's going to be English, Spanish or French, how are you going to proceed with the translation of that? Which is the mailing list we have to use so should we send this message to all the lists? Thank you.

DEV ANAND TELUCKSINGH: Thanks, Maritza and a very good question. Corinna, you want to answer that or...?

CORINNA ACE: Feel free to answer.

DEV ANAND TELUCKSINGH: Okay, I could—sure, I could start it and you could correct me if I make any -- so this is Dev. So thanks, Maritza, for that question and indeed, a lot of the ICANN At-Large staff announcements are done with multiple

languages in the same email. So what happens is that the tool would be able to handle it. What happens is that the translation tool would translate any text to the target language, so by that I mean that if an email has English, Spanish, French and it's posted to the English list, on the Spanish list it would get all three versions of the text translated, and as the tool is looking at just language, the thing is not in Spanish and then translated into Spanish.

However, and this goes back to what we talked about that earlier, what can happen is that we can use this do not translate tag to identify portions of the text that you do not want translated. So for example, if you wanted to keep the French not translated at all for example, so that it stays intact on both lists you can use the untranslated tag.

So to answer, the tool would still work. It would translate all the text in the multiple languages to one language, be it you know, to Spanish or to English, but you can also use the do not translate tags if you wanted to identify portions of text that you do not want translated. So I hope that answers the question, and I guess if Corinna has anything to add, we could see...

CORINNA ACE: I don't. It's Corinna, thank you, Dev.

DEV ANAND TELUCKSINGH: Okay. Well, there's a queue here. I see Silvia and then Alberto Soto, so Silvia, go ahead. And Maritza again. So Silvia, go ahead.

SILVIA VIVANCO: This is Silvia speaking. Thank you very much. I would like Alberto to first speak and then I will take the floor, so Alberto, please go ahead.

ALBERTO SOTO: This is Alberto speaking. I just thought of something. So far when we issue or send actually an email in Spanish and there was an attachment, the email will translate it but we didn't really receive the attachment on the English list and vice versa. Will the thing keep happening or not? Thank you.

DEV ANAND TELUCKSINGH: Thanks, Alberto. This is Dev. So the answer is that the attachments will be passed one list to the next, so that's part of the new feature of the tool, it's able to detect the attachments and process on into the translated email. So an attachment going to the Spanish list would be carried over to the English list and vice versa.

And I see Maritza has another question and then Silvia. So Maritza, go ahead.

MARITZA AGUERO: This is my Maritza speaking, thank you very much. Maritza for the record. Dev said that there is a sort of a text that you add or a tag that you add so that there's part of the text that it's not translated. I'm sorry to insist on this but I think—I mean, maybe can you send an email with the specifications for the community explaining how this works because this is a very important aspect because emails and translations are just an issue that we all need to deal with because we usually send very

important attachments with deadlines many times for the community to issue an opinion so it's interesting that the community can be able to deal with it that they can use these tags so that they do not cause any confusion and they can send the tags that they want to be translated and those that they do not want to be translated.

So maybe Corinna or Dev can send a short email to the community or maybe we can help you sending them because I think this is a very significant progress in the new tool. Thank you.

DEV ANAND TELUCKSINGH:

Thank you, Maritza. This is Dev. I think that what we can do, we have given an example on the slide but what we can do is perhaps we can put this on the Wiki and then point a link to the Wiki about how to use this, the do not translate tag. So perhaps we could capture that as an action item, myself and Corinna, to work on documentation for the do not translate tag and then share that link to the list once it's done. Okay? So I think it'll be easier to reference, for everybody to reference and see the examples which might be difficult on an email text.

I see there's a queue here. Okay, and thanks from Maritza. Okay Alexis, go ahead. [AUDIO BREAK]

Okay, Alexis we are not hearing you, so you may be muted or you're not connected to the Adobe Connect. [AUDIO BREAK]

Okay. This is Dev. I'm still not hearing you. [AUDIO BREAK]

Okay, this is Dev. Alexis? While you perhaps stop [inaudible] for Mario, can staff just work with Alexis to get the sound working from him? Silvia, while that is happening, Silvia you can go ahead.

SILVIA VIVANCO:

This is Silvia speaking. Thank you very much, Dev. In connection with the instruction that Maritza referred to, those recommendations or best practices, I think it's a good idea to put them or upload them to the Wiki and perhaps Maritza and everybody can send an email with several bullets points with recommendations to remind everyone that this can happen on the 22nd when the new list is implemented until the new recommendations will be posted to the Wiki so that you can see them again because it is going to take us some time to get used to the new list and to the best practices.

For example, using punctuations, commas, full stops and using short sentences; all of this will take some time to adopt. So I do undertake to send an email from the staff account with several bullet points and recommendations. Thank you.

DEV ANAND TELUCKSINGH:

Okay, thank you, Silvia and indeed it's part of the action item because we can include the contents of all of the slides all on one Wiki page so that the best practices and so forth so that people can understand that and we can make reference to them. So certainly, we can amend, as Maritza is also suggesting, to just amend the action item to say and send it to community members when complete.

Okay. All right, thanks Silvia for that. This is Dev. Has Alexis been connected? And well, let's see. Alexis, you have the floor.

Okay. Well, Alexis unfortunately, we're not—

MARIO ALEMAN:

This is Mario for the record. Alexis is only connected on the Adobe Connect and we do not really have him on the bridge, so I think he's having some technical issues.

DEV ANAND TELUCKSINGH:

Okay. Well, this is Dev. Alexis, if you wish, you could type your question in the chat and staff would just note what the message is from calls regarding his connection.

All right. Well, while Alexis is hopefully typing this message, any other comments or questions? Again, we're well within time so if there are any comments or questions, you know, feel free to ask.

All right. This is Dev. Alexis, are you able to type your question in the chat? And if you're not able to type in the chat then certainly what you can do is send an email to staff and of course, any of you can send an email to staff or to me directly if you have any comments or questions about this upcoming update.

Okay, just give me one last chance for Alexis. And I see a question coming in from perhaps Ricardo so. All right. This is Dev. I'm just seeing no further comments or questions coming in. Alexis, what you can do and I'm sure staff can follow-up with you to ask the questions and we'll be happy to answer the questions via email. Okay?

So and of course obviously when the new tool is deployed just as it's mentioned on the 22nd, you know they're what ICANN IT staff as they make the change over you know this has a been a long planned update that's needed to have happened some time ago, but I'm very glad that it's happening you know this year so and of course, that's noted observations—I mean, if you use we can then look to you know learn from the experiences and you know, perhaps fix any bugs or new flaws that do come up.

Okay. All right. I see Silvia has her hand raised. Is that a new hand, Silvia? Okay. this is Dev. I'm assuming that's an old hand.

Okay, I think unless Corinna if you have anything else add, I think we can end the call early and again, if you have any comments or questions you know please send them to staff and you know forward it to Corinna and myself and we'll be happy to answer any of the questions and of course, if any of you are interested in technology, if you do join the technology task force where we work on these and many other technology issues facing the at-large community.

So with that, we can end the call early. I'd like to thank Corinna, Mark and ICANN staff for attending the call. Thank you again to the interpreters for being on the call and thanks to all of you for attending this call and looking forward to seeing you complete the survey when it's issued later this week. Thank you all and take care and have a wonderful afternoon and evening.

CORINNA ACE:

Thank you.

UNKNOWN SPEAKER: Thanks, everybody.

SILVIA VIVANCO: This is Silvia. Thank you very much and Dev, thank you Corinna for your excellent work on this translation tool and the rest of the people, please complete the survey. Thank you.

DEV ANAND TELUCKSINGH: Okay, thanks again to the interpreters and take care everyone.

UNKNOWN SPEAKER: Thank you, Silvia and the rest and please disconnect.

[END OF TRANSCRIPTION]