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MARIO ALEMAN: All right, thank you very much, Dev. Welcome, everyone. Good morning, good afternoon, and good evening. Welcome to the At-Large Technology Task Force Call on Monday, the 2<sup>nd</sup> of October, 2017 at 15:00 UTC.

On the list of participants, we have on the English channel, Billi Einkamerer, Ricardo Holmquist, Olivier Crépin-Leblond, Satish Babu, Daniel, Judith Hellerstein, Alfredo Calderon, Fred Kwadwo Aazore, and Dev Anand Telucksingh.

We have no participants on the Spanish channel and we do have a Polish. It's from Renata Ribeiro, Gordon Chillcott, Justine Chew, and Mahdi Taghizadeh.

On interpreters, we have Veronica and Claudia.

On staff side, we have Heidi Ullrich, Mark Segall, Liane Champagne, and myself, Mario Aleman, to handle call management.

I would like to remind all participants to please state your name before speaking, not only for our transcription, but also for our interpreters.

With this, I would like to turn it over to you, Dev. You can please begin the call. Thank you.

DEV ANAND TELUCKSINGH: Thank you very much, Mario. Welcome, everybody, to the Technology Task Force call.

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*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.*

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Our key focus for this Technology Task Force call is to look at the policy tracking proposal and with that, we have Liane Champagne from ICANN who will be speaking about the action request registry project that happened at ICANN. This was mentioned on a previous call, so she is on the call today.

If time permits, we will do a review of the Technology Issues page and an update on the various TTF sub-projects, one being the conferencing solutions documentation and the TTF wiki name page redesign. And I've also added one other – again, if time permits – a look at some of the slides I put together for how At-Large should use group chat.

So it is a packed agenda, so we're not going to cover action items as such. So we're just going to go right to it.

So regarding the TTF policy tracking proposal, just a brief reminder what this is about. The TTF has submitted a policy tracking proposal asking for a way to have a system whereby the At-Large website, which currently has all our inputs or policy advice to the ICANN Board, be it responses to public comments, etc. We want a way of seeing how the Board responses were done.

Currently, there is a manual process and that information is stored on a separate ICANN page. This would be part of a more wider-ranging policy management process system.

Now, when we had our first conversation on this policy tracking in August, Chris and Nora from ICANN mentioned that Liane was working on a project at ICANN that is seeking to track the policy advice from the

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various ACs to the ICANN Board. It was described as an action request registry project.

So Liane is here on the call and perhaps she can share some detail about this project and see how it relates to our policy tracking proposal. So Liane, thank you so much for attending this call, and welcome to the Technology Task Force call. I know you probably have a very busy schedule, so you have the floor. Can you just describe what is this action request registry project at ICANN?

LIANE CHAMPAGNE:

Yes, and thank you very much for the warm welcome. I appreciate it.

Hello, everybody. It's Liane Champagne, ICANN.

I do have a few slides to present, if you don't mind, that might make things easier to communicate. Would you mind making me presenter?

DEV ANAND TELUCKSINGH:

Staff, can you make that happen?

MARIO ALEMAN:

Yes, I just wanted to make sure actually, these are different slides from Justine. Is that correct?

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DEV ANAND TELUCKSINGH: No. This is Liane's presentation, which I don't think is listed on the agenda as such. So I think Liane wants to be made a host or presenter, and therefore, she can then upload the presentation herself.

LIANE CHAMPAGNE: Thank you.

MARIO ALEMAN: Thank you.

LIANE CHAMPAGNE: Okay, let's see if we can allow me to share my screen, please.

Great, thank you. Let me get to the right monitor. Let's see. No. Just wait a second.

Let's see what you see. You're seeing the wrong one. All right, there we go. All right, so you're not seeing another screen. You're seeing the full screen, I take it.

DEV ANAND TELUCKSINGH: Yes.

LIANE CHAMPAGNE: Right. Thank you so much.

Well, first I want to give you a little bit of background into the project. It is not just a simple tracking tool. The real motivation behind it is to have

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a shared global view of all of the requests that are coming into ICANN so that we can make informed management decisions.

This tool gives contextual views and it has reporting tools to provide insight into trends in problem areas. So specifically, we get a lot of advice from a lot of different groups, all very, very valuable. But what we haven't had is a way to see them as a bigger picture because sometimes there are trends that are emerging that come from various areas and we can start to see important areas before they become critical, in which case, we can start to become much more proactive.

This tool not only collects all this advice, but allows us to shepherd it through the process. So we have a very specific, well-defined process that each goes through and we have internal metrics that allow us to continuously improve that process.

Okay, and so, drilling down a little bit more, this framework, which we call action request registry, it has actually six components to it. We collect Board advice, which a lot of the ALAC advice comes through. GAC advice, correspondence, so any time anybody writes us a letter suggesting or requesting anything, it gets put into this repository as well.

Our Review Team adds recommendations to it. When we get complaints from the outside, we log them as well. And then we've recently started using it to track ICANN Board action items.

All of these things are inter-related and when we can view them either individually to work them or we can view them holistically, we can see where we need to put our energy.

We also have the ability, with this tool, to link specific action requests to our goals, for example, for existing projects or tags and topics. So again, we can look at things, we can analyze them and when we're working on a project, we can see all the requests that are going to be addressed by a particular project. So it allows us to tie up all the loose ends, if you will.

From a measurement perspective, we track our own progress. This, again, is to make sure that we stay on track and that we continuously improve our process. But what's probably of much more interest to you is that because of the topics and because of the progress tracking, which I'll get into more detail in a moment, we will be able to expose high level information to you so that you'll be able to see how your requests are progressing through the process.

We have internal dashboards and reporting, as well as the ability to communicate using automated reporting and e-mail templates, so there's consistency to how we're communicating with the community.

We use a Salesforce platform to enable this tool. For all of the different types of action requests, there are five basic phases. There's a Phase 1 where we document the request and acknowledge it. We let you know that we've gotten it.

Phase 2 is where we take a look at it, make sure we really understand what you're asking of us, and if it's not clear, then there is a process to have a dialogue so that we get clarity. The last thing we want to do is to spend time working on something we don't fully understand. So Phase 2

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is to make sure that from the beginning, we understand what is being asked.

Phase 3 is where we take a look at the advice and determine how much resource is going to be required to do it, whether it, in fact, is part of ICANN's remits. In some of the other areas, we get requests that really are outside of our scope. So this gives us an opportunity to determine, is it the right thing for ICANN to do, and then provide feedback to whoever provided us a request, or the advice.

Phase 4, well, we would implement it. So think of it more as like a project plan where we will track when we plan to start, when we plan to end, and the progress along the way.

There is a portion of the tool that allows for, mostly, our quarterly updates, so much like our regular status report. As a piece of advice is moving through here, we can status you and others as to how it's going.

And then Phase 5 is when we think we're done, we communicate that to [inaudible].

I'm going to pause here for a second and see if there's any questions.

No? Okay. Feel free to raise your hand and ask questions as I move through. I only have a few more slides and then we can have a Q&A.

And again, this is the internal tools, but I wanted you to have an understanding of it so that we can talk more, either today or in another session, about how you want to see your advice, you want to get feedback on it, and how you want to see your advice progressing through the process.

Okay, this is a little bit of detail, but I wanted to give you an idea that when a piece of advice or a request comes in, oftentimes, it's in a document and there are multiple requests within that document. So we actually track it at the high level that the document came in. For example, if it's Board advice, it comes in a document and there may be 20 things or 5 things that are asked for in that Board advice.

We track it at the document and then each individual request gets its own record, and the reason for that is we found that requests move through ICANN at different speeds. They are assigned to different people. They are assigned to different organizations. They require, some a lot of work, some a little bit of work. So this allows us to let them run in parallel.

Each one of these requests has a task checklist associated with it. So think of it as standard work flow because some of these processes are long-running because of interaction that needs to occur. We have a checklist to know where we are in the process at any given point in time and to give you a little bit more specifics to that, these are the six that we started with.

We keep adding different types of workflows, but as you can hopefully see, there are five different phases, four of which are shown here. Each of the different types of action requests has a different checklist or a different workflow. So Board advice is more complicated. Something like the Board action I am tracking is much more simple and it can actually flow this through the system quicker. This just means to show you that we have a framework that it can accommodate different types

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of advice or requests, but we can tailor it to the type and it can have its own workflow.

Just a quick view at some of the screens, and again, these are internal. But by looking at the pool of requests that are coming in, we can see where they are in the process and what the distribution is. And then when it comes in the document and there's multiple requests, we can track how many requests are in a particular document and what percentage complete they are. In this particular case, I'm showing which phase they are in the process.

So think of this in your context where you might give us five different pieces of advice, and then we will have the ability to display back to you which phase it's in and what the status is.

A quick view at our checklist, this is all the details that we capture in our internal tool in the screen. And this is just a quick peek at the checklist. What the internal folks do is they follow down the checklist and when they're done with a particular task, they collect it, much like you would manually. And then that moves it through the process.

We relate individual requests to specific topics, so then when you want to know what [after] requests are related to Red Cross, for example, you would be able to pull up all the Red Cross action requests.

And then, as I said, we do keep our statistics on the age of a request and the actual time it took us from beginning to end to complete a request.

Okay, so that was a very quick show of the tool itself. Any questions on the internal view before I switch over to the external view?

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DEV ANAND TELUCKSINGH: Thanks for this. Are there any comments or questions?

I do think I would probably want to see the external view as I think that's going to be our key question. It's very intriguing what the internal, and I imagine, the external view is, or potentially, the more public-facing view is. That is especially what will be of interest to us.

So I guess you can proceed with that given there is no questions. I'm not seeing any questions.

All right, well I do see a question from Satish. Well, that is the tool available for public use? And is the documentation for the tool available someplace?

LIANE CHAMPAGNE:

The tool itself is in production internally to ICANN. Where we are in the process, and what I'd like to ask for your assistance, what I'm showing here on the screen right now is a mock-up of a potential external view. We will have the ability to move the data into ICANN.org so that you will be able to search it.

We don't have plans at the moment, although I would expect at some point in the future, to have it very interactive. This is more of being able to do a lookup.

Again, this isn't the final. This is just an example. These are the different types, so you could look up what type of action request you're interested in. You can sort it by title. You could sort it by sender or by

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organization. You could ask what topic you're interested in. There's a number of ways of sorting and filtering this data.

And then once you find what you're interested in, over here, we have an example of how you can drill down on it and see related documents to it.

This gives you, I think, a flavor of where we're going with it. Where we are at, at the moment, is I am recruiting individuals from the community to tell us what kind of information you want to look at and how you want to search for it. Based on that feedback and those requirements, we will develop the final screen that will be available on, at least, ICANN.org and I believe the other websites as well, so that you can do the search yourself.

And then I see there's a question, is this a standard Salesforce CRM system? Yes, it is. ICANN has been using a Salesforce system for several years and I think probably [spoke] four or five.

We have two systems. One is used for contracted parties. You may have heard of the GED portal, or the naming services portal that we just launched. That is one Salesforce system. We have the separate Salesforce system that this is located on. And everybody except – actually, GED uses it well – the second Salesforce system is used throughout ICANN.

Does that answer your question? Good. Okay, thank you.

Any other questions on the presentation itself?

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DEV ANAND TELUCKSINGH: Thanks, Liane. I'll open the floor first before I ask my question. Are there any questions?

Well, just to confirm, Liane, is this tool what is called the Action Registry Request? That's how Chris and Lori put it. That is what it's called. Is that the name of the project?

LIANE CHAMPAGNE: That is.

DEV ANAND TELUCKSINGH: That's what ARR stands for?

LIANE CHAMPAGNE: That is what ARR stands for.

DEV ANAND TELUCKSINGH: Okay, thanks. So I just wanted to make sure with all the different acronyms.

Okay, I see a question from Olivier. Olivier, please go ahead.

OLIVIER CRÉPIN-LEBLOND: Thanks so much, Dev. Can you hear me?

DEV ANAND TELUCKSINGH: Yes.

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OLIVIER CRÉPIN-LEBLOND: Oh, you can. Thanks.

So yeah, so indeed, thanks for letting us know. Yeah, this is the Salesforce CRM system. Is there any outward-facing portal on this? What I mean by this is I think that at present, the Board has got a to-do task list table that is occasionally updated on the wiki – not on the wiki, on the ICANN website – for all to see.

So I understand this as something which you're going to use internally to get the Board to work and to be able to look at tasks and things like that, which is excellent. But is there any out-facing stuff, or is the external table still going to be updated manually?

LIANE CHAMPAGNE: Excellent question. No, it will no longer be updated manually. This mock-up that I'm showing you will be an automated push of the data and the Action Request Registry to ICANN.org, so no more manual processing. It's a view into the data near real time.

OLIVIER CRÉPIN-LEBLOND: Bravo.

LIANE CHAMPAGNE: Thank you. Other questions?

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DEV ANAND TELUCKSINGH: I think I have to echo, “Bravo,” on this because it seemed for a very long time that this was really a manual process. My analogy was literally tossing virtual pieces of paper in different boxes within ICANN, so it’s good to see this type of database-driven tracking.

So my question is that on our At-Large website, we have our policy advice of all of our advice that we have sent to the Board and I guess my question is, is there a way for this information to be integrated into the At-Large website so that when the At-Large website is [drilled down to] our policy, you can see our statement and so forth as it was submitted to the Board. But can we have a linkage then to say, “Here’s how the Board reacts or responded to our advice”?

LIANE CHAMPAGNE: Thank you. Yes, the vision of what I’m showing you on the screen is that action requests or Board advice that you provide, you would see what you had provided, or if you tell me otherwise, you could see the whole database. So this here, whatever final form it could be in, that could be on the At-Large website as well at ICANN.org. If the group that I work with tells me that we just want to see our At-Large advice, we can filter it out to just limited to that.

That gets back to my original hope, is that folks on this call and maybe others within the organization would be interested in working with me to define what exactly that would be. But yes, to answer your question, yes, that is the vision to have it on your website as well.

And then I think we have a question.

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DEV ANAND TELUCKSINGH: Excellent.

LIANE CHAMPAGNE: Please go ahead.

DEV ANAND TELUCKSINGH: Just to note questions on the Adobe Connect chat. Ricardo, “When is the timeline or when do you expect to have available for us? Not as an internal tool, when it’s a more public-facing tool, what’s the timeline for when you think this will be made available publicly?”

LIANE CHAMPAGNE: We would like it as soon as possible. The reality is that until I understand what exactly you want to see, I wouldn’t be able to tell technology folks what needs to be built.

Once we understand what the requirements are, what needs to be built, then our Engineering Team can tell us how long it will take to build it fitting in with their other schedule.

This is something I’d like to have within the next year, sooner if possible. But a specific date really depends on the requirements that we provide engineering.

I think there was a question here about it being a subscription-based tool. Not really. I mean, we could based on requirements. Our current thinking is that this is a view into the database in which you can pull out

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the information that is in there. But if you guys have ideas on other ways of managing this data or accessing this data, I'd love to hear it.

A question about it being general public. Yeah, because of transparency, anything that is on a public-facing website, that is available to the public.

Heidi had made a comment, "This seems to be a discussion of ALAC and regional leaders." Heidi, could you elaborate on that?

HEIDI ULLRICH:

Thank you. This has been really interesting. Just a point to perhaps to the Chair and the co-Chairs, this might be a topic that should be discussed during ICANN60 where the full ALAC, and the regional Chairs, and Secretaries are there. So Dev, over to you, Dev and Judith.

DEV ANAND TELUCKSINGH:

Thanks. Well, we are planning a TTF session at the ICANN ALAC and 60, so we can certainly I think have a session on this. I think this will be very interesting for the wider At-Large community to be more aware of.

HEIDI ULLRICH:

I was suggesting [inaudible]. Sorry, Dev. It might be more interest for our broader sessions, for full ALAC and At-Large regional session, so everyone is there. Here, the TTF has seen this now, so I think the next step would make sense to have it go up to the ALAC and to the regional Chairs so that we can take a look on where we want to go with this.



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DEV ANAND TELUCKSINGH: Well, I have no objection to having this as a discussion at the ALAC and Regional Leaders. Judith, any observations as the co-Chair, or from anybody else on the TTF members? Any thoughts on this?

Going once, going twice. Okay, I am not seeing any hands raised or any objections raised, so I guess we can do that.

Can I make a suggestion, though? And we probably do need to interrupt this as we have other agenda items. Can this presentation be shared and put on the TTF agenda? Because I think once everybody sees the PDF, they can look at the screen in much greater detail and then we can have more follow-up questions on this.

So Liane, is that possible?

LIANE CHAMPAGNE: Yes. Clarifying question: are you also interested in the internal [tool] view, or just the PDF?

DEV ANAND TELUCKSINGH: I think both would be helpful because I think it would give a greater understanding because one of the big challenges within the At-Large community over the years has been there's been a lack of understanding or a clarity of how the Board is treating any of the ALAC statements.

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So I think seeing either of the internal view, I think would at least inspire confidence and that ICANN the organization and the ICANN Board are treating the advice and they're not conceptually just putting it in a corner somewhere and forgetting about it. So I think both views would be appropriate.

So if you want to capture that as an action item for staff for the PDF to be uploaded to the wiki and a message sent out to the mailing list for comments on that, so we make sure we have that in place.

Are there any other questions or comments from the group?

Going once, going twice. I see Judith has her hand raised. Judith, please go ahead.

JUDITH HELLERSTEIN: Yes. Can you hear me?

DEV ANAND TELUCKSINGH: Yes, we can, Judith.

JUDITH HELLERSTEIN: All right.

DEV ANAND TELUCKSINGH: Go ahead.

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JUDITH HELLERSTEIN: Since I was muted before. So I do like this a lot. I think it's a great tool and I also agree that I think many people would be interested in At-Large on it because this has been a large complaint of people on the tracking. And I do think we should have a more complete discussion on this in ICANN60, but I also think if people want to get more involved, these are the type of issues that the Technology Task Force has been working on with other issues. This one came out of us and the Outreach and Engagement Committee. So we would love to have any other projects that other people might be interested in looking at. And we can first test them out here and then move them out to a wider audience.

DEV ANAND TELUCKSINGH: Thanks, Judith.

I fully concur. So I think, indeed, Liane, you were saying you were looking for persons that can help, give advice, or if you want to bounce off questions. I would say the TTF would be an excellent resource as the group is comprised of a lot of the At-Large community interested in this type of challenge issues.

So I will [inaudible] communicate and if you have any particular feedback questions you wish to ask in terms of this is what our new version of the view is going to look like, we'll be happy to review and comment accordingly on this.

LIANE CHAMPAGNE: I was going to say, thank you so much. That would be absolutely invaluable. I will absolutely reach out to you. As I said, this is just a

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mark-up. It's a possibility. But I want to make sure that we have a dialogue so that the tool that we build for you is exactly what you want.

So thank you for that. I will reach out, and then I'll actually modify the presentation a little bit, giving a little bit more content based on the questions and I'll be happy to have it uploaded to the community wiki for you.

DEV ANAND TELUCKSINGH: Thanks. Liane, perhaps you may wish to be joined to the TTF mailing list so you can, of course, just e-mail the mailing list directly for you to get direct feedback rather than just relaying it to staff and then staff relaying it to the list, and then doing that back and forth. You can just join the TTF list directly and staff can make that happen for you to just post directly to the TTF list.

LIANE CHAMPAGNE: That's an excellent idea. I will do it. Thank you so much.

DEV ANAND TELUCKSINGH: Okay, well, staff, please note that as an action item.

Okay. Yep. Okay, thank you so very much. Okay, and thanks so much, Liane, for this. I think this is all actually very exciting to see how this – let me see if I get the terminology correct – the Action Request Registry Project will be progressing.

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LIANE CHAMPAGNE: Perfect. Thank you all so much for your attention. I appreciate it.

DEV ANAND TELUCKSINGH: Thank you so very much. Okay, so we have about 20 minutes. Perhaps you can just briefly touch on some of the Technology Issues page and probably just curtail that a little. We have 10 minutes or less.

So the Technology Issues page, just for those new to the call, is a page where we [contract] the various technology issues facing the At-Large community and where we note the problems, and hopefully, [raised it] with ICANN staff to hopefully develop a solution and/or workaround.

So just to give some brief updates, the LACRALO meeting list issues, the appointment did not happen in late September. But tentatively, we are looking at October 6<sup>th</sup>. This is due to some internal deadlines within ICANN on this.

And actually, I see Corinna is on the call. Corinna, do you want to say any brief words on this issue? I mean, I know there is a subsequent follow-up call with At-Large staff on this, but if you want to just take the floor if there is any particular issue you want to.

CORINNA ACE: Sure. Thanks, Dev. Yeah, we have planned a deployment a couple weeks ago due to some conflicting priorities and resources, we couldn't actually complete it so we rolled that back. We do have a new tentative planned target date of the 6<sup>th</sup>. It's just this Friday. And then we'll be in touch with Dev, At-Large staff and our ITFs and developers in the

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meantime. And then, of course, communication will go out confirming when we do deploy. Thank you.

DEV ANAND TELUCKSINGH: Thank you, Corinna. Regarding the Adobe Connect recordings, we made significant progress on that, and that, we have a good workflow for exporting the recordings directly to YouTube. We don't even have to do a conversion to MP4, doing this previously. We can just download the recording of the Adobe Connect, and upload to YouTube directly, and YouTube will handle the conversion. So we've made progress on that.

The question is, as we have pointed out to ICANN, follow [inaudible] by which ICANN At-Large staff can upload this downloading and uploading to YouTube on a dedicated machine. That could be under the control of ICANN staff and thereby freeing up At-Large staff from trying to be on a call and doing this in the background, which might be challenging given the locations they're in. So I don't think there has been any update on that, and of course, staff – oh, I see there is an update. Mario?

MARIO ALEMAN: I just wanted to give you some comments, actually, on the files that we need to convert. So it actually depends on the time that we have from tech support because we have to submit a request, actually, for downloading the file and then it's basically converted into FFL. So depending on their time and availability to the ICANN meetings or face-to-face sessions, we might be able to provide it as soon as possible.

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DEV ANAND TELUCKSINGH: Thanks, Mario. I still think that if we want to make our [content] and our work more accessible, and I say this has really been the challenge within, and I think this has been somewhat noted in, well, within the At-Large community, and perhaps, in the items At-Large review, a lot of the work that these working groups like ourselves, and the work of the ALAC and so forth, the capacity-building sessions and so forth, aren't accessible to the wider public, especially the wider public on mobile devices.

So I will push for, I think that we need to have a much more streamlined process to make it happen so to have it maybe as like a ticket for ICANN IT to make available, I think what has to happen is that the system has to be in place so that At-Large staff can download and upload the video completely to YouTube as soon as the DVD recording is complete. And I believe, so I think I would push more strongly for that.

I don't know if anybody has any comments on this issue, because it's not a one-off thing is what I'm getting at. I think the goal we should be striving for is they're making all of our recordings and all of our content accessible on mobile devices and to the wider public.

So I think that's where our deeper concern is, so just to note that then, to see if there could be a much faster, smoother process to get the FLV files.

Okay, Billi, go ahead. Billi, you may be muted because we're not hearing you. Billi, we're still not hearing you.

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JUDITH HELLERSTEIN: Yeah, we don't hear you either on the bridge.

BILLI EINKAMERER: Sorry, can you hear me now?

DEV ANAND TELUCKSINGH: We can hear you now.

BILLI EINKAMERER: Can you hear me now?

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

BILLI EINKAMERER: Sorry, I haven't used Adobe Connect a lot. My question is regarding this ticket mechanism to track uploading the files to YouTube. Is this something that has already been sought? Have you guys already found a solution to do this? Are you looking to build something maybe? What are you guys exactly looking for?

I understand that you need to get this stuff onto YouTube and you want to manage that, but where exactly are we at in it? Unless I misunderstood and you already explained that.



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DEV ANAND TELUCKSINGH: I'm trying to see if I can answer this in a succinct manner. Generally, the ICANN staff have administrative access to the Adobe Connect as, of course, they are the administrators of Adobe Connect for not just At-Large, but of course, for all of the ICANN communities. So as part of that interface, and there's a link there that talks about how the recording can be downloaded, and if you look at the Technology Issues page, there's a video where the people at Adobe go through the process of how you log in to Adobe Connect to generate the FLV file. So you can perhaps take a look at that and see how that process works.

And I guess the challenge is can this be automated in some way, without tying up At-Large staff computers? That's where our focus is regarding making this more accessible, not just TTF, but all of At-Large, [work] more accessible. So you can check out that video.

BILLI EINKAMERER: I understand. Thank you. I'll do that. Thank you.

DEV ANAND TELUCKSINGH: Thanks. Okay, I'll just probably want to jump quickly to some of the issues that Judith has noted, and that's regarding Adobe Connect issues.

Now one of the action items captured at ICANN59 was the ICANN person in, I would say, dealing with Adobe Connect, ICANN which used to be Josh, but is now Sarah Caplis and she was at ICANN59.

And one of the things, action items, coming out of ICANN59 was that there needs to be a form for people to submit troubleshooting reports regarding Adobe Connect because, well, it's hard to get an

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understanding of what the issue is, what are the details, and by putting it up on a wiki and then trying to follow-up with the person afterwards, days or perhaps even a week after, it might be too late to really understand how the issue can be solved. So we did ask for how this form could be developed.

Perhaps Judith could take the floor. Perhaps, can I get a response from staff? Has there been any progress made regarding this form for people to submit Adobe Connect troubleshooting issues?

MARIO ALEMAN:

We actually have looked into this tracking mechanism for reporting things and I actually have suggested last call that, perhaps, we could create an FAQ section on the same issues that people have problems actually joining the Adobe Connect.

We may have to decide on what we have to do. We could create what you are suggesting, or we could also create a [PFAQ]. It depends, actually, on what's more feasible and what seems actually more convenient for you.

DEV ANAND TELUCKSINGH:

Go ahead, Judith.

JUDITH HELLERSTEIN:

I think those are very two different issues. The form, what we want to capture, and want to capture quickly, is when they had audio issues or some other issues, [remaining] of Adigo or not Adigo or some other

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areas, we want to capture them quickly so that IT staff can respond within the three-day period to respond to their vendor.

And so, we do need a form for that because then they can't check back in with the person who has the issue, and this is not just At-Large-wide; this is ICANN-wide. We also need the form to put in these requests.

And an FAQ, it's helpful, but it doesn't solve the issue. People still need to put in the requests and it still needs to be logged, so I see them as two separate things.

DEV ANAND TELUCKSINGH: Thanks, Judith. I think that'd be it, yeah.

All right, so I think what we do need to do as an action item, we will work on the FAQ for the Adobe Connect because some information is already on the TTF wiki already. So we can make an action item for ourselves to look at that, and Mario to look at that wiki page.

But I think it's really critically important to have this form in such a manner that ICANN IT is able to get the information that they need to troubleshoot the request properly and in a timely manner.

So let's, perhaps, look to have a communication to Sarah as to how this could be achieved. Okay? Since it is two separate items.

Go ahead, Judith. Yeah.

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JUDITH HELLERSTEIN: We have other Adobe issues that also would be helpful with a form. I know I must have taken one where it doesn't work where my desktop, which is why I have to use the Adigo for sound. But it does work with my iPad. And other people reported issues of the recent plug-ins and their incompatibility with their computers.

Yeah, so we have a couple recent issues that were done in the last two months about Adobe Connect issues, and it would be helpful if we could have some kind of form like this where we could put these issues and we could put all this information because many people don't put their issue on our Technology Issues page. And the form would help them do that.

So, [Dev].

DEV ANAND TELUCKSINGH: I see a question from Billi. Billi, go ahead, and then we'll move on from the Technology Issues page. Billi, go ahead.

BILLI EINKAMERER: I know in the interest of time, so I'll keep this short. You get a lot of open source issue and ticket tracking systems. We could probably look at turning something up like that.

Alternatively, depending on what formats you want the data to be in once people have submitted the [stuff], it's very easy to put a page up with a form that connects all the issues and e-mails them off every now and then or you have a database that you can look through them and change the status.

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But I think if you need my help with some of that, just give me a shout or [inaudible] and I can see what I can do. Thank you.

DEV ANAND TELUCKSINGH: Okay, thanks for that, Billi. So yes, so let's indeed reach out to Sarah as to how best we can develop this form and plug it into the existing ticket system for troubleshooting.

And so, okay. All right, great. All right, thanks for that.

So let's move ahead to the next agenda item, which is an update on the TTF sub-projects. Well, and it would be like a brief update.

Regarding the conferencing solutions, and perhaps, Mario, could you upload the presentation? Justine could not be on the call today, but she has done some work on this and she has some previous questions. I'm sorry, I just want to bring up the presentation and point out some of the questions she is asking. Thanks, Mario.

So what this presentation that Justine has put together is ready to get some feedback from the group, and what we probably will do is share this directly to the TTF mailing list to get some more detailed feedback.

So one of the things that she wants to have some feedback on, are we in a position to offer recommendations on the [dissolutions] that we tested to At-Large? Okay? Because what was the tentative agenda that was suggested was that do we have any alternative low-cost solutions for the At-Large community to consider? And not just focus on something that's solely for ICANN to consider. Okay?

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The second thing, and I'm trying to find the link to this, is also to develop more of the history behind the conferencing solutions. So for example, there was the question, as Justine is a relative newcomer, why was there an initial consideration of LUCID meetings? And why did TTF switch to it? So she wanted some feedback on that rationale and what was our feedback on that?

Okay, and scrolling through, I believe, I hope this is on sync for everybody. So Justine also elaborated on evolving the key desired features that we are looking for in a conferencing solution. So some of the things she's added here is a slide here that talks about accessibility, which is probably one of the features that we didn't really consider strenuously when we first started testing. And she broke down the key functionalities and as one item on the sub-bullet points or sub-items of what functionality we are looking for in a conferencing solution.

So I think I could probably stop there since we are coming towards the top of the hour. Does anybody have any immediate responses looking at the slide deck that we could share with Justine?

Going once, going twice. Okay, so I think what we can do – it's good to see some progress Justine has made on this, and Satish has also been working on this slide here – so I guess the next step will be actually to post this to the TTF mailing list and for us to give more proper feedback on the various slides and we can comment on the slides directly.

Okay. The next TTF sub-project was the TTF wiki page redesign. We had a call with Evin from staff and it was a very fruitful call. Evin showed that some of the things that they are looking to standardize the working

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group pages layout are on, and we offered suggestions based on what was proposed by us in terms of content and layout, and then we also talked about how – and this is more talking about confluence – looking at certain confluence features to help save effort and time when updating web pages.

And one of the features we looked at was the content by label macro that could be used to, for example, update a meetings page sorted by year without having to manually cut and paste links back and forth as one example.

And we also had a discussion as what, in terms of layout, we should be looking for. One of the things that was suggested is that we should look at making our wiki pages more mobile accessible, so that we should really avoid macros or features of confluence that will make it accessible to mobile users.

So those were some of the general feedback topics there.

Judith, I don't see Justine on the call, but is that the gist of what we came up with?

JUDITH HELLERSTEIN:

Yes, it was because they were talking about how they were organizing the wiki and she hadn't really known about some of these macros, and I think that is an idea of how we can get [things].

The issue we're trying to deal is not only updating our wiki. It is also how we can find things better. And with these macros, it can bring more information to the front and on more easily accessible pages so you

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could find out all this information. And I think that was also what the key, what the call was about.

And Justine has a whole bunch of ideas on how to redesign the page, but he's not on the call right now so we can [fill] those and then since we have only one minute left, [inaudible] will have to go to another call.

DEV ANAND TELUCKSINGH: Yeah. Okay, and thanks for that, Judith. One of the final things that I wanted to present, and that's I will probably just, again, ask the TTF to do take a look, and I will post this to the TTF mailing list. I developed some slides since ICANN58, ICANN59, talking about how At-Large should use group chat, the group chat being solutions such as Slack, Mattermost, Rocket Chat.

So the slide that's on the agenda, and I'll just post the link here – let me just quickly do this – right, what I've done was extract that information that were part of the TTF presentation in ICANN58 and ICANN59, which summarizes the issue, and one of the recommendations that was updated since ICANN59 was that ICANN ideally should deploy its own group chat solution, and the benefit of having its own deployed solution is that it can then customize it to suit the needs of the various ACs and SOs.

However, given that that may require some planning, and therefore, it may take some time before that is ever done, we made an interim recommendation to use Slack in the interim and we gave various reasons why Slack and not try to do something else like Mattermost or Rocket Chat, or whatever.



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So it's very [inaudible] for us to take a look at the slides. Do you agree with the recommendations or not? And if so, you can probably submit it to the ALAC, to have the ALAC properly switch to Slack instead of using Skype for instant messaging. So all right, I'll post that to the list.

And because we are coming to the top of the hour, Any Other Business? Anybody have anything else they wish to raise technology-wise?

Going once, going twice, going thrice. Okay, all right. I like to thank everyone for being on this call and we are planning a session at ICANN60, so watch the mailing list for that and for any future calls we may try to do before ICANN60.

And thanks, everyone, and thanks to the interpreters. And this call is now adjourned. Have a wonderful morning, afternoon, and evening, everyone. Take care.

LIANE CHAMPAGNE: Thanks, everyone. Bye-bye.

MARIO ALEMAN: Thank you, everyone. This call has been adjourned. Please remember to disconnect all remaining lines. Bye-bye.

**[END OF TRANSCRIPTION]**