At-Large Social Media
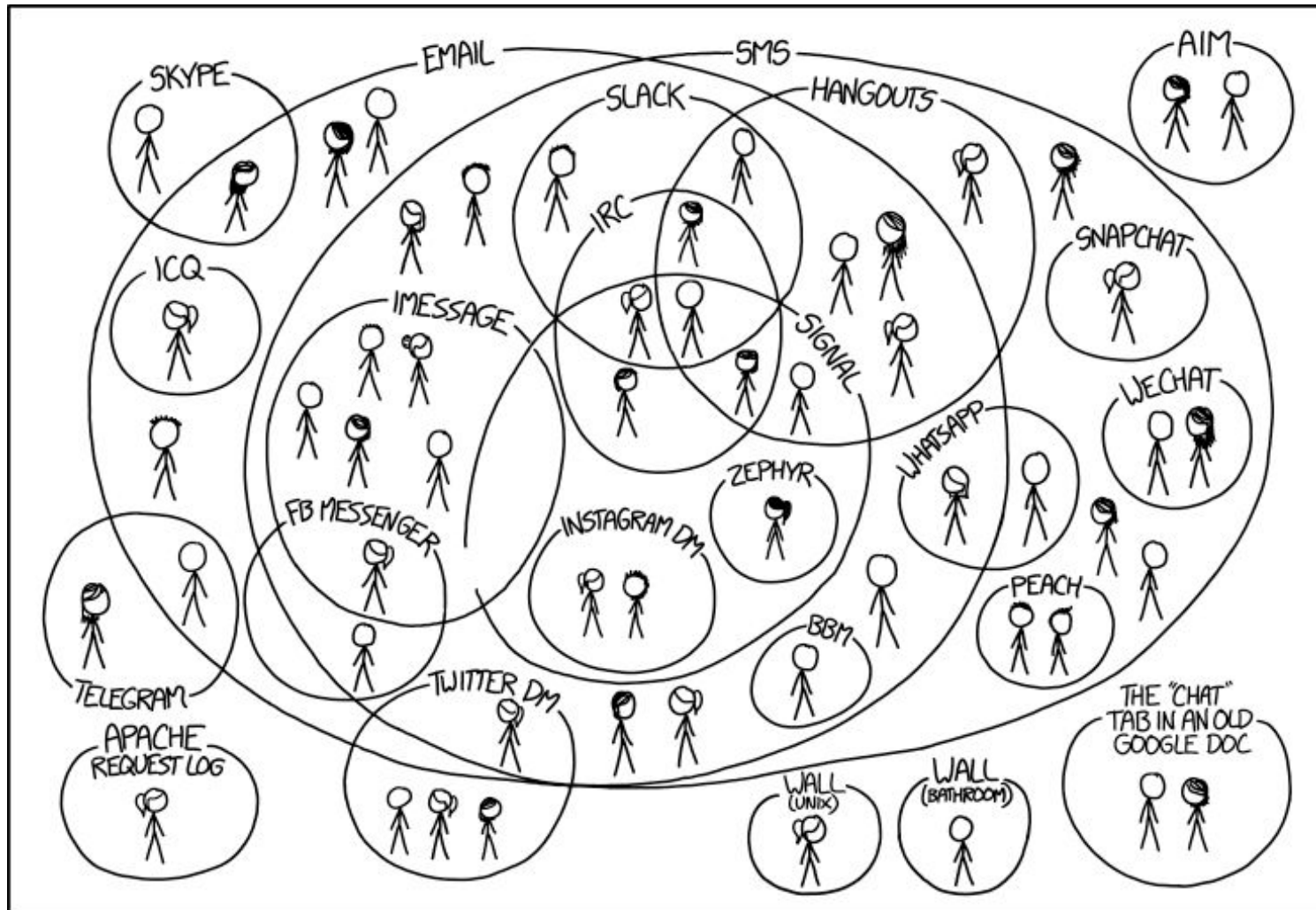
Dev Anand Teelucksingh October 8 2018

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
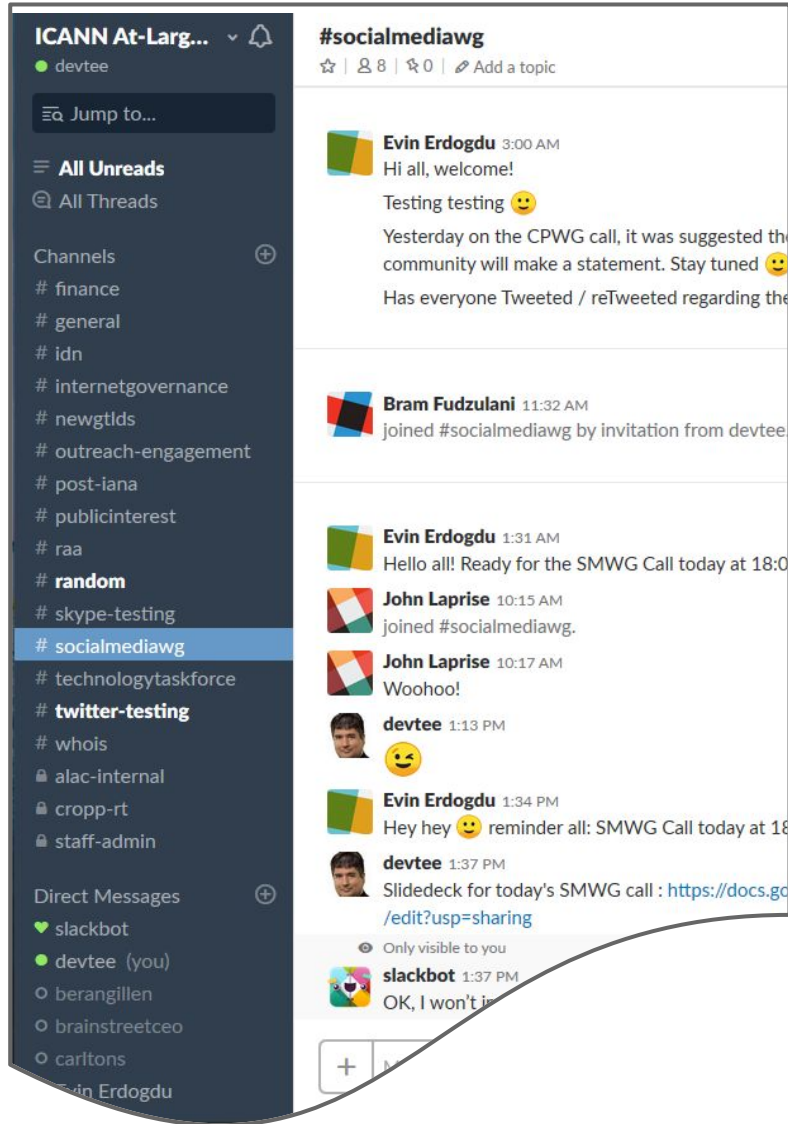
Slack, Mattermost, Rocket.chat, HipChat all share common features:

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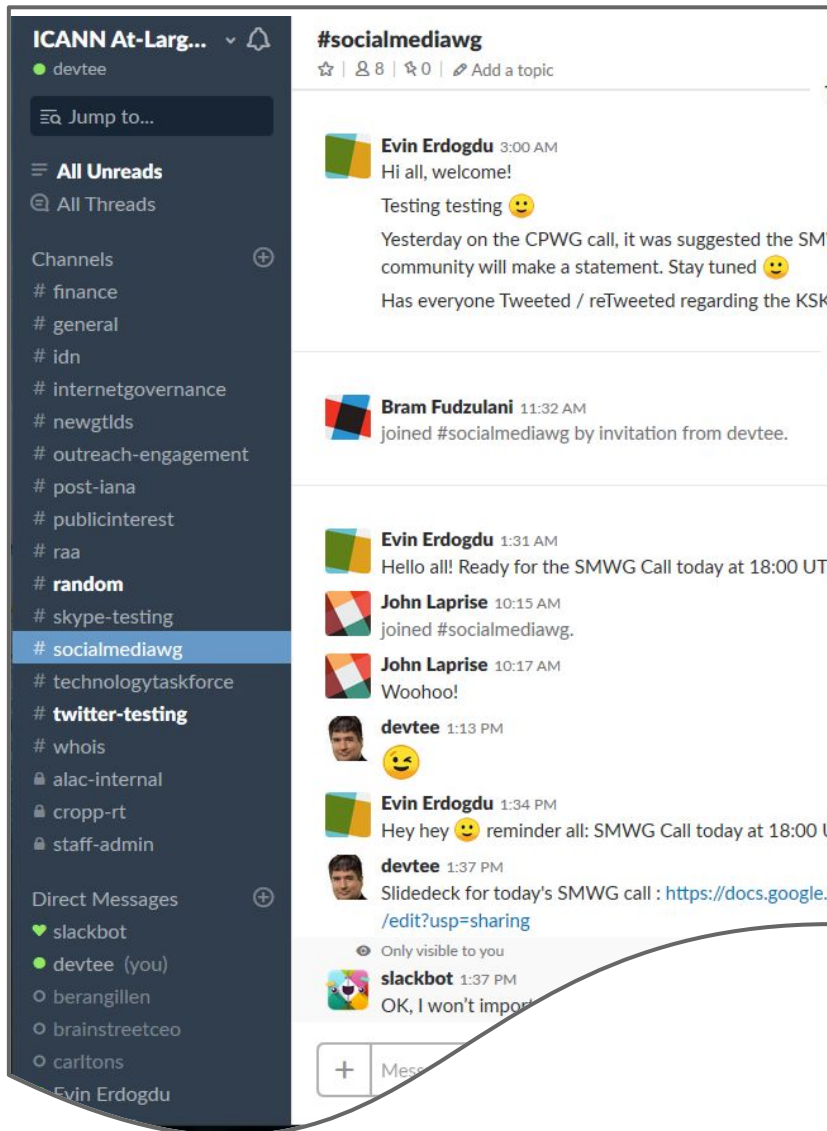
Group Chat ([Slack](#), [Mattermost](#), [Rocket.chat](#), [HipChat](#)) offers significant benefits over Skype

- 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.

Techology Taskforce (TTF) activities re: Group Chat

- 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?

ICANN should deploy its group chat solution that can be controlled and supported internally by ICANN.
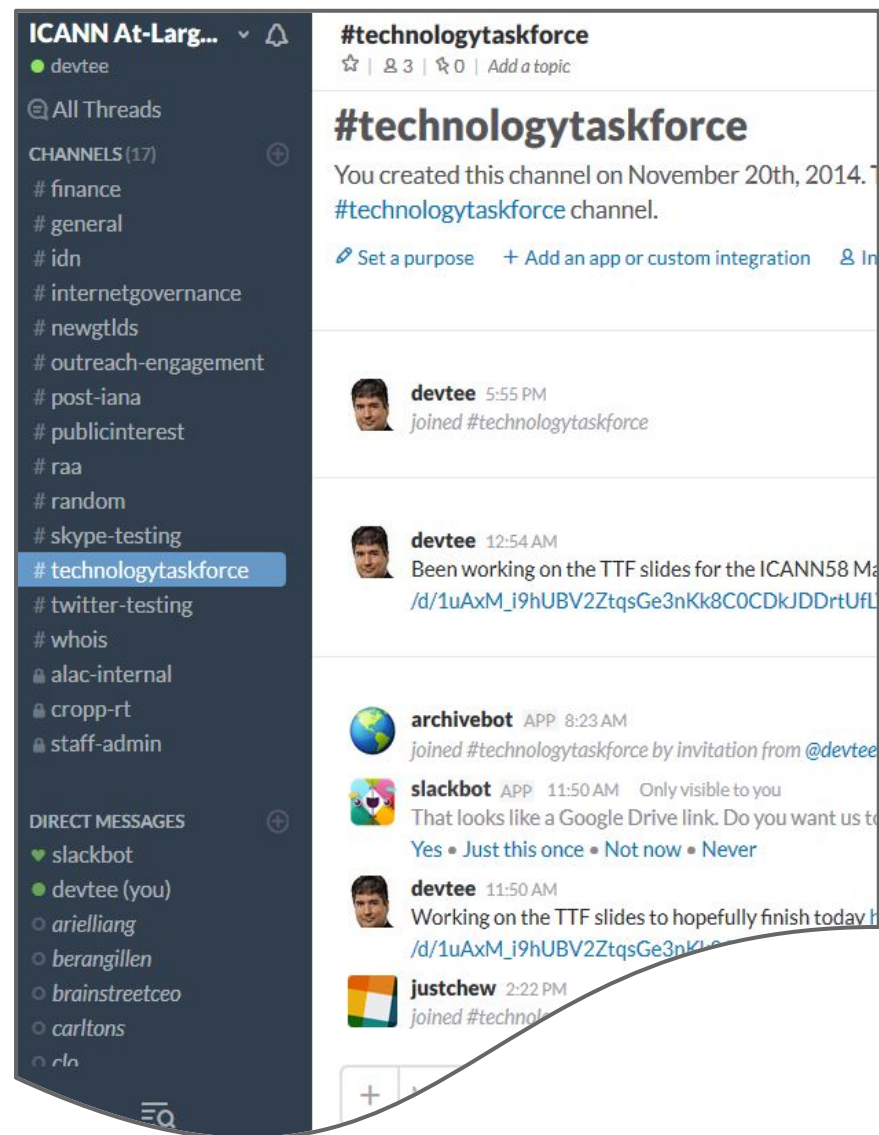
An ICANN deployed solution would allow ICANN to customise the group chat solution to suit the AC/SOs which have varying needs.

Such an approach will require some planning, investment and testing by ICANN before such an solution could be publicly available.

Therefore, in the meantime…....

What approach to use?

However, 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/

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 Slack 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

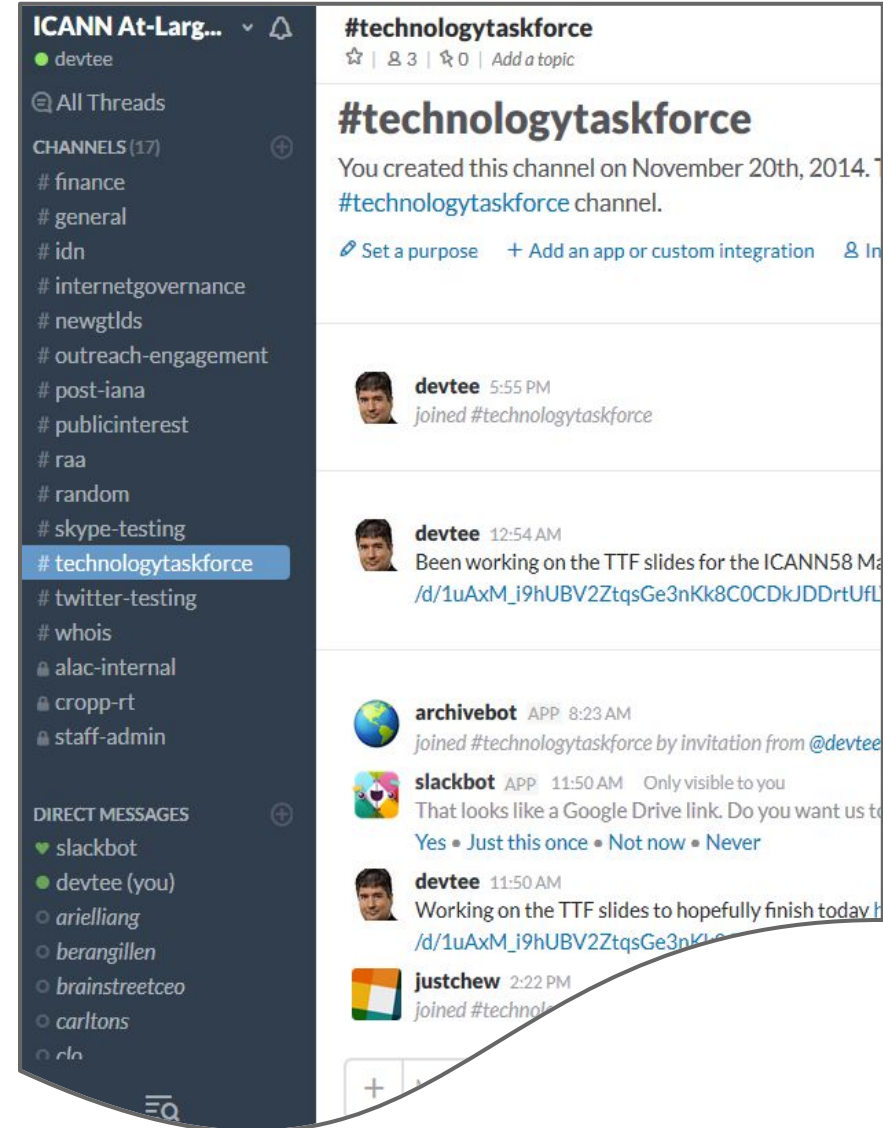 - Translate tool for persons to translate text inside of Slack
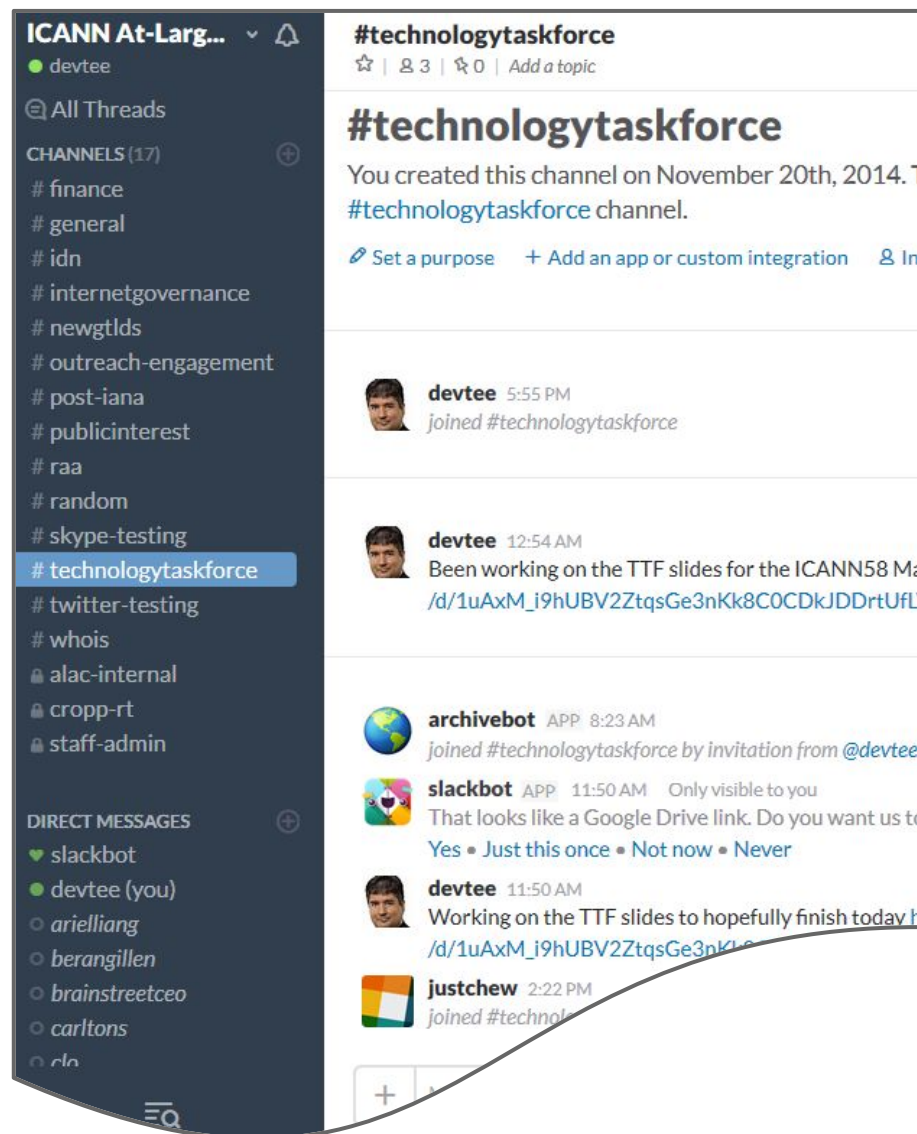
Joining At-Large Community Slack

To join the At-Large Community Slack at https://icannatlarge.slack.com/,

Invite link
http://bitly.com/2OItTX6