At-Large Technology Taskforce

ICANN 53 - Argentina | 22 June 2015

At-Large Technology TaskForce Agenda

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Introduction to the At-Large Technology Taskforce (TTF)

- The TTF was established as part of the recommendations coming from the ALAC/At-Large Improvements Project Final Report (https://community.icann.org/x/fAIQAg) in June 2012.
  These recommendations include:

  - Introduce to At-Large Structures (ALS) selected information, dissemination, communication and collaboration tools and provide training.

  - Review of communication and collaboration needs considered unmet by ALSes and Regional At-Large Organisations (RALOs) globally by evaluating technologies currently in use by At-Large or elsewhere in ICANN and to identify and review other technologies as they become available.

TTF Members

- AFRALO - Beran Dondeh Gillen, Seun Ojedeji, Sarah Kiden, Wilson Abigaba, Titilayo Bolarinwa.

- APRALO - Gunela Astbrink, Ali AlMeshal, Sivasubramanian M, Nirmal Agarwal, Fouad Bajwa, Emani Fakaotimanava-Lui, Chaitanya Dhareshwar.

- EURALO - Olivier Crepin-Leblond

- LACRALO - Dev Anand Teelucksingh **(chair),** Juan Manuel Rojas, Lance Hinds, Jose Arce, Carlos Watson, Mario Aleman

- NARALO - Glenn McKnight **(co-chair)**, Judith Hellerstein **(co-chair)**, Gordon Chillcott, Bill Thanis, Murray McKercher, Avri Doria, Joly MacFie

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About the At-Large Technology Taskforce (TTF)

1

Who can be in the TTF?
The Technology Task Force (TTF) consists of members from the At-Large community. We welcome anyone from the At-Large community to join us.

2

How often do we meet?
We hold conference calls every month, usually one but sometimes two calls a month.

3

TTF Workspace where we document our activities
https://community.icann.org/x/JZvbAQ

4

TTF wiki page
https://community.icann.org/x/FpfbAQ

TTF activities since the ICANN 52 Singapore meeting

TTF activities since the ICANN 52 Singapore

- Held three conference calls
  - 2015-03-16 meeting with Chris Gift from ICANN to discuss ATLAS II Summit Recommendations for the TTF
  - 2015-03-30 meeting with Cory Schulz from ICANN to discuss ICANN Remote Hubs.
  - 2015-05-18 call discussed
    - ATLAS II Summit Recommendations for the TTF,
    - a update on the LACRALO mailing list translation issues
    - demo of the Skype Translator Preview app for Windows

- Produced the Netizen newsletter for Singapore and BA

- Several updates to the TTF workspace for ATLAS II Recommendations

At-Large Summit II (ATLAS II) Recommendations Progress Report

At-Large Summit II Recommendations

- The At-Large Summit II (ATLAS II) was a meeting of representatives of At-Large Structures from all RALOs at the ICANN 50th meeting in London in 2014. At ATLAS II, At-Large Representatives developed a range of recommendations and observations on the future direction of ICANN.

- The complete ATLAS II declaration with all of the 43 recommendations can be found at https://community.icann.org/x/d5ThAg

- Some of the 43 ATLAS II recommendations (10,11,17, 26,29,31,39) were allocated to the TTF (some in coordination with other At-Large WGs) for implementation. This list of ATLAS II Recommendations for the TTF can be found at https://community.icann.org/x/YhfxAg

Recommendation 10

"The next evolution of language services must adopt further extension of live scribing for all meetings and generally extend the current interpretation and translation processes and make translation available in a timely manner."

Summary of Implementation of Rec 10

- Evaluated Adobe Connect plugins for live captioning on a Joint Accessibility WG/TTF on 2014-09-08. See https://community.icann.org/x/8xvxAg for a detailed review.

- An At-Large FY16 budget request to conduct a pilot program to live caption 6 meetings/calls a month was submitted to (and approved by) ICANN. https://community.icann.org/x/rgAnAw

Recommendation 10

"The next evolution of language services must adopt further extension of live scribing for all meetings and generally extend the current interpretation and translation processes and make translation available in a timely manner."

Summary of Implementation of Rec 10

- ICANN Language Services provides interpretation for
    a. At-Large F2F meetings in English, Spanish, French and additional local languages .
    b. ALAC monthly calls in English, Spanish, French and Russian.
    c. LACRALO calls in English, Spanish & Portuguese.
    d. AFRALO calls in English & French.
    e. At-Large WGs on request if more than 3 persons on the call request such services.

- ICANN Language Services transcribes audio recordings of ALAC/At-Large meetings and provides a transcript within a week. At-Large Staff posts the transcript on the meeting wiki page.

ATLAS II Recommendation 11 (Rec 11)

Recommendation 11

"ICANN must implement a range of services to facilitate access according to various criteria (gender; cultural diversity) and user needs (disabilities, etc…)."

Assigned to

- *Accessibility WG*
- *Technology Task Force*

Summary of Implementation of Rec 11

- Language Service provides interpretation and transcription services (as noted for Rec 10).

- An pilot program to live caption several At-Large meetings will begin Oct 2015 as per an At-Large FY16 budget request (as noted for Rec 10)

- The TTF also reviewed tools to caption and subtitle videos:
  a. *"Craptions to Captions"*, an open source tool for captioning videos. www.nomorecraptions.com
  b. Amara ww.amara.org , a subtitle editor that makes it easy to caption and translate videos. Amara also hosts volunteer localization & accessibility communities.

Recommendation 11

"ICANN must implement a range of services to facilitate access according to various criteria (gender; cultural diversity) and user needs (disabilities, etc...)."

Assigned to

- *Accessibility WG*
- *Technology Task Force*

Summary of Implementation of Rec 11

- The TTF notes the availability of various tools that can be used by ICANN At-Large to assist with communicating with and collaborating in another language including
    - Google Translate App for Mobiles
    - Skype Translator Preview
    - Web browser translation plugins
    - Bing Translator for Windows & Windows Phones

See https://community.icann.org/x/eaA0Aw

ATLAS II Recommendation 11 (Rec 11)

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Assigned to

- *Accessibility WG*
- *Technology Task Force*

Summary of Implementation of Rec 11

- The TTF is working with ICANN IT staff to have a new version of the machine translation tools used for the LACRALO English and Spanish mailing lists. See https://community.icann.org/x/z4VZAg

Recommendation 17

"ICANN needs to be sensitive to the fact that social media are blocked in certain countries and, in conjunction with technical bodies, promote credible alternatives.

Assigned to

- *At-Large Social Media WG*
- *Technology Task Force*

Summary of Implementation of Rec 17

- At-Large held a Workshop on "TOR and alternative aming mechanisms to the DNS" at ICANN Singapore 2014. See https://community.icann.org/x/7CPRAg

- TTF has reviewed Group Chat services https://community.icann.org/x/Hr3hAg such as Slack and HipChat.

Recommendation 17

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Assigned to

- *At-Large Social Media WG*
- *Technology Task Force*

Summary of Implementation of Rec 17

- Whilst several tools were identified that could be used to circumvent blocking of websites, it was decided not to list them since:

  - it would be difficult for At-Large or ICANN to endorse any of these approaches.

  - even listing could be construed as endorsing that one should break national laws, irrespective of whether we (global At-Large) think such laws/restrictions are unjust.

- At-Large Social Media WG is researching alternative social media platforms where traditional ones are blocked.

Recommendation 26

Current policy management processes within ICANN are insufficient. ICANN must implement a workable Policy Management Process System, available for use across the SO/ACs, in order to:

- Enhance Knowledge Management,
- improve the effectiveness of all ICANN volunteer communities,
- improve cross-community policy-specific activity,
- enhance policy development metrics,
- facilitate multilingual engagement,
- create a taxonomy of policy categories,
- provide policy development history as an aid for newcomers.

Assigned to

- *At-Large Social Media WG*
- *Technology Task Force*
- *Capacity Building WG*

ATLAS II Rec 26 - What do we want in a Policy Management Process System?

1

To quickly find historical information on a policy issue

For example, find policy history on "new gTLDs" and get a report in chronological order. Such searches could be further refined (e.g show history in past 4 years) or show the submissions made by a particular AC/SO on a policy issue. Such searches could be visualized using a timeline (e.g http://codyhouse.co/gem/vertical-timeline/)

A system would have the policy history stored in a manner to allow for such queries.

2

To subscribe to policy updates/notifications by interest

For a person who has a keen interest in certain policy issues (e.g IDNs), persons should be able to subscribe to receive updates on specific policy issues with links to where the discussions are happening for that AC/SO.
This is where a taxonomy of policy categories to be defined for past, current and future/upcoming policies. Furthermore, a policy system could track past user interactions, so that if a person commented on a particular policy issue (e.g WHOIS), they could be notified of new, related policy issues for their review.

3

Track deadlines for responding to policy comments

With multiple policy comment periods happening simultaneously at different stages, a system should update a calendar or other system for the AC/SO to track and manage deadlines.

4

The ability to read policy issues and updates in your language
Comment Periods on Policies posted for review are posted in English with translated policy documents being uploaded at a later time. Persons should be able to subscribe to notifications when policies are available in their language to review.

5

Having the policy review process more accessible to mobile users
With more and more users using mobile devices, the policy review process should be made accessible to such users to engage in the policy process.

6

Reduce the manual duplication to disseminate information
AC/SOs expend a lot of effort to manually copying and pasting text in order to disseminate policy information to the communities and to the wider public (wiki pages, emails, sharing on social media). A system should offer sharing mechanisms so that persons wanting to get the word out can do so more easily.

ATLAS II Recommendation 26 (Rec 26)

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- enhance policy development metrics,
- facilitate multilingual engagement,
- create a taxonomy of policy categories,
- provide policy development history as an aid for newcomers.

Summary of Implementation of Rec 26

- The At-Large Website is being developed. Some of the goals of its design are to
  - provide a policy background on policy issues
  - create a taxonomy of policy categories
  - highlight policy metrics.
  - autoimport content from icann.org to reduce manual copying and pasting
  - accessible via mobile devices

- The TTF will be looking to trial Kavi Workspace (http://www.kavi.com/) which features the ability of teams to colloborate on documents, receive notifications, comment on documents, and vote on ballots.

Recommendation 26

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- improve cross-community policy-specific activity,
- enhance policy development metrics,
- facilitate multilingual engagement,
- create a taxonomy of policy categories,
- provide policy development history as an aid for newcomers.

Summary of Implementation of Rec 26

- The TTF will be reviewing the Policy Development Processes at the Regional Internet Registries (RIRs) to see what could be adapted for At-Large Policy Development

Recommendation 29

"The ALAC should implement an automated system for tracking topics of interest currently being discussed among the various RALOs, and accessible by everyone."

Assigned to

- Capacity Building WG
- Technology Task Force
- At-Large Social Media WG

Summary of Implementation of Rec 29

- The TTF looking to syndicate RALO topics across all RALO wiki pages using the Confluence's wiki capabilities.

- Attempts are being made to standardise the reporting of RALO activities for easier distribution and sharing on social media.

Recommendation 31

ICANN and the ALAC should investigate the use of simple tools and methods to facilitate participation in public comments, and the use of crowdsourcing.

Assigned to

- Technology Task Force
- At-Large Social Media WG
- RALO chairs

Summary of Implementation of Rec 31

- The TTF looked at Loomio (https://www.loomio.org/) but found it lacking.

- The TTF is to review tools such as Liquid Feedback (http://liquidfeedback.org/)

- Wiki addons such as Confluence Questions (http://bit.ly/1EUah6O) & group chat applications (Slack, Hipchat) may allow for such crowdsourcing of topic discussions ;

- The TTF will be looking to trial Kavi Workspace (http://www.kavi.com/) (as per Rec 26)

Recommendation 39

ICANN should encourage "open data" best practices that foster re-use of the information by any third party.

Assigned to

- Technology Task Force

Summary of Implementation of Rec 39

- A significant amount of information produced by ICANN and At-Large over the years is already public however, its not stored in an organised way, (wikis, websites) making information hard to locate and to re-use.

- The TTF met with Chris Gift from ICANN (https://community.icann.org/x/kw8nAw) who discussed how ICANN is looking to adopt open data practices.

At-Large Website Update

LACRALO mailing list translation

LACRALO mailing list translation

- LACRALO has two mailing lists
  - LACRALO list in English: http://atlarge-lists.icann.org/pipermail/lac-discuss-en/
  - LACRALO list in Spanish: http://atlarge-lists.icann.org/pipermail/lac-discuss-es/

- Emails in english sent to lac-discuss-en@atlarge-lists.icann.org are machine translated via ICANN "translation bot" using Google Translate and posted to lac-discuss-es@atlarge-lists.icann.org.

- Similarly, emails in Spanish are sent to the lac-discuss-es@atlarge-lists.icann.org and are translated and posted to lac-discuss-en@atlarge-lists.icann.org.

LACRALO mailing list translation issues

○ Attachments in emails sent to a list are not received on the other list.

When an email with attachments (such as PDFs) is sent to one list,
the subject line and body of the email is translated and sent to the other list
BUT **without** the attachment.

LACRALO mailing list translation issues

- Subject lines of translated emails from ES to EN become garbled.

The subject line of translated emails (seemingly) from the lac-discuss-ES list to the lac-discuss-EN list often translated to garbled text. An example:

(a) First email posted to lac-discuss-en list :
Subject line: [lac-discuss-en] ICANN full list of applied for gTLD strings
(Email: http://atlarge-lists.icann.org/pipermail/lac-discuss-en/2012/005932.html)

(b) which is translated and posted to lac-discuss-es list as:
Subject line: Lista completa de la ICANN solicitó cadenas de gTLD
(Email: http://atlarge-lists.icann.org/pipermail/lac-discuss-es/2012/004552.html)

(c) Someone on the lac-discuss-es list replies and get posted to lac-discuss-es list as:
Subject line: [lac-discuss-es] Lista completa de la ICANN solicitó cadenas de gTLD
(Email: http://atlarge-lists.icann.org/pipermail/lac-discuss-es/2012/004553.html)

(d) which is translated and posted to the en list as:
Subject line: [lac-discuss-en] =? Iso-8859-1? Q? Lista_completa_de_la_ICANN_solici? ==Iso-8859-1? Q? T = F3_cadenas_de_gTLD? =
(Email: http://atlarge-lists.icann.org/pipermail/lac-discuss-en/2012/005933.html)

LACRALO mailing list translation issues

- Subject lines of translated emails from ES to EN become garbled.

  Such gibberish in the subject lines gets worse and worse if someone responds on the EN list and the translation further scrambles the subject line on the other list. Another example:

(Email: http://atlarge-lists.icann.org/pipermail/lac-discuss-es/2012/004039.html)
Subject line: [lac-discuss-es] =? Iso-8859-1? Q? Invitación = F3n_a_la_reuni = F3n_/_LAC? == Iso-8859-1? Q? RALO_Costa_Rica_Eventos_rueda_de_prensa_Grupo_de_Tr? == Iso-8859-1? Q? Abajo_el_martes_06_de_marzo_2012_a_las_20 = 3A00_UTC? =

gets translated and posted to the EN list as
(Email: http://atlarge-lists.icann.org/pipermail/lac-discuss-en/2012/005357.html)
Subject line: [lac-discuss-en] =? Iso-8859-1? Q? = 3D = 3F_Iso-8859-1 = 3F_Q = 3F_Invitac? == Iso-8859-1? Q? I = F3n_ = 3D_F3n = 5FA = 5Fla = 5Freuni_ = 3D_F3n = 5F / = 5FLAC = 3F? == iso-8859-1? q? _ = 3D = 3D_Iso-8859-1 = 3F_Q = 3F_RALO = 5FCosta = 5FRica = 5FEv? == iso-8859-1? q ? ents = 5Frueda = 5Fde = 5Fprensa = 5FGrupo = 5Fde = 5FTr = 3F_? == iso-8859-1? q? = 3D = 3D_Iso-8859-1 = 3F_Q = 3F_Abajo = 5Fel 5Fmartes = 5F06 =? == iso-8859-1? q? = 5Fde = 5Fmarzo = 5F2012 = 5FA = 5Flas = 5F20_ = 3D_3A00 = 5FUTC? == iso-8859-1? q? = 3F_ = 3D? =

LACRALO mailing list translation issues

- ◎ Missing [lac-discuss-es] in subject lines of translated emails posted to the lac-discuss-es list

Looking again at the previous example:

(a) First email posted to lac-discuss-en list :
Subject line: [lac-discuss-en] ICANN full list of applied for gTLD strings
(Email: http://atlarge-lists.icann.org/pipermail/lac-discuss-en/2012/005932.html)

(b) which is translated and posted to lac-discuss-es list as:
Subject line: Lista completa de la ICANN solicitó cadenas de gTLD
(Email: http://atlarge-lists.icann.org/pipermail/lac-discuss-es/2012/004552.html)

The subject line is missing the [lac-discuss-es]. This hampers filtering by ES users and makes it difficult to track threaded conversations.

LACRALO mailing list translation issues

○ Unusual superscript and other odd characters in translated emails

The translation of the actual body of emails has strange characters, some of which are superscript characters appearing in the translated version. For example:

"For example, I am hearing reference to the Chairman as President, where it is said that the Spanish translation for "the Chairman" is "el Presidente". In English, there is a clear distinction between a Chairman and a President, just as there is a difference between "sovereign" and the "highest-decision making body" of an organisation. The highest decision making body in any organisation is also subject to rules. It cannot even breach its own rules and as a matter of fact, will be judged on how well it has been able to observe its own rules."
(Source email: http://atlarge-lists.icann.org/pipermail/lac-discuss-en/2012/005858.html)

"Por ejemplo, estoy escuchando referencia al Presidente, como Presidente, en el que Se dice que la traducción al español para "el Presidente" es "el Presidente". En Inglés, existe una clara distinción entre un Presidente y un Presidente, asÃ- como hay una diferencia entre "soberano" y el "mÃ¡s alto de toma de Ã³rgano "de una organizaciÃ³n. El mÃ¡s alto Ã³rgano de decisiÃ³n en cualquier la organizaciÃ³n tambiÃ©n estÃ¡ sujeto a reglas. Ni siquiera puede romper sus propias reglas y como una cuestiÃ³n de hecho, serÃ¡ juzgado por lo bien que ha sido capaz de observar sus propias reglas."
(Translated email: http://atlarge-lists.icann.org/pipermail/lac-discuss-es/2012/004483.html)

As you can see,
- a character like a double quote " is translated to "
- a word like "organisation" is translated to organizaciÃ³n
- a sentence like "The highest decision making body in any organisation is also subject to rules." is translated to "El mÃ¡s alto Ã³rgano de decisiÃ³n en cualquier la organizaciÃ³n tambiÃ©n estÃ¡ sujeto a reglas."

◉ New translation tool tested

ICANN Staff have created two mailing lists:
- New-transbot-en (http://mm.icann.org/pipermail/new-transbot-en/)
- New-transbot-es (http://mm.icann.org/pipermail/new-transbot-es/)

with a select number of persons on those lists for testing purposes.

Some of the key changes implemented for the new translation tool.

- The lack of punctuation was identified as a key issue for the poor translation of emails. This is because the translate tool can only send a certain amount of characters to the Google Translate API. Without punctuation, the translation tool would have to send text mid sentence. One of the outcomes from the LACRALO translation WG was the "Proposed Notice when email is not translated" message which would be sent to the user if the email had formatting issues. See https://community.icann.org/x/aYtEAg

- Subject lines would not be translated to ensure the conversation thread would not be lost and reduce the chance of garbled subject lines.

◉ The New translation tool still has challenges:

- The email from with the subject line "Unable to translate your email to ICANN lists" is too generic and doesn't identify what email that was sent that caused the error.

- Similarly, for emails with detected punctuation errors that are rejected with the generic message, there is no identification of where the errors are located.
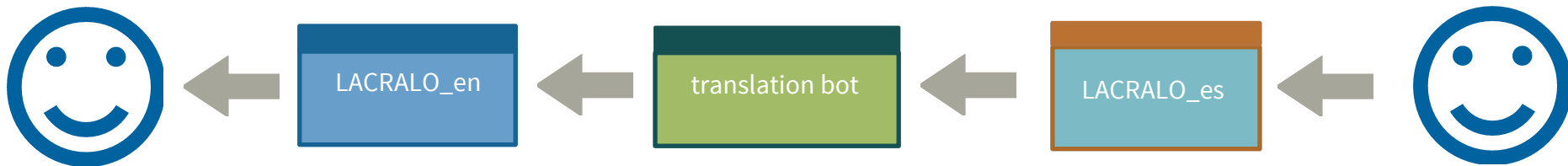
- Persons cross post to both en and es lists with the same email.

- Its difficult to add more languages. If Portugese and French were to be added to LACRALO, how would translation between more than 2 mailing lists work?

Current Approach for LACRALO mailing list

Here's what happens when an email is posted from the en to es list
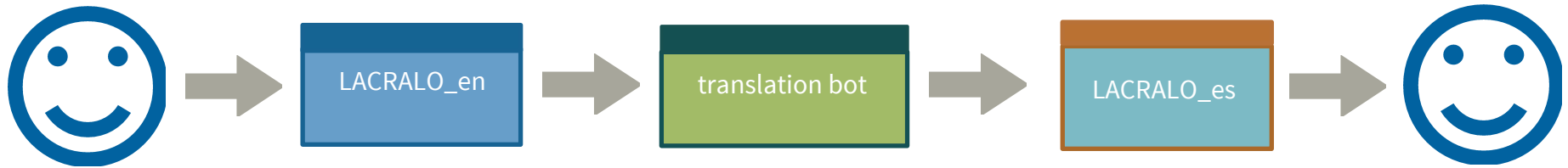
and what happens when an email is posted from the es to en list

- Have one discuss list which everyone posts to, in their native language.
- The translation bot takes the email from this discuss list and posts translated emails to the en and es lists.
- Persons can subscribe to the en and es lists to receive such emails, however these languages lists are announcement only lists like the ALAC_announce mailing list.

LACRALO_discuss → translation bot

LACRALO_en
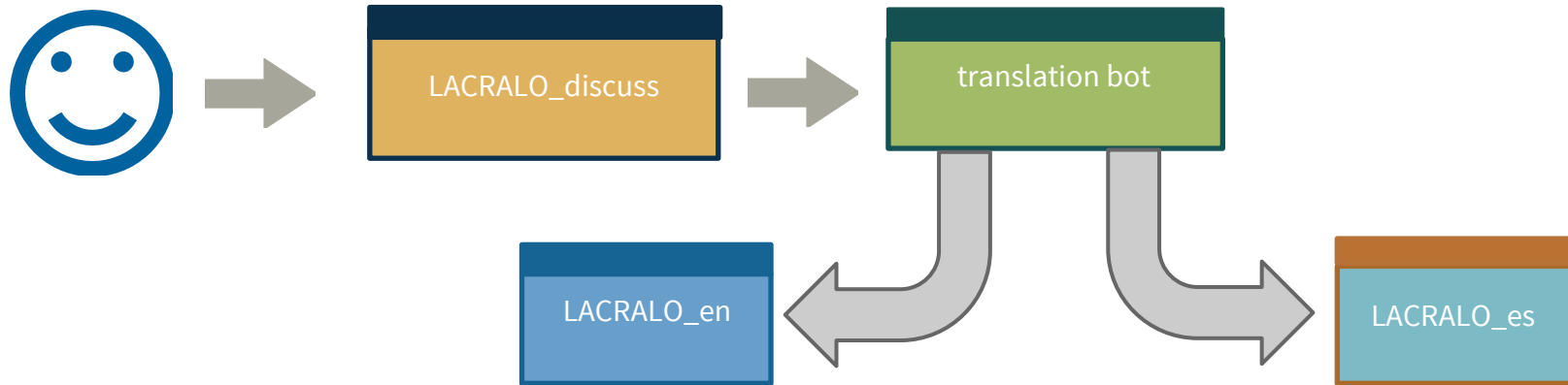
LACRALO_es

Biggest challenge in tackling LACRALO mailing list issues

After 5 years, there is only one ICANN IT person looking at this issue
and only in his spare time (which isn't very much)

Next steps for At-Large Proposals: E-books ; Captioning

Real-Time Captioning Pilot- Judith

The current FY 16 ICANN Budget Committee approved the Judith Hellerstein's proposal for a Pilot for Real-Time Captioning of up to 3 Adobe Connect working groups, RALO, ALAC, or Webinars a month. Money for this pilot will come from ICANN's core budget.

The goal of the Pilot is to gather the necessary metrics to illustrate the need for captioning not only for accessibility reasons but also for those with limited bandwidth. The data gained from this pilot should help us meet these goals and show the need for captioning ICANN wide.

- We are targeting RALO meetings as our goal is to increase engagement in ICANN within each of the respective regions.
- We are also targeting the working groups and webinars to promote more engagement from RALOs in these working groups.
- We think this will lead to more effective participation and engagement within ICANN. This is especially the case for people who are coming from bandwidth challenged countries where lack of bandwidth has limited their participation within ICANN.

Ebooks (Glenn)

FY16 budget has approved the creation of EBOOKS for ALAC resources, ICANN Academy and Policy documents. Proposal submitted by Glenn McKnight

ICANN Communication staff to work with volunteers to migrate existing content to a EBOOK format. The material would be compliant to Open Doc format and it will incorporate many of the benefits of a EBOOK publication,including Audio and video capacity.

Section 7
Outreach to At-Large for Recruitment

Recruitment Outreach

The TTF is seeking the following

- More EURALO Membership, currently stands at one individual
- More volunteers to do 'hands on" demonstrations of technologies
- Request for community sharing of technology recommendations for the shared resource page
- Encourage each RALO to have a primary contact for their group which reports back monthly to their ALS's
- Recruit volunteers to take charge of the NETIZEN newsletter tip sheet per ICANN event
- Provide reporting similar to NOMCOM to be distributed to the Secretariat meetings monthly

Section 8

ICANN   Mobile APP