
ICANN71 | Prep Week – Information Transparency Initiative Update
Thursday, June 3, 2021 – 21:00 to 22:00 CEST

CARLOS REYES: All right. Let's go ahead and get started. Thank you very much for joining us. This is the last session for ICANN71 Prep Week. We hope this has been a comprehensive program for the ICANN community in preparation for the ICANN71 Virtual Policy Forum.

Today we'll be receiving an update and demonstration from the Information Transparency Initiative team, specifically focusing on Public Comment which is a core feature of the ICANN multistakeholder model. And without further ado, I'll introduce David Olive, Senior Vice President for Policy Development Support at ICANN Org, and we'll get started. David, go ahead.

DAVID OLIVE: Thank you very much, Carlos, and welcome, everyone. I know it's coming to the close of the Prep Week, but this is an important topic that we want to make sure you are aware of and we want to focus on this.

In March of 2021, the Information Transparency Initiative team released some significant improvements covering the over 38,000 pages and files that are on the ICANN Org site. Now the ITI team is preparing to release the enhancements to the Public Comment feature at the end of August of this year.

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.

Public Comment, as we all know, is an important part of not only the policy work but also other aspects of our multistakeholder model. It provides a mechanism for you to have your opinions and recommendations formally and publicly documented, and that's the important part. It's also an opportunity for you to improve the policy and operations when suggestions are needed and your inputs are requested.

We know how important it is to improve how you publish your submissions and search for the proceedings. This is another element we've looked at very closely. And during the various ITI feedback sessions, we learned that you wanted to prioritize these specific enhancements in Public Comment forum. Additionally, the ITI team made a test version available for some inputs. We listened to the feedback that was documented on that. And what you'll see is a demonstration today based on the feedback to date, and we think it does meet the expectations of the groups.

So I want to thank everyone who participated in the previous feedback sessions on Public Comment, those who gave us their views and feedback. Your input was a critical part as we deliver this new feature. So the exciting part is we have a demo for you and I'd like to turn that over to Carlos and the ITI team to show you the new results, which I think we'll all really enjoy and use quite well. Carlos, for you.

CARLOS REYES:

Thank you, David. Within ICANN Org, I have the privilege of leading the Public Comment team comprised of professionals across the world

who manage our Public Comment process and also help the Org with their proceedings. But today we have the Information Transparency Initiative team to demonstrate these changes, as David mentioned, and answer any questions you may have.

An important part of all these changes to Public Comment is the guided form. You've seen some groups experiment with this, but this will hopefully allow all stakeholders to provide more targeted feedback. And it'll also help the Org and the Board understand the feedback more effectively. So we worked with you, our feedback groups, on these options and the features, and we want you to see this today.

My colleagues, Jana Juginovic, Mike Takahashi, Alex Hutson, and Simon Raveh are here to provide the demonstration. In July and August, we'll be hosting trainings/webinars for the community about how to use this new feature. And we'll also have step-by-step guidelines available on the ICANN website as you become familiar with the new feature.

The user interface is simple and intuitive to use, but we want to ensure that you are fully prepared for this new feature. So with that, I'll turn it over to Jana and the ITI team. Jana?

JANA JUGINOVIC:

Thanks, Carlos. I am going to share my screen. Good afternoon or good evening, depending on where you are. As Carlos mentioned, I'm Jana, and I'm here with cokmms my colleague, Mike, and our E&IT

friends, Simon and Alex. So if you have any very technical questions, Simon and Alex will be here to answer those as well.

Before I begin the actual demo, I want to review some of the improvements you've asked for in previous ITI sessions that David alluded to. So I'm going to be sharing my screen and sharing a few quick slides. Can everyone see my screen? I hope.

CARLOS REYES: Yes, Jana.

ALEX HUTSON: Yes.

JANA JUGINOVIC: Great. One of the first things that folks asked for is for improved findability. Having filtered search by category or date range, improved keyword search for within proceeding submissions, and their respective files, and e-mail subscription alerts for individual proceedings and their submissions. So similar to how we launched for Announcements and Blogs, that e-mail subscription alert feature was requested for Public Comment.

The other feedback that we received concerned the submission feature, how the community were submitting features, whether it was through a guided form and an improved guided form was what was requested.

A submission management feature so that individual users would be able to see their previous submission so have a historical record of their previous submissions.

A new About Public Comment page and How to Submit Public Comment Instructions to give more information to newcomers or folks that are less familiar with the Public Comment process.

Another feedback that received that's not directly related to Public Comment but some community members asked for a page that consolidated other types of public consultations that the Org or the community groups were asking for that are outside the Public Comment process, whether it's surveys or whatever, and that page would categorize all of those different types of feedback that folks are asking for within the Public Comment area.

Again, the last thing, the improved layout and user experience. Those are some of the things that the community had asked for in previous Public Comment sessions and by e-mail and feedback that we received to our e-mail address.

I'm going to stop sharing my screen for a second as I switch over to show you the implementations. Okay. Can everybody see my screen again?

DAVID OLIVE:

Yes.

JANA JUGINOVIC:

Perfect. All right. Now, what you're seeing now is the wireframes. I'm going to toggle between the wireframes and the implementation. Because the site is in active development, some of the features are not yet finished and the wireframes are more reflective of what you're going to see at the end of August. So myself and Mike, we're going to be toggling between the wireframes and the actual site so you can get a perspective.

As you know, and as you witnessed with the current ICANN.org for the new ITI pages that we submitted, if you save previous links to Announcements and Blogs, you were redirected to the new one. None of your links were broken. That will also be in place for this Public Comment. Any of the files and pages that we migrate over, if you happen to save any of the links, those links will work. Don't worry, that's intact. And again, if you have any technical questions, feel free to post them in the chat or ask them. We have folks to answer that question.

So, as you saw with the Blogs and Announcements feature that was launched in March, we have what's called the subnavigation that's underneath the primary navigation. It allows you to navigate more easily between the aspects of the Public Comment feature.

So here you see on the furthest left the Public Comment home, which would take you back to this main page that you're seeing here. Upcoming Proceedings quick link, Closed Proceedings.

That Other Public Consultation page that I mentioned, that provides a place where you can see other public consultations that are being

asked for that are outside the Public Comment process, whether it was surveys, for example. The Meeting Survey that was launched a few weeks ago, that will be listed here as well. So it's a way of consolidating other places and it's something that the community asked for.

On the right rail or the right side of the page, what you're seeing here, are a series of cards that give you quicker access to various parts of the Public Comment feature. So as you see, the first card here is Recent Submissions which provides the three most recent submissions that have been made to any Public Comment. So it shows who made the submission, on what proceeding they made the submission. And if you wanted to read more about it, you would click the Read More and it would take you to that submission.

Right here, it would give you the three most recent reports that have been published.

And then the other cards here are guidance cards, How Public Comment Works, How to Provide Input. So these are two guidelines. It would take you to the guidelines which are available for download, and then the Expected Standards of Behavior in terms of service.

Open Proceedings are here, and it would show you which proceedings are available for Public Comment. It provides a link here to the proceeding itself.

If you wanted to see more information—as you can see, there's a little chevron here which I'll show you what it looks like when you open it

up, but if you click on the chevron, it opens up and provides a bit of information about the proceeding.

If you click here, where it says the number of Submissions, it shows you the running count of how many community members, individuals, or groups have submitted submissions. And if you click here, it would take you to the main Submission page for that particular proceeding.

And then there's a countdown clock, basically, here that will show a runtime of how many days are left for somebody to provide public comment.

Over here you'd have any pending reports, which meant that the Public Comment proceeding was closed for submissions, yet pending that report.

Any upcoming proceedings are listed here. Again, having the description chevron to open up more information, and then a quick link here for closed proceedings.

On the next page, it shows you here what it looks like when you open up a chevron, and I'll actually show you what that looks like on the site.

If there were no public comments, let's say there was a month or two where there was no Public Comments open for submissions, this is what the page would look like. No recent submissions, no recent reports.

Now for Search, we obviously have improved Search for new Public Comment, Proceedings, and Submissions. So there will be two different search experiences for all the proceedings and the submissions that are currently on ICANN.org and all the new proceedings because there are two different interfaces.

So if you wanted to search for proceedings pre-September 2021, you click [here](#). And the faceted search is available for anything that's posted after that. Faceted search, meaning that you'd be able to filter by Category or a Date Range and hit Apply, and the proceedings would appear in this table [here](#). You could also download the results of your search to a CSV file. So again, the faceted search that you're seeing here will only be available for new Public Comments, Proceedings, and Submissions that are authored in the new way. And if you wanted to search for old ones, they would still be available here and available in a keyword search as well as you do now as they're indexed so you still will be able to find it.

Your Upcoming Proceeding page, as you saw earlier, this takes you to a specific page about upcoming proceedings.

This is that About Public Comment page that I was speaking to you about earlier, which provides a bit more information about the Public Comment process. We will have an infographic here that folks can explore which gives a bit more information about how the process works. And then a helpful guideline that we will be posting and sharing with the community in July and August with your feedback to

provide the community with a bit more guidance on how to submit a public comment.

CARLOS REYES:

Jana, this is Carlos. You may not be able to see the chat since you're sharing your screen, but there's a question from Cheryl Langdon-Orr about how to switch between the two search experiences.

JANA JUGINOVIC:

That's a good question. I'll show you that, Cheryl, when ... Maybe I'll do that right now when I show you what it looks like with the actual site. Give me one second, Cheryl.

I'm going to go to Closed Proceedings here. And this is the faceted search for all new Public Comment Proceedings. As I mentioned, you can click here and filter. This kind of faceted search is only available for the new Public Comment.

If you saw it in the old way and you wanted to see the previous Public Comments search, you would have to go to the—let me just flip over here because it's not available on the actual site. You would have to click on here that says, "To access closed Public Comment proceedings published before 2021, click here."

If you wanted to see it in that table form, which is available here—I don't know if you remember seeing this in the current one, but if you look at here on what the current thing looks like, it looks like this. So if you click on that pre-2021 link that I just showed you on the

wireframe, it would take you here. So you could do it by year and you could search for it this way.

Now, it's also available in keyword search. So depending on how you wanted to do it, you could do it by clicking on that button that I showed you here to see any pre-2021. When you click here, it would take you to that page that I just showed you on that previous type of search. It would take you to that. And then if you wanted to see any post ones, it would take you to this page here, which would show you those results on this one for anything after that.

Keyword search is separate. We have noticed that from the data that we saw that most folks don't do a keyword search when they're doing searching for Public Comment, they're actually going to the proceeding itself. But again, the keyword search is still available if one wanted to do keyword search for any of them. Does that make sense? Does that answer your question, Cheryl?

CARLOS REYES: Jana, in the chat—

CHERYL LANGDON-ORR: It's Cheryl here.

CARLOS REYES: Go ahead, Cheryl.

CHERYL LANGDON-ORR: Sorry, Carlos. It's fine. Thanks, though. Not even the best singing voice, apologies. We can't square the circle here. The faceted is a preference and it's great going forward. I guess as long as it's opening a new page that people can switch between the two experiences as needs be, that's sort of as good as it gets, but as you know, it's a bit of a bugbear.

JANA JUGINOVIC: I agree. Trying to do that was a bit of a challenge only because to fit the old Public Comments into the new way would have been a large level of effort. And again, from what we saw from the metrics, there wasn't a ton of search results for people going backwards to see previous search results. Again, it's still available. So we said in terms of being able to implement a new search experience for new Public Comments going forward, we prioritized that and still, again, made it available so that you would be able to search for the previous ones. But I understand your concern, for sure.

Are there any other questions in the chat? Because I can't really see the chat, Carlos, so please do let me know if anything else pops up, all right?

CARLOS REYES: Of course. Nothing now. Go ahead.

JANA JUGINOVIC:

Cool. Showing you what the actual finished page will look like when you're at a Public Comment one that's open. So here is the ICANN Five-Year Strategic Plan for Public Comment.

This is the subscription service, which I'm going to show you what that looks like. If you wanted to get an alert about this specific proceeding, you would click here—and I'm going to show you how that works in a sec. So any time a new submission was published, you would get an alert. So you would maybe get many alerts if there were a lot of submissions made, so keep that in mind if you do sign up to get alerts about this proceeding. But any time new submissions are made, you would get an e-mail alert with a link to the Proceeding page. As the proceeding moves to the timeline, it would also give you alert to say whether it was in the open stage, the closed stage, or the report due stage.

Now, the layout of the page is a lot different. We worked a lot with the community on how they wanted to see the structure of the page outlined. So as you see here, you have the Category, Requester, and the Contact information here. We moved the timeline to the right rail to save space, so it shows here how many days are remaining in the timeline. We moved up what we need your feedback on, what we need your input on, so there's some explanatory text that's here, and the proposals are below for the input. And then you'd be able to click on this button here or this button here and provide your input. And then your background and next steps information is below that.

Any recent submissions to this proceeding are on this right rail. It shows the name of the individual or the group that submitted that submission and the data was submitted on. My colleague, Mike, is going to be demoing the submissions for you. And if you wanted to see all the submissions, you would be able to click here.

Now, I do want to show you what the subscription part looks like. So if I go here—this is a draft, a dummy Public Comment Proceeding. Let's say I wanted to follow this topic, I'll click here. I need to log in again. Give me one moment.

Now, I do want to mention, while I am logging in, that I think this is actually a request from you, Cheryl, where you wanted the RSS feed. That will be available, I believe, at the end of July. Simon or Alex, correct me if I'm wrong, that the RSS feed will be available in end of July? Is that correct?

ALEX HUTSON: Yeah.

JANA JUGINOVIC: Okay. I'm going to re-share my screen. So I had to log in to the Content Subscription page. I clicked on that I wanted to follow that specific proceeding. And as you see here, now it's showing that I'm subscribed to that specific proceeding.

Now, there's two types of subscriptions that you'll be able to get for Public Comment. You can either get it for an individual proceeding

which would give you everything about that proceeding. It would give you all the submissions and all the steps that happened within that proceeding, so when it's open, when it's closed, when the report is due, and when it's finally closed, and the report is published. Or you will be able to subscribe to Public Comment in general which would only give you alerts to when a new proceeding is launched, if you don't want to get that many alerts. So there's going to be two types of proceedings. We hope to launch this, as my colleagues mentioned, the RSS feed in July. That will be available if you prefer to get it via RSS feed.

Does anybody have any questions about the subscription service for Public Comment? No? Okay.

JUDITH HELLERSTEIN: Yeah. It's Judith Hellerstein. I couldn't find that Hand Up thing.

JANA JUGINOVIC: No problem.

JUDITH HELLERSTEIN: So if you found a public comment and you wanted to be notified whenever new comments were submitted, you could then follow it. Like on Confluence, they would e-mail you when changes were made to the page. So they would e-mail you when there's new public comments?

JANA JUGINOVIC: Absolutely. And it will give you a link to it. So if you do the proceeding, it would give you an alert any time new submissions were published to that specific proceeding. So yeah, you would get an alert with the link and updates when there's new information about the proceeding itself, so when the report is published. You would get an e-mail alert.

You need to create an ICANN account and get ICANN content subscriptions. And as I showed you there, you would just click in terms of what frequency you want it. So let's say you didn't want it on a daily basis and let's say you'd want it on a weekly basis, you can select weekly and then it would consolidate everything and just give you everything on a weekly basis, if you didn't want to be bombarded by e-mails daily, if there were multiple things happening on that proceeding. So you could wait and just get a weekly one. Yeah, it's available.

JUDITH HELLERSTEIN: Right. But the ICANN account is the same one that we already have or is it a new one?

JANA JUGINOVIC: No, no. That's ICANN account, the one you already have, but you just need to log into it to subscribe to the Public Comment or to the Proceeding. So yes, if you already have an account, you're just adding it. So you're good, you're golden.

JUDITH HELLERSTEIN: Right. So it's just the same thing. Is it using the same account that we have in Confluence?

JANA JUGINOVIC: Simon, it's not the same one as Confluence, right?

SIMON RAVEH: It's not the same account. Confluence is currently not part of the ICANN account ecosystem. So no, it's not.

JANA JUGINOVIC: The URL for ICANN account to sign up, Judith—and again, you can do it for Blogs and Announcements as well, and, Simon, correct me—it's account.icann.org or accounts@icann.org?

SIMON RAVEH: Account.icann.org, yeah.

JANA JUGINOVIC: And we can put it in the chat for you as well. Obviously, the Public Comment part is not available until August, but in the meantime, if you wanted to subscribe to alerts for Announcements or Blogs or Registry Agreements, that's available now.

Carlos, are there any more questions in the chat?

CARLOS REYES: I think we've handled everything. Alan Greenberg asked if ICANN account is the same as the Registration page, but that was clarified in the chat.

JANA JUGINOVIC: Perfect. I'm going to turn it over to my colleague, Mike, who's going to show you the submission process.

MIKE TAKAHASHI: Thanks, Jana. Let me share my screen. All right. Can everyone see my screen?

CARLOS REYES: Yes.

MIKE TAKAHASHI: Okay. We're going back to the site, as Jana mentioned, and we're going to click on the Submit button. I've already logged in, so when I click Submit, I'll be taken straight to the Submission Form. If you weren't logged in, obviously you would have to log into your ICANN account, and then it would redirect you.

So, as you can see immediately here, you have a couple of options. You can save your draft. So as you're working on it, you can save it and come back at any time. You don't have to publish it immediately. Under Document Actions, there will also be an option to download a Word as well as PDF right now. So we're going to have the option to

download both Word and PDF versions of your submission form at any time.

Now, as Jana mentioned, we will have the ability to have a guided form. In addition to answering the guided questions, if you don't want to do that, you can also add an attachment. So we'll go through those steps right now.

So you have some standard instructions. You'll have the information about the Public Comment Proceeding, and then it'll automatically pull in your name and your e-mail. The affiliation is optional. And then this is an example of a guided form with some sample questions. So this one, for example, is a question that would be a single select. You can only select one answer. There'll be a question where you could select more than one answer or provide an open-ended response.

We have another question type which is called ranker, so you can actually answer and select your answers by rank. So you could say this is number two, this is number one, this is number four, and this is number three.

And then we also have an open-ended question here as well. We will not have a character limit so you can ignore that. That's just part of the development but we're getting rid of that.

The other thing to note is that we'll be simplifying the WYSIWYG options just a little bit so that you'll still have the ability to do bold, italics, underline, and add a link. But we are simplifying the amount of formatting that can happen in an open-ended question because of the

way that the comments are actually downloaded on the back end for the staff. When they actually come to synthesize the data, when we get that information, if it's formatted and structured, it doesn't work well because of all the HTML formatting in it. So therefore, the WYSIWYG itself will be simplified in that sense.

However, rest assured you can add, as an attachment, responses. So that's the flexibility that we want to mention is that if you choose not to do the guided form, you can always add your responses as an attachment so you will have that flexibility. You can provide a summary for your attachments.

And then this is the most important part right here, the summary of your submission. So essentially, you'll provide a short summary of your submission and this will appear under the submission itself on the front end for the Public Comment Proceedings.

Obviously, here you'll want to check that you submit your personal data, then you agree to the ICANN Privacy Policy, and then you would hit Publish. Then again, we have the ability—we have the Save Draft and Document Actions here. As I mentioned, you can save it any time. You could publish at any time that a proceeding is open, obviously.

Now, if you do publish your submission, you can also retract it. So, once a Public Comment Submission has been submitted, you have the ability, and it will appear under the Document Actions to retract it, and it'll show here your status too once you save it. So you do have that flexibility going back anytime, you can save the draft, you can publish it. If you want to make changes, you can also retract it.

Now, the other piece that we do want to show you is how you manage all of your submissions. So we're still working on that, it's in development, but we'll flip back to the wireframes. We still have the same look that you've seen before that Jana showed, but under the My Submissions, this is the area that will consolidate all of the submissions that you're working on.

So let's say you have one that's in the draft. You can quickly access it by editing it. If something is published, as I mentioned, you can still go back and retract it, so therefore, you could edit it but then you can also view the published submission. So that's something if you wanted to bookmark it or share it, this would be the link to view the published submission.

Then obviously, once a proceeding is closed, you will no longer be able to edit it or retract it, but we will still allow you to view it so you can still share that link, and then additionally, you can download it as a PDF or Word. So you can still have access to the content but you just cannot make any other changes once the proceeding is closed.

Any questions around the My Submissions or the form itself? Carlos, if you want to help, I can't see the questions either.

CARLOS REYES:

Yeah, no worries. Since you're sharing your screen, that's fine. No questions at this point. There was an exchange in the chat about accessibility.

DAVID OLIVE: Alan Greenberg has his hand up now, Carlos.

CARLOS REYES: Oh, thanks.

ALAN GREENBERG: Thank you. If the comment is—I don't remember what you call it—the structured one where you actually answer a number of questions.

MIKE TAKAHASHI: Yes.

ALAN GREENBERG: Is there going to be a way to download all of the questions? Because very often when you're trying to create the comment with a group, like we have a group that does this, and it may take an iterative process, so we really need to be able to work on a Word document or something so that we can develop our comment, and then it will eventually get submitted.

MIKE TAKAHASHI: Absolutely. We don't have it here, it's being worked on. Under Document Actions, you can download as a Word document. And when you download as a Word, it'll copy over everything, all the questions, and you could work off that Word document [inaudible].

ALAN GREENBERG: Perfect. Thank you.

MIKE TAKAHASHI: And then you could come back and do that. That'll be there.

JANA JUGINOVIC: Carlos, I didn't know if you wanted to mention creating the accounts for the SO/AC at this point, just in terms of how that will assist with submission management and historical kind of look back.

CARLOS REYES: Thanks for that, Jana. Earlier, we were talking about one of the new features, as part of these upgrades, includes the ability to track submissions. That's an added benefit of having the link to ICANN account and that individuals can manage their submissions, but we will also work with my colleagues in the Policy Development Support team to establish accounts for the various ICANN community groups. So they can either be existing e-mail addresses or we can help you set up new e-mail addresses. This way you're able to track the history of submissions by your group over time. And again, we're going to be working with the Policy team to set up those accounts and give everyone historical views within the new system. Thanks, Jana.

MIKE TAKAHASHI: Any other additional questions?

JANA JUGINOVIC: Mike, I didn't know if you maybe wanted to just demo the search, because I know folks had a few questions. I think we addressed the different search experiences but it might just be—

MIKE TAKAHASHI: Absolutely. So we'll take a look. As a reminder, this is a little bit different than the wireframes that Jana showed because we're still in development, it hasn't caught up yet. But, as she mentioned, you have the ability for closed proceedings to search by category or date. Now, reminder, these will only be the new proceedings that are published after we launch. Now, to go back to the old ones, there will be a link as Jana showed in the wireframes to go back to the old ones.

If you wanted to do a keyword search within Closed Proceedings, we can show you how that works. For example, we have one right here which has the FY20 Operating Plan. If I click on Search and if I were to type in FY20 and search, you'll see that it immediately pulls up the Public Comment with the keyword FY20. Now, obviously, if you had more results, you'd be able to sort by relevance or by date as well. And you can search for multiple keywords.

JANA JUGINOVIC: That includes the submissions and the proceedings. And to Cheryl's point earlier, nothing is lost in the migration. We've already done the migration once on the previous public comments. It will just look a little different for the old ones and the new ones when you're going to

search, so you would just need to click on that link to get to the old ones, but the keyword search is available for both.

Carlos, I didn't know if you wanted to maybe talk just a little bit about the webinars coming up in July and August, and the feedback form in the guidelines that we'll be sharing.

CARLOS REYES:

Yes. Thanks, Jana. Earlier, we mentioned that we'll have training sessions that we'll set up with the ITI team. Obviously, we'll notify the community through announcements and our various mailing lists, including the digest, to ensure that you have the opportunity to sign up for those trainings.

We've also been working with our Comms team to develop a step-by-step booklet about how to submit public comment and a new infographic and About Public Comment page. So we're trying to provide resources for the community to ensure that everyone is prepared for this transition and utilizes the new features as much as possible. Thanks.

JANA JUGINOVIC:

I see Mary had addressed the recent question about who reviews the submissions.

CARLOS REYES:

Right. And I think Mary brings up a good point in the chat. These changes only impact the infrastructure behind Public Comment. The

spirit and intent of the process is not changing. So if a proceeding is initiated by working group, the ICANN Org will summarize those comments for the working group. But the analysis and decisions about how to incorporate those submissions, that's up to the working group. Again, if it's a proceeding that's initiated by Org, either an operational issue or an implementation issue, those comments are reviewed and analyzed by Org. And if it's something that's intended for the Board, then the Board will consider that it's part of its decision-making process. So thank you for the question, Chokri Ben.

Are there any other questions or comments? I think Jana and Mike had led us through the demonstration, but this is your opportunity to ask any questions.

JANA JUGINOVIC:

If anybody has questions that they think of later, I put an e-mail address in the chat. You can always e-mail us and we'll get back to right away. Or if you have any other questions that you think of later, we'll be happy to answer those. I think Judith has raised her hand.

CARLOS REYES:

Judith, go ahead.

JUDITH HELLERSTEIN:

This looks really great. So, I guess, I have a question. How far back are you going to go to put the public comments into the new interface? Because I saw the one you were experimenting on, the dummy one,

was from 2018. So I just was curious or how far back. Is it only the new ones that are going to be in here or are you going to put the older ones in there as well?

JANA JUGINOVIC:

The new ones will be available in the new interface that you see. All the old ones will still be available but they will just look like the current outline of what the pages look like for Public Comment. So nothing's being lost. You still can see it, you can still access it. You click on the Search to see the Closed Public Comment Proceedings. It will just look a little different because obviously how the pages were structured for the old ones look a little different. So only new ones will be in the new user interface, but the old ones are absolutely still accessible via search by the link on the Closed Proceedings page. So all is there and will be available, it just won't look the same.

JUDITH HELLERSTEIN:

But you could search using the new interface?

JANA JUGINOVIC:

Yes, absolutely. It just won't be available in the faceted search. You have to click on this button. I don't know if we want to show it again. I don't know if, Mike, you just want to share your screen and show the wireframes of what that looks like, of where you just access it. There's a there's a link there for Closed Proceedings pre-September 2021.

MIKE TAKAHASHI: One second.

DAVID OLIVE: That might be helpful to see. Thank you. If you can, Mike, that would be helpful.

JANA JUGINOVIC: Absolutely.

MIKE TAKAHASHI: I'll get to that in one second.

JANA JUGINOVIC: In the meantime, does anybody have any other questions, comments, concerns?

CARLOS REYES: Nothing new, Jana.

MIKE TAKAHASHI: Okay. Here we go. This will be the updated Closed Proceedings page. As Jana mentioned, there'll be a direct link right here that says, "To access closed Public Comment Proceedings published before September 2021, click here." And then that would take you to—I can show you guys that page—this page. This page is similar to the current one we have on ICANN.org, the archive where you would have a

dropdown and you could select by year, and then you'll be able to access all the public comments previously.

JUDITH HELLERSTEIN: If you didn't know the year, could you search without the year?

MIKE TAKAHASHI: Not here, not in the old one. You can't. As Jana mentioned, you can only search in the keyword search on the new interface.

JUDITH HELLERSTEIN: Yeah. I wish we could search. Because sometimes people don't know the year and they wanted to do a search and then—

JANA JUGINOVIC: Searching by the keyword? You're able to search by the keyword. That works as well.

JUDITH HELLERSTEIN: Oh.

JANA JUGINOVIC: Yeah. So if you don't remember the year but you kind of remember the name of the proceeding, the only thing is, with a lot of the proceedings, a lot of them use the same name. So obviously, what we saw again from some search results, a lot of the people were using the

actual page and searching by the year. But absolutely, you'll be able to do keyword search.

Somebody is asking, "When does this all go online?" At the end of August. So be prepared, for August 30 is when you will be able to see it and use it. No problem.

DAVID OLIVE:

Olivier Crepin-Leblond has his hand up. Olivier?

OLIVIER CRÉPIN-LEBLOND:

Thank you very much. Just a small question on this. I really love the system and it's not entirely new for me, having been one of the beta testers and I know you've had a lot of testers from around ICANN. So I really welcome the improvements that we've seen over the months, the years, actually, because it's not something that just took a few months to put together. And I appreciate the huge amount of work that has gone behind it.

I do have one small concern—and I'm hoping that you can easily deal with this—and that's to do with putting all one's eggs into one basket. That's the policy tool that pretty much will be able to support so many things and it's also part of a wider and larger initiative, the ITI Initiative, and having logged into my account and looked at the other processes that are there, the other services that are there, it's a complete experience now that we're looking at, the tracking, etc., But have you stress tested it? What I mean by that is, if this system goes down, how does it impact ICANN? And is this thing well distributed

enough across the world so that there's always a backup or something? Just even in case this thing crashes, I'd be interested in hearing that. Thank you.

JANA JUGINOVIC:

Thanks. Simon, do you want to tackle that question?

SIMON RAVEH:

Yes. I can answer. ICANN Org website, in general, and together with ICANN account where you authenticate the login is categorized as what we call a tier one service which means that it has very high SLA and it's deployed in multiple locations and two data centers that ICANN currently have. So we have immediate response if something happened to the website and become not available. And those alerts and monitoring happen 24 hours.

CARLOS REYES:

Thank you, Simon. Ash, I see your hand is up. Would you like to comment on this?

ASHWIN RANGAN:

Simon pretty much said what I wanted to say. With a tier one system, we have a targeted availability of five nines, which translates to about five minutes of downtime in a year. So there are plenty of belts and suspenders that have been put on the system reflective of that intention. So when we do go live, of course, we will be looking eagerly

forward to the responses of everybody else's. We also want the users to use it and stress test it from that direction. Thank you.

JANA JUGINOVIC:

Carlos, I wanted to mention that, obviously, we should say special thanks to Olivier and Cheryl and the other folks that were on our community feedback group who provided us just enormously helpful feedback in terms of the how the form should work, how you guys wanted to be able to download. All those features that you guys requested, I hope you're seeing on that feedback reflected in what we've done. And I just can't thank you guys enough because I know we were bugging you guys a lot for feedback and for your time and I, with the whole team, really, really appreciate it because we can't do it without you.

CARLOS REYES:

Yeah. I fully agree, Jana. We've been working with about 30 of you and I see several of you here today. My colleagues, Ozan and Chantelle, have also been shepherding us through this. We had sessions in Kobe and Montreal, and then like everyone else, we transitioned to virtual feedback sessions so we appreciate your patience and feedback. It looks like there's a question, Jana, in the chat about links and link convention, and whether or not those will transfer.

JANA JUGINOVIC:

Yeah. I mentioned it earlier in the presentation that as we did with Blogs and Announcements—and we actually were told this early on by

the community, “Don’t break any of my links.” So any of the previous links, because we do have a new URL naming convention, if you happen to save your URLs, you bookmarked a bunch of pages on Public Comment pages, those links will still work. So they will redirect to the new link. So don’t worry. We won’t break any links, those will remain intact as we did with Announcements and Blogs and Registry Agreements. Simon and Alex and his team in the [ENIT] team put that as a priority to ensure we don’t break any links.

ASHWIN RANGAN:

Can I follow on that comment, please? There was an earlier question about links that have gotten broken way back in the when. We’re not going to be in a position to go back and fix those which were lost in cyberspace, so to speak, to the extent that we have been able to in course of moving things from the old to the new. We’ve taken care of it but we’re not going to make that effort because some of the things that happened 20 years ago are really hard to read to re-link, so to speak.

CARLOS REYES:

Thank you, Ash, All right. Well, I don’t see any further questions in the chat and I don’t see any hands raised at this point. All right. Thank you, everyone, for joining. This is an exciting step in the ITI project, and we really look forward to the implementation in end of August.

GÖRAN MARBY:

Can I say something?

CARLOS REYES: Yes, Göran. Go ahead.

GÖRAN MARBY: Can I just take the help of the community and say thank you to my team who worked with this, both David Olive’s team, the IT team and Jana, and the team who’s working with ITI? They are doing an absolutely fantastic job of paying off a technical debt that ICANN had for decades. To rebuild an airplane during flight is not the easiest thing to do. So yes, join me to say thank you to them. Also extended thanks to all the community members who are helping us to make ITI project that’s something that really works for the community. So sorry for breaching in, Carlos, but I felt the need to say thank you.

CARLOS REYES: No problem at all. Thank you. I appreciate the support from the Executive Team.

All right. Have a great day, wherever you may be. Thank you for participating in this session and for joining ICANN71 Prep Week. Enjoy absorbing all the content next week. And we’ll see you online on 14 June for ICANN71. Take care, everyone.

DAVID OLIVE: Thank you. Bye-bye.

[END OF TRANSCRIPTION]