GNSO
Operations Steering Committee Community (OSC) Communications Coordination Task 1 Sub Team (CCTST)6 May 2009 at 19:00 UTC

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http://audio.icann.org/gnso/gnso-cct-20090506.mp3
on page
http://gnso..icann.org/calendar/index.html#may

(Recordings and transcripts are found on the page above)

Present
Chris Chaplow - CBUC

Absent apologies
Steve Holsten - Registry c.

Staff
Julie Hedlund
Ken Bour
Glen de Saint Gery

Coordinator: And thank you at this time the call is now being recorded.

(Ken):   Okay so this is (Ken). I sent out an email literally this morning I think it was in which I attached to the project charter documents that we've been working with with IT. Did you get a copy of that Chris?

(Chris):   No I didn't actually. Yes, no that's right yes. Now I've got the email. I must admit I only just glanced at this I didn't know that there was a document was attached, yes.

(Ken):   If you got a half a second we could just pop it open real quick. There's - we're not going to go through and read it in any detail. I don't think

there's any point. But, you know, just give you a sense of what, I've got to find it myself.

(Chris): Where does this overlap with the original charts that we had?

(Ken): Well it, I think you could probably find some overlap, yes.

(Chris): Well and it's a naive question but I'm sort of asking it anyway. Because we sort of had a charter didn't we or we...

(Ken): Yes, and let me see if I can try to explain that. So this, the communications team is sponsored by and chartered by the Operations Steering Committee, okay.

(Chris): All right yes.

(Ken): Our little sub team of three so (Steve), you, and me are focusing on one of the tasks assigned by the OSC to the entire group.

That particular task that deals with the Web site also is sponsored and owned by the IT infrastructure within ICANN. And they have a set of procedures that they want to be exercised in any technology matters.

And one of the steps includes writing a project charter for any such work that's going to be done by the IT staff. So here we are, we've got a foot in both ponds.

(Chris): Right.

(Ken):   We have a foot in the OSC pond and we have a foot in the ICANN staff pond. And so as a result we end up with two charters. Now...

(Chris):   Sorry to -this chart is for our subgroup...

(Ken):   Yes.

(Chris):   ...overlap with the IT or is it for the whole the whole group?

(Ken):   No it's really just for our sub team. It has to do with the Web site project.

(Chris):   Right.

(Ken):   This charter document that I send out this morning is really just the IT version of what will inform the work that we do that also goes up to the OSC.

(Chris):   Right.

(Ken):   And it's because we want - they want - IT wants to follow a protocol for project development that includes starting with a project charter and than going through development tasks building requirements and all that.

           And so we yes, in essence we have two charters I don't think that they conflict in any serious way right? But we end up with two of them.

(Chris):   Right okay.

(Ken): That help?

(Chris): So that was we're tabling now isn't it?

(Ken): Yes, so basically what the IT folks are saying is with respect to the Web site project which they're calling the GNSO systems replacement, you know, you can see there's an overview section which I, you know, I wrote most of this stuff, from other documents that we - (Julie) and I and others worked on for a long time and just built up the sections which discussed - discusses the background and the GNSO - not the GNSO -- but the BGC report and various and sundry things that occurred.

There's - the current situation is probably a good one to look at if you have time where we just sort of wrote what we - what's wrong with the existing Web site.

(Chris): Right.

(Ken): And then...

Woman: Hello.

(Ken): ...she added some strategic alignment sections and some other things that they want like organizational drivers and so forth and so on.

Anyway the point is that this document now is getting pretty close to being finished. And there's some steps that need to occur like getting this document approved and we can - but in the meantime we've already been started so it's not...

(Chris):   Yes, yes.

(Ken):   ...it's not a big deal really.

(Chris):   Good. Okay so back to what we're doing. Should we take stock of what are the teams doing and...

(Ken):   Right okay. That's a good - that's a terrific lead-in. So I volunteer on the last sub team call to do the - some heavy lifting as it were on the building a requirements document. And I have made zero progress on that.

(Chris):   Right. Have you seen the document that I sent through with the annotations on the (Penelope) documents?

(Ken):   Let me see. I think I do remember getting that.

(Chris):   I sent it with a - I got some of my people to go through the (Penelope) documents.

(Ken):   Right.

(Chris):   If you haven't got that I can easily resend it.

(Ken):   No just do you remember the date it was sent? I'll...

(Chris):   Yes it was a week ago (the other call), you gave the team call Wednesday...

(Ken): Twenty-ninth?

(Chris): ...the 29th.

(Ken): Yet I got it. Yes I have it. It's yes, it says I consulted with two of my technical people who have (Drupple) experience.

(Chris): And in each of the little boxes I've got in red where they've quickly added or and what their thoughts on whether (Drupple) can do that require - meet that requirement.

(Julie): Say (Chris) I don't mean to interrupt but this is (Julie) would you mind sending that to me as well? I'd be interested to see it?

(Chris): Certainly.

(Julie): Thank you.

(Ken): Yes actually when after the (Penelope) document was submitted to ICANN, (David Conrad) engaged an outside consultant to do exactly what you just - what your group just did.

They went through every one of the 160 requirements and put a column in a spreadsheet that said (Drupple) does or doesn't satisfy that requirement. But I don't remember if I sent that spreadsheet around to you guys early on in this process.

(Chris): It was a spreadsheet with certainly priorities or...

(Ken):   Yes, there was one version and I'm not sure what which one I sent. There were two versions of that spreadsheet. One of them came back from the consultant. In fact, you know what? I probably didn't send it around because it was a PDF, not an Excel spreadsheet.

That PDF document actually did map all of the (Drupple), well at least according to this (Drupple) expert he took all 160 requirements and indicated whether (Drupple) supported them.

(Chris):   Well this - it's just a guide. It's just, you know, it's not strictly scientific and some of them are sort of question marks and yes we're not sure. And whether it's just being honest instead of I don't know, he just said I don't know rather than spend hours...

(Ken):   Right, right, right, right.

(Chris):   But I just thought it might...

(Ken):   Anyway yes I've got that...

(Chris):   ...help.

(Ken):   open now. And let me see what the second one is, function (in this) admin areas. Let me look at that one real quick. I don't - I confess, I don't think I opened these up the first time when they came through.

(Chris):   The other one, let me explain the other one.

(Ken):   Okay.

(Chris):   On our conversation two weeks ago we were talking about (Drupple) functionality. That's right. We looked at the (Drupple) Web site didn't we? And we looked at some of the functionality. And we're looking at the specification page.

Now what that list is is in a demonstration, in a demo site that we recently did we did we did a (Drupple) install with all the standard functions and then we downloaded some additional modules and put those in as well.

They were all standard modules they weren't - there wasn't any programming that we wrote. It was either the standard (Drupple) install...

(Ken):   Or plus...

(Chris):   ...plus other functional modules available either from the (Drupple) site or from third parties open source. So that is actually went to the admin area and cut and paste it, that out. So it's just the headings or the bottoms in the admin area of what could be available.

First it's just a sort of guide really. It's just a long - or perhaps a slightly longer list than the one we were looking at yesterday. But none of those things are rocket science. They're all quite achievable.

(Ken):   Right so this could be a nice, you know, remember we talked about the functional hierarchy to the requirements document that (Penelope) and I built last time which was that colorful three-tiered model?

(Chris):   Yes.

(Ken):   We could do something a whole lot simpler this time around and maybe follow these headings which would have to do with content management, user management, reporting, and site building.

                These - those are four nice categories in which we could tag or briefly describe all of the requirements we have for phase 1.

(Chris):   Yes.

(Ken):   That turns out to be it looks like a nice simplified way to organize the requirements versus that rather elaborate structure that we had before which had as you remember it had a portal - it had platform services and then I think shared services and then application layer on the top.

(Chris):   Yes I think the more you dig into that document the more you do appreciate what you're saying about the coming out to the sanitize SharePoint which I didn't appreciate at all when I first read nor the second or the third time. But the fourth or fifth you start to see it more and more and more don't you?

(Ken):   Well yes, not being even - not being a (Drupple) or a SharePoint expert it's hard for me to pick that stuff up.

                But I am aware that there are lots of things in life that you can telegraph your bias just by the words you choose. And so, you know, in case of SharePoint it may turn out that words like portal services or, you know, there might just be some key phrases in the way that things are expressed that to anybody in that field would say oh that's clearly SharePoint right?

(Chris):   Yes.

(Ken):   The (Drupple) person right, who really knew (Drupple) real well that
                (David Conrad) hired, that was his first comment. He said oh this was
                written for a SharePoint solution.

(Chris):   Yes.

(Ken):   And then so what it was real obvious to him because he didn't
                recognize language that exists in the (Drupple) infrastructure right?

(Chris):   Yes, yes.

(Ken):   And so anyway, so then I guess so...

(Chris):   So it may be a help. That was the idea of it really. So you can be
                forewarned as you cut and paste out of the (Penelope) documents of
                whether those things are going to be easy for (Mark) and his team to
                do early on or not I think.

(Ken):   Yes so here's the rub is like we were supposed to have our draft
                requirement done by the end of May right, am I right about that?

(Chris):   The 27th.

(Ken):   Okay. it's even earlier than the end of May. And it is now what the 6th?
                So between now and the 27th of May we have to get a set of
                requirements written if we want to keep to that original schedule.

(Chris):   Yes.

(Ken):   So I'm trying to think what's the best way to get that done. You know if I...

(Chris):   It's cut and pasting isn't it?

(Ken):   Well it's part of it I think yes. I mean...

(Chris):   And then you do it...

(Ken):   It's just time. And I think I sort of know what to do. If I had a block of time I could get this thing into sort of a draft form, shoot it to you and (Steve), and then the three of us could swarm on it and finish it.

                I just have not had a block of time to do it. Every time I start I get re-prioritized on to something else. And so but it's clearly on my list. I know I need to work on it. And I know that - I actually believe that I will get a block of time between now and not too long from now where that's done where I can get that done.

(Chris):   Good.

(Ken):   It seems to me that the sort of monkey is on my shoulders at this point.

(Chris):   I don't see any other way around it because I don't think I could start it. I don't think I've got the experience if you like, with these documents.

(Ken):   Well and as volunteers in this effort you guys all have other important jobs you have to do. I mean I am full-time working with ICANN so - and

I don't mind doing it. In fact I'm kind of looking forward to it to be honest. It's just that, you know, I have other serious papers that are due and as we approach a board meeting then there's a whole lot of stuff...

(Chris): Yes.

(Ken): ...that has to - (Julie) knows too, where you just - and then I have another team I'm supporting which just had a call 2 hours before this one. And I've got to write the minutes up for that which is another task I have to do today. And I've got another big paper due tomorrow.

And but I think next week I'm going to just block some time out and say I need two days to do nothing but Com Team requirements work. And hopefully I can do that. It's just that there's a board meeting coming up in May also and we've got a bunch of analytical documents to prepare for the board too. So...

(Chris): Fine.

(Ken): So that's my problem. I'll talk to my mentor here (Rob Hogarth) and I'll see if we can figure out how to get some time for me to do that.

(Chris): Right okay. And if you get if you get stuck or can't get, then well you can bring it up next week I suppose at the meeting and we can decide where to go or if we have another I don't know well come back to me or just give me a call and see what I can do.

(Ken): Fair enough.

(Chris): You know, or whatever. I think it may be the structure. I think once we've got the structure it won't be so bad will it?

(Ken): Well, you know, I'm a huge believer in that. For me the most important thing when I start any project is to build a structure for it. Then I can just fill in. But I have a tough time starting any project in absence of structure.

And that's why I think this whole document you just created is a good way to start. It helps to say okay, these are all the things we want to flush out. Then we just have to go find language which fits into these different buckets and hopefully that will give us our first draft.

(Chris): Good.

(Ken): Okay.

(Chris): (Julie) have you got a copy of that now? Is - I emailed it through?

(Julie): Yes I did. Thank you for that.

(Chris): Okay good. Good. Ken the other thing was you were going to speak to (Markus) some people. I haven't got quite the notes from your last (heads up) and check that something was going to be all right and if it was then this is what we're going to do.

(Ken): Yes we did have that session. And I tried to summarize that I think what I wrote was they're generally okay with it.

(Chris): Okay are they?

(Ken):   Some of the feedback though was well, you know, we really don't want
                you to go to the (Drupple) site and write the requirements from
                (Drupple). And I - they understand the practicality of it. It just doesn't sit
                right theoretically with people when you say that.

(Chris):   Yes.

(Ken):   They want you to go off into a tower somewhere, you know, hopefully
                built of ivory and say, you know, in a perfect world this is what I'd like to
                have.

                But that's just - that's where the theory and the practice simply collide.
                Because what most people - most people don't have the depth and
                background and experience to be able to create a document like that.

                Most of us if we want to buy something we go look - I just bought a
                brand-new laptop, you know. So what do I do? I go out and search the
                Internet for all the - I look at reviews and I look at features and all this
                kind of stuff.

                I definitely wanted a tablet PC. So I - so right away I segregated all of
                them, the units out there that weren't tablets. But point is I had a set of
                requirements but some of what I learned was through the act of looking
                at real examples of tablet PCs. Then I finally made a choice and
                bought it.

                And so I - and they understand that, they do. And so I think what we're
                going to do is fine. They just said, you know, to the extent you can, try

not to use (Drupple) language and try to write it more as a general business requirement and less as a technology requirement.

(Chris):   And one other thing that is in my mind anyway is hovering about is the thing that I call inflation architecture. And I think was it yourself or (Steve) was calling it the taxonomy no?

(Ken):   Yes taxonomy?

(Chris):   Yes. To do with - because actually it was asked wasn't it, at last week's call all the headings and what are we going to specify. And we talked about that two weeks ago and we said well that's actually more of an implementation issue.

(Ken):   Right.

(Chris):   And which is technically correct. But it's interesting that people seem to focus on that. Everybody asks about it. Because they say it's quite important so if we...

(Ken):   Oh it's hugely important in terms of actually building a real Web site. You know, the first thing you have to confront is what goes on Page 1.

(Chris):   Yes.

(Ken):   And so the requirements I think help you pick a solution set that contains the features and functions that you want in your design and in your Web site and that's sort of step one.

Step one is to say okay, it'd be nice if we could just say we're going to use (Drupple). Now let's just pick from the feature set. But that's not the way the official IT protocol will have you do it.

They would have you start with well here's what we need to have - here are the requirements that we have for our business. And then they go off and say oh based on these requirements (Drupple) looks look a good fit.

And then we picked (Drupple) and then we go into the next phase which is okay let's build a Web site using (Drupple) and satisfying these requirements.

So there might be 25 features and functions in (Drupple), but if our requirements only specify 12 of them the only ones we would start building are the 12.

The next step of course is okay what goes on Page 1 of the Web site? And now you're right smack into the question of taxonomy. You've got to decide what topics, what words, what symbols are you going to put on Page 1.

(Chris): Yes.

(Ken): And then you get Page 1 done and you say okay now I need Page 2, Page 3, Page 4 et cetera. So...

(Chris): Because I was wondering whether I should over the next week, while you're doing the heavy lifting whether I should think about that a little bit.

(Ken):   That would be terrific.

(Chris):   Because I don't think although it is implementation I don't think...

((Crosstalk))

(Chris):   We're going to get away from it. It's going to keep hitting us I think.

(Ken):   Well...

(Chris):   Everyone's going to ask and (Mark)'s going to want some guidance or he'll have to make his own decisions.

(Ken):   As soon as we finish writing the requirements, the next thing that we're going to encounter is the taxonomy.

                And so what you're suggesting is this is a nice triage approach. All right, I'll work on the writing of the requirements and why don't you jump ahead one step and actually start thinking about and maybe putting some thought together on the - that would be terrific. That would be very...

(Chris):   Okay good.

(Ken):   ...helpful and useful. And I think it would...

((Crosstalk))

(Chris):   Okay.

(Ken): And you know, just a couple of thoughts you know...

(Chris): Yes if I can get something down on paper at least people can - we can all build on it and it gets us going doesn't it?

(Ken): Sure so do you have some you have some things to look at right? You have the GNSO site itself.

(Chris): The site itself...

(Ken): And then (Mark) had put together a prototype. You have that.

(Chris): I'm going to have to look at what the other ICANN sites are doing as well.

(Ken): Right and then yeah, that's right ICANN.org. And then there's that - the one that - not in NC - the one that AWLAC At Large uses, atlarge.icann.org. And then of course you have yours right, (Andalucía) and other sites that are well designed and pleasing to look at, are not too cluttered.

(Chris): And then.

(Ken): Maybe some concept will occur to you in looking at all that this says the GNSO site ought to have this out the top and this along the left and this over on the right. And that would be at least a nice thing to get started with.

(Chris):   Yes and look at some of the work or I don't know if anybody done any sort of recommendations as such. But those sorts of norms that people are sort of following on to the name of user ability about where menus should be or the main headings in one place or which cut across the top and then certain items that are sort a little bit on the side they should be down the bottom or on the top right or something like that.

So I think there's sort of conventions or ideas of good usability and on the Internet.

(Ken):   Yes, I agree.

(Chris):   And we should just see what state-of-the-art is maybe and see how that dovetails with what we would otherwise do on this project.

(Ken):   Okay yes. I think that's a great idea.

I did hear on one of the calls that I had with the ICANN staff that they were going to ask for budget or they thought they were definitely going to get approval for ICANN to hire a usability expert to actually work with us and to guide this particular effort.

(Chris):   Right.

(Ken):   So while you're putting your thoughts together which I think still is an excellent idea, maybe we'll actually have a usability expert to work with.

(Chris):   To work with, yes...

((Crosstalk))

(Ken):   Yes, in some period of time here shortly where it would actually make sense.

(Chris):   Yes, good okay.

(Ken):   All right. And so what I'll do then as I'll use email to you and (Steve). And I'll copy (Julie) and (Rob) and just let you know where - what my schedule looks like and when I think I can get something done. But I recognize it's a priority. I wanted to have it done before today's call and just didn't - couldn't get it done.

(Chris):   (Unintelligible) good. Okay, well I think that's probably about it then isn't it for...

(Ken):   I think so, unless (Julie)'s got something.

(Julie):   No I - sounds like you guys have it taken care of.

(Ken):   I only wish.

(Chris):   Good.

(Ken):   I wish it were done but, all right, well thank you very much...

(Chris):   Is everybody here going to Sydney by the way?

(Ken):   I'll send something out, just a quick note just to (Steve) and let him know that - (Julie) you don't have to write up any minutes or anything.

(Julie): Thank you. I appreciate that.

(Ken): I mean I don't think...

(Chris): Yes.

(Ken): there's only two points to make. And I'll just make them an email and send them to (Steve) and copy you guys.

(Julie): Thanks (Ken). Yes, your notes are always great on these calls here.

(Ken): All right, well I appreciate that.

(Julie): Plus we'll have the transcript.

(Ken): Oh boy, this one rambled a bit. You're right we will have a transcript I'm sure.

(Julie): Thank you. I think (Chris) you asked if we were going to Sydney. Well we are. Are you?

(Chris): Yes, yes.

(Ken): Wonderful.

(Chris): So.

(Julie): That's great.

(Chris):   That would be good also.

(Ken):   All right, I don't know how to signal the operator to stop the recording.

(Julie):   Is Glen on the call?

(Ken):   She normally drops off.

(Julie):   Yes operator...

(Ken):   Maybe there's it's like you do something with the phone and signal them or something. I don't know.

Glen DeSaintgery: Yes, I'll ask the operator to stop shall I?

(Ken):   Oh yes, I think so.

Glen DeSaintgery: Okay, operator can you stop the recording please?

Coordinator: Yes one moment.

Glen DeSaintgery: Thank you.

(Ken):   How do you - is there some toggle switch or something that you used to do that?

                              END