



## Remote Participation Services Matrix for ICANN 37, Nairobi, Kenya

### Major Meetings Options

Class of Meeting	Adobe Connect												
	Streaming		Chat		Other	Non-Standard		Recording			Two-Way Audio	Presentation by Video	Interpretation
	Audio	Video	Staff Attended	Unattended	Features	Scribing	Room Config	Audio	Video	Transcription			
General Session	X	X	X		R	X	S	X	X	X		S	X
Cross-Community Workshop (Large)	X		X		R	X	S	X		X		S	X
Cross-Community Workshop (Small)	X		X		R		S	X		X		S	R

### Other Meetings' Options

Type of Meeting	Available Options													
	Streaming		Chat		Other	Non-Standard		Recording			Two-Way Audio	Presentation by Video	Interpretation	
	Audio	Video	Staff Attended	Unattended	Features	Scribing	Room Config	Audio	Video	Transcription				
Open AC	X		X		R		S	X		X		S	S	R
Open SO	X		X		R		S	X		X		S	S	R
Open SO-Constituency	X		X				S	X					S	
Open Technical	X		X	X			S	X		X			S	R
Open Working Group	X		X	X			S	R		X		R	S	R
Closed AC				X			S	R		R		R	S	
Closed SO				X			S	R		R		R	S	
Closed SO-Constituency				R			S	R		R		R	S	
Social Events / Meals							S							
Fellowship							S						S	R
Outreach / Introductory	X		R	X			S	R					S	

**Legend:**

- X = indicates the service will be automatically provided
- R = Service available upon request
- S = Special request - available upon request, accompanied by an explanation of the circumstances requiring the service.
- Blank = Service unavailable

Where available, interpretation will be available in the following languages only: English, Spanish, and/or French

## Notes to Service Matrix

Audio streams will be available in low and high bandwidth options - low bandwidth being a maximum 16kbps, high bandwidth being 64kbps to ensure low bandwidth participants are most able to use the stream.

Where interpretation is requested, audio streams will automatically be provided in each language, and recordings of each stream will be provided.

Audio streams will be made available separately from Adobe Connect sessions.

Where interpretation is provided, a recording of all languages and a transcript in English will be provided, unless the meeting is scribed in which case no transcript will be created.

Video streaming, where it is available, will be available from within the Adobe Connect environment only.

Scribing: The scribes are normally physically present at the meeting. For Nairobi, they will be remote; this may make it difficult for the traditional text-based scribe feed available separately from Adobe Connect to be delivered. Scribing will be available in the Tsavo A main ballroom only.

Two-Way Audio = remote participants can dial into a teleconference bridge, and the bridge is connected to the public address system in the meeting room. This means the participants can speak over the PA, and they can hear whatever is said in the room through any microphone.

Presentation by Video = Where a session leader or presenter cannot be physically present, Skype video calling can be used, connecting the audio from Skype to the PA system and displaying the video onscreen in the room. This is a special request service only available if requested in advance, not later than 19th February 2010.

Services will be setup with one URL for each physical room at the conference. This means, for example, that there will only be one Adobe Connect session for a room during the entire meeting, one URL for streaming audio per room per language, and so forth. Staff will need to ensure that AC rooms are setup for each session between sessions, including saving the contents of the chat of their session offline before the member of staff for the session following comes to setup the AC session for his or her use.

## Adobe Connect Services

Adobe Connect sessions with unmonitored chat: Where this is automatically provided, or if requested, that means a room will be setup for the session with basic defaults. Staff supporting the session, and the participants in the room, will need to monitor the chat to interact with those who are remotely participating as required.

All Adobe Connect sessions will be set with default options optimised for dial-up connectivity to facilitate low-bandwidth use and bandwidth-optimised video and audio settings where these media are supported in the AC window.

Adobe Connect Non-Standard Room Config = By default, AC rooms will be setup for each physical room at the conference venue and used for all sessions in that room. If you need a room dedicated to a specific community during the meeting, wish to use an existing AC room, or need a room dedicated to use by a group during the meeting for more than one session so it can be used intercessionally, this must be requested in advance **not later than 19th February**. The room will then be linked to the schedule as appropriate instead of the standard room.

Adobe Connect Other Features: This refers to capabilities like: snap voting, whiteboard, and meeting notes. If these services are needed, meeting organisers for an unmonitored meeting will need to make time for training in advance of their session. Where a session has monitored chat, the focal point for that session will need to liaise with the member of staff monitoring the chat to have assistance using those features based upon that session's requirements. **Specifics of what is required must be submitted to Meetings not later than 19th February.**

Adobe Connect sessions which have attended chat: This means that a member of staff will be available in the chatroom and ensure that questions raised in the chat interface are asked during the meeting over the PA system to the extent time allows. **Staff meeting organisers will need to ensure that the meeting leader understands how the staff monitoring the chat will raise questions or comments from remote participants in advance of the session start.** That person will also help the meeting focal point staff with any additional AC features that they request.

## Meeting Definitions

General Sessions refers to the following meetings **only**: Confence Opening Session, Public Forum, GNSO Public Forum, and Public Board Meeting

Cross Community Workshop (Large) refers to events such as: Forum on DNS Abuse and cross-community events like the New gTLD sessions on Monday in Nairobi - events where the event seating capacity AND expected attendance are both greater than 100 people and where a cross-community audience is expected. NOTE: Events held in large rooms do not automatically qualify as large workshops. 'Cross community events' are those sessions which have been designed to have few or no conflicting events scheduled at the same time.

Cross Community Workshop (Small) Refers to smaller similar events where the seating capacity is 150 persons or less, **or** where the event is not defined as a cross-community event. 'Cross community events' are those sessions which have been designed to have few or no conflicting events scheduled at the same time.

Open Working Group = could be any working group, whether convened by an SO, AC, or a combination. Board working groups are separately covered.

Closed Board = It is assumed that all Board meetings except the Public Board Meeting fall into this category.

For the purposes of classification in the services matrix, Nominating Committee meetings would be a Closed AC Session

AC = Advisory Committee  
SO = Supporting Organisation