Requirements for Closed ccTLD Community Wiki Space

Introduction

Whilst working on developing the new ccNSO website, interviews with ccTLD representatives were conducted in order to find out what the community is expecting from the new page.

Several respondents mentioned that it would be desirable to have a closed section of the website, where information could be shared without making it available outside the ccTLD arena. In addition, the ccNSO Council had also expressed its wish to implement a message board tool, allowing for discussions outside email lists.

Based on this feedback, the ccNSO Secretariat started to look into various options for creating a closed space. Alternatives considered were:

1. Creating a closed section of the website
2. A closed wiki space

As a wiki space can provide all requested functionalities both during the implementation and operational phase, it was proposed to use Confluence – the wiki tool currently provided by ICANN to all Supporting Organisations and Advisory Committees.

As the ccNSO wiki space is part of ICANN's license of Confluence, no additional costs will be incurred using it.

Many community members will already be familiar with the Confluence wiki tool, as several of the ccNSO working groups already use it in their daily work. However, the new space should not be confused with the Working Group space, as the ccTLD community Wiki will not be focused on any individual working groups but rather on a general and wider range of ccTLD issues.

Purpose and Functions

Offering a closed section on the ccNSO website is a way to give the ccTLD community an additional platform where it can share information with fellow colleagues without making it publicly available.

It will complement the currently used communication tools by offering several more possibilities:

- Draft documents can be published and discussed online

- An archive for documents will be created, as each draft document (and the discussions around it) can be saved

- Collaborative editing of documents will be possible.

- A message board can be set up, where comments on topical issues can be made. This can help lowering the email burden and concentrate discussions only

to the people interested in participating. Participants can receive alerts on new comments made, if so wished.

- An "address book" of community members can be created, where the users can (voluntarily) submit contact information. This would make it easier to find contact information, if needed. Subscribers will also be able to submit brief introductions about their work and registries.

- If needed, voting can be performed using the wiki tool.

It will very much depend on the community itself how it decides to use the closed wiki space and the requirements are likely to develop and change over time.

Eligibility

Following people are eligible to receive passwords for the closed wiki space:

- ccTLD Managers, administrative contacts and technical contacts of ccTLDs;

- Staff and board members of ccTLD registries, as approved by the ccTLD Manager or administrative contact;

- Observers from Regional ccTLD Registry Organisations, identified by their manager or board;

- ccNSO Secretariat staff who will administer the closed space.

A light-touch administrative policy applies whereby subscribers will be removed if the ccNSO Council believes they seriously breach the harmony of the wiki space.

Maintenance and Operations

The Wiki users can choose whether the space should be open for anyone to upload documents and edit it, or whether it should rather be run by a few appointed members and/or the ccNSO Secretariat.

We are proposing to let the ccNSO Secretariat handle the maintenance at least initially until the community has become familiar with the tool. In a later phase, this can be changed without any major processes involved.

Use and Requirements

A button will be displayed on the ccNSO homepage (ccnso.icann.org), which will clearly mark that this is where to enter the closed space.

Once pressing the button, a login page will appear, where a username and password will be required.

Eligible people will receive the username + password via email upon request from ccnsosecretariat@icann.org.

The ccNSO secretariat will also maintain the list of subscribers.

The wiki space will then be opened and the user can choose what forum to visit or function to use.

A more detailed manual on how to use the wiki space will be published separately.

Training

In order to involve the community, a separate Workshop on how to use Confluence will be held at the Dakar meeting and will be repeated on a regular basis.

Trial Period

In order to best support the community's needs, the ccNSO Secretariat will seek feedback on the closed section two months after its launch. A short questionnaire will be developed and randomly selected community members will be asked to participate in the survey. Any input received prior or after this period from any community members will of course also be noted and considered.

As per ccNSO Council decision on 10 May 2011, the closed section will undergo a trial period of six months. The idea will be revisited six months after the launch of the closed space, and the Council will then, based on community feedback, consider whether the closed space should continue or whether it should be discarded.