

ISO/IEC JTC 1 Special Working Group on Accessibility (SWG-A)

JTC 1 SWG-A N 362

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Title: **Transmittal of JTC 1 Standing Document (SD 1) Best Practices on Teleconferencing**

Source: JTC 1 Secretariat

Requested Action: For information and implementation.

Per SWG-A 2008 Tokyo Resolution 25: Teleconference Arrangements for Future Meetings

The JTC 1 Special Working Group resolves to promote the awareness of teleconference arrangements for all its future meetings in the meeting notices and agendas. JTC 1 procedures related to teleconference meetings will be circulated to the SWG-A when approved.

Unanimous

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Document Source: JTC 1 Secretariat

Document Status: As per Nara resolution 28, this document is circulated to JTC 1 National Bodies and Sub-groups for information

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JTC 1 Standing Document One (SD 1)

Best Practices on Teleconferencing

Reasons for allowing teleconferences:

- The principal advantage of teleconferencing over other non-physical meeting mechanisms is the real-time nature, the opportunity for immediate reaction and the possibility to provide a response to every contribution.
- Teleconferencing can also allow for more work to be done in a given timeframe
- Teleconferencing can minimize travel and therefore save resources

Meeting planning and organization:

- *Agreement on the use of teleconferencing shall be made by consensus of the group.*
- Invitations, agendas and timetables shall be available a minimum of two weeks in advance of the teleconference. All papers to be discussed (*or reviewed*) during the meeting shall also be available at least 2 weeks in advance to allow participants to have the opportunity to study the inputs before the meeting. The first teleconference requires that the procedures outlined in section 7.6.1 of the JTC 1 Directives be followed and that this document be distributed to all participants (clause pasted below).
- The most effective teleconferences have a limited scope, clear objectives and a limited number of participants
- Two hours should be the maximum duration of a teleconference.
- For teleconferences, all hours should only be given in GMT/UTC. Each participant makes its own correspondence with local time.
www.timeanddate.com is a useful tool
- It is a sound principle to share the inconvenience among participants by rotating times whenever possible. However, in practice, this depends very much on where the participants are located. If the meeting participants are distributed worldwide and come from most JTC1 members, in practice there are only two windows where the timing of a two-hours conference is bearable: 13GMT and 21GMT. This can be characterized as “where is the night”, and the most frequent solution is “over the Pacific ocean” (which corresponds to 13GMT); if no participants come from Eastern Europe and the middle- East, then 23GMT can also be an option. See an example with Meeting planner <http://www.timeanddate.com/worldclock/meetingtime.html?year=2008&month=3&day=11&p1=224&p2=263&p3=195&p4=248> (details of a meeting schedule pasted below).
- Schedule should pay attention to Mondays-Fridays (since the meeting can take place very early or very late on a given day or even early the next day), to days-off and to holidays and cultural practices in countries considered
- There should be an effort to minimize costs to each participant (for example through the use of a service provider that offers local calling numbers in all countries considered).

Meeting conduct:

- The Chair should make sure that all participants are identified (some service providers offer tools such as automated roll-call)
- The Chair should make sure that all participants get on the attendance list and that proper notices and summaries are distributed (also to give credit to participants)
- The Chair should establish proper etiquette for the calls: ask participants to announce their name each time they speak, ask participants to be brief and clear, ask participants to mute their lines if they operate in a noisy environment, establish ways to ask for the floor.
- The Chair should frequently restate the current proposals, offer summaries of discussions and refer to agenda items
- Decisions should be handled very carefully to make sure that everybody on the call is fully aware of what is being adopted. Written text available to all, roll call of delegates or of countries, confirmation by email in the days following the teleconference are possible methods to ensure this. The protocol for making decisions should be established by the group in advance (if they choose to allow them).
- The Chair should monitor the quality of the lines and should take action if the quality is not acceptable (some service providers offer diagnostics of faulty lines) or if those joining via internet calls are not managing to maintain adequate connectivity and are consequently disrupting the meeting.
- A five-minutes break should be taken after one hour of call

Other meeting practices :

- Discussion fora (electronic bulletin boards) may be used to allow participants to contribute and exchange ideas in writing without the inefficiencies/time constraints of a phone conference. Tools should be in place to restrict the use of these fora to the authorized participants.
- Teleconferences may be used in conjunction with a web meeting (or a common virtual white board) so that the chair can present slides to all attendees without the confusion about which page they're discussing. This is very useful to make sure that all participants are following the current discussion.
- A "chat" or instant messaging service among participants can be a very useful tool to keep all participants fully aware of the current stage of ongoing discussions and decisions. No transcription of this will be included in the meeting report. A moderator would be helpful to control the pace and order of conversation.
- A decision to use such tools should be made by a consensus decision of the organizing group.

Attachment

Excerpt from the ISO/IEC JTC 1 Directives

7.6.1 For JTC 1 and SCs, the committee Secretariat prepares the draft agenda and distributes it to the members of the committee, whenever possible in both English and French, four months in advance of the meeting. WG agendas shall be distributed by the Convener or Secretariat preferably four months, but no less than three months in advance. WG agendas shall be distributed to the members of the WG and to the parent body. OWG meeting notices and first agendas shall be sent to SC National Bodies no less than 60 days before the first OWG meeting. The 60 day notification for meeting notices and first agendas applies to OWGs that would hold electronic meetings to take place between meetings of the parent body to:

- (a) address issues related to one specific project or topic required to progress work or
- (b) develop and provide input in relation to a request from an existing liaison that is required before the following meeting of the parent body.

JTC 1 notes that OWGs may have a combination of separate physical and electronic meetings. The calling notice and first agenda must be sent to all National Bodies no later than 15 days after the meeting of the parent body that established the OWG.

Example of meeting schedules:

UTC-time	San Francisco	Washington DC	Paris	Tokyo
2008-03-10T15:00:00	Mon 08:00 *	Mon 11:00 *	Mon 16:00	Tue 00:00
2008-03-10T16:00:00	Mon 09:00 *	Mon 12:00 *	Mon 17:00	Tue 01:00
2008-03-10T17:00:00	Mon 10:00 *	Mon 13:00 *	Mon 18:00	Tue 02:00
2008-03-10T18:00:00	Mon 11:00 *	Mon 14:00 *	Mon 19:00	Tue 03:00
2008-03-10T19:00:00	Mon 12:00 *	Mon 15:00 *	Mon 20:00	Tue 04:00
2008-03-10T20:00:00	Mon 13:00 *	Mon 16:00 *	Mon 21:00	Tue 05:00
2008-03-10T21:00:00	Mon 14:00 *	Mon 17:00 *	Mon 22:00	Tue 06:00
2008-03-10T22:00:00	Mon 15:00 *	Mon 18:00 *	Mon 23:00	Tue 07:00
2008-03-10T23:00:00	Mon 16:00 *	Mon 19:00 *	Tue 00:00	Tue 08:00
2008-03-11T00:00:00	Mon 17:00 *	Mon 20:00 *	Tue 01:00	Tue 09:00
2008-03-11T01:00:00	Mon 18:00 *	Mon 21:00 *	Tue 02:00	Tue 10:00
2008-03-11T02:00:00	Mon 19:00 *	Mon 22:00 *	Tue 03:00	Tue 11:00
2008-03-11T03:00:00	Mon 20:00 *	Mon 23:00 *	Tue 04:00	Tue 12:00
2008-03-11T04:00:00	Mon 21:00 *	Tue 00:00 *	Tue 05:00	Tue 13:00
2008-03-11T05:00:00	Mon 22:00 *	Tue 01:00 *	Tue 06:00	Tue 14:00
2008-03-11T06:00:00	Mon 23:00 *	Tue 02:00 *	Tue 07:00	Tue 15:00
2008-03-11T07:00:00	Tue 00:00 *	Tue 03:00 *	Tue 08:00	Tue 16:00
2008-03-11T08:00:00	Tue 01:00 *	Tue 04:00 *	Tue 09:00	Tue 17:00
2008-03-11T09:00:00	Tue 02:00 *	Tue 05:00 *	Tue 10:00	Tue 18:00
2008-03-11T10:00:00	Tue 03:00 *	Tue 06:00 *	Tue 11:00	Tue 19:00
2008-03-11T11:00:00	Tue 04:00 *	Tue 07:00 *	Tue 12:00	Tue 20:00
2008-03-11T12:00:00	Tue 05:00 *	Tue 08:00 *	Tue 13:00	Tue 21:00

2008-03-11T13:00:00	Tue 06:00 *	Tue 09:00 *	Tue 14:00	Tue 22:00
2008-03-11T14:00:00	Tue 07:00 *	Tue 10:00 *	Tue 15:00	Tue 23:00
2008-03-11T15:00:00	Tue 08:00 *	Tue 11:00 *	Tue 16:00	Wed 00:00
2008-03-11T16:00:00	Tue 09:00 *	Tue 12:00 *	Tue 17:00	Wed 01:00
2008-03-11T17:00:00	Tue 10:00 *	Tue 13:00 *	Tue 18:00	Wed 02:00
2008-03-11T18:00:00	Tue 11:00 *	Tue 14:00 *	Tue 19:00	Wed 03:00
2008-03-11T19:00:00	Tue 12:00 *	Tue 15:00 *	Tue 20:00	Wed 04:00
2008-03-11T20:00:00	Tue 13:00 *	Tue 16:00 *	Tue 21:00	Wed 05:00
2008-03-11T21:00:00	Tue 14:00 *	Tue 17:00 *	Tue 22:00	Wed 06:00
2008-03-11T22:00:00	Tue 15:00 *	Tue 18:00 *	Tue 23:00	Wed 07:00
2008-03-11T23:00:00	Tue 16:00 *	Tue 19:00 *	Wed 00:00	Wed 08:00
2008-03-12T00:00:00	Tue 17:00 *	Tue 20:00 *	Wed 01:00	Wed 09:00
2008-03-12T01:00:00	Tue 18:00 *	Tue 21:00 *	Wed 02:00	Wed 10:00
2008-03-12T02:00:00	Tue 19:00 *	Tue 22:00 *	Wed 03:00	Wed 11:00
2008-03-12T03:00:00	Tue 20:00 *	Tue 23:00 *	Wed 04:00	Wed 12:00
2008-03-12T04:00:00	Tue 21:00 *	Wed 00:00 *	Wed 05:00	Wed 13:00
2008-03-12T05:00:00	Tue 22:00 *	Wed 01:00 *	Wed 06:00	Wed 14:00