Informal consultation on the conduct of virtual meetings and lessons learned from the annual session of 2020

WFP World Food Programme

Annual Session of the Executive Board
29 June – 3 July 2020

Tuesday, 21 July 2020, 14:00-15:30

Background analysis on the different virtual systems considered

System	Interpretation Management	IT Security and data confidentiality	Open to customizations	Technical reliability (EB purpose)
Estreemo	✓	✓	✓	✓
Kudo	✓	±	✗	✓
Interprefy	✓	±	✗	✓
Zoom	✓ ^	✗	✗	✗ *
MS Teams, Webex	✗	±	✗	n.a.*

The above metrics relate to a videoconferencing system which natively allows multi-language interpretation and strong data confidentiality.

^with practical limitation (e.g., 1 laptop/language)
* Referred to a system set up for multi-language interpretation only (no other features evaluated).

ESTREEMO – successful connections

Day	Successful	Unsuccessful	Resolved
Day 1 – 29/06/2020	33	3	3 unsuccessful resolved by the end of the morning session
Day 2 – 30/06/2020	28	1	1 unsuccessful resolved by the end of the morning session
Day 3 – 01/07/2020	25	1	1 unsuccessful resolved by the end of the morning session
Day 4 – 02/07/2020	32	0	
Day 5 – 03/07/2020	12*	0	

The numbers above refer to the participants who took the floor, not those who connected to Estreemo and listened only which ranged from 26 to 30 that day.

ESTREEMO – Summary of the issues faced by users

- **Incorrect device being used to connect** *(smartphones, tablets, etc.)*

- **Incorrect browser being used to connect (***Safari, Firefox, etc., instead of Google Chrome***)**

- **Not allowing microphone or camera on Google Chrome**

- **Microphone or camera already in use by other applications**

- **Mismatching conference ID or credentials**

- **Logging into WFP Webcast System instead of Estreemo**

- **No stable internet connection** *(causing a not good experience)*

- **Connection through proxy or firewall** *(usually if connected from office)**

- **Multiple simultaneous connections using the same credentials** *(to ensure integrity of the system, only one connection per credential is allowed)*

*Two Member States received WFP-loaned laptops due to inability to work around strict firewalls

ESTREEMO – upgrades implemented

SECURITY – Enhanced security measures to protect the system from being hacked. Unique meeting link and unique Meeting ID is created for each meeting and will only be valid from the pre-meeting testing until the conclusion of the meeting. A new link and Meeting ID will be generated each time and will be shared with the membership in advance.

SPEAKERS LIST - Can be activated and deactivated at Chair's request for each meeting and even activated/deactivated during the meeting. Users will need to refresh/reload their system if the feature is activated/deactivated during the meeting. Users can navigate by scrolling down with mouse to see the full speaker list.

PPT PRESENTATIONS – Ability to view PowerPoint presentations and videos in large screen/ full screen mode.

WARNING MESSAGE – Pop up warning messages feature will help users recognize when a conference room ID has been typed in incorrectly, or when the camera or microphone has not been enabled, with brief guidance on how to resolve the issue.

WFP Multilingual Webcast System – viewers connected
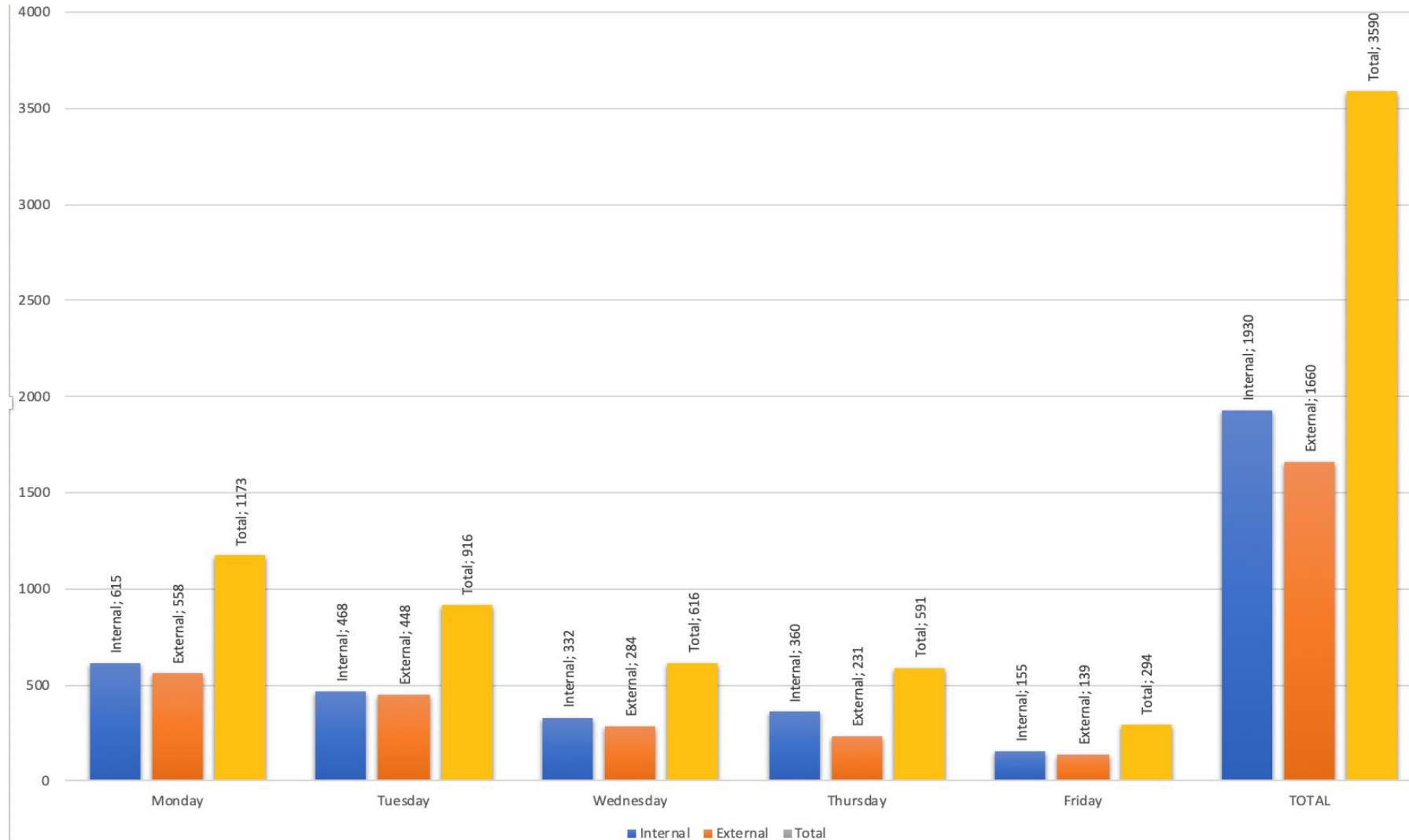
- **3,590 viewers over the entire Board session**

- **Average 718 viewers per day**

- **Day 1 had the highest viewers at 1,173**

WFP Multilingual Webcast System – Summary of issues faced by users

- Users not familiar with technology *(explaining what a browser is or explaining that there is a slight delay when screen goes black changing video feeds or connection issue)*

- Rushing and skipping steps when trying to connect and unable to do so first time *(leading to closing application down too soon or clicking refresh too many times, overloading server)*

- Flash player plug-in issues *(troubleshooting solution is noted in technical guidance)*

- Local mission firewall issues

- Slow local internet connection combined with high traffic resulting in delay in application loading *(users clicking refresh page too quickly or multiple times which heightens the issue as each click sends a new request to the server)*

Support provided by Webcast Manager
25 support requests = 0.69% of total viewers

Thank you!

Questions?

World Food Programme