Informal consultation on the conduct of virtual meetings and lessons learned from the annual session of 2020
## Background analysis on the different virtual systems considered

<table>
<thead>
<tr>
<th>System</th>
<th>Interpretation Management</th>
<th>IT Security and data confidentiality</th>
<th>Open to customizations</th>
<th>Technical reliability (EB purpose)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Estreemo</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Kudo</td>
<td>✓</td>
<td>±</td>
<td>✗</td>
<td>✓</td>
</tr>
<tr>
<td>Interprefy</td>
<td>✓</td>
<td>±</td>
<td>✗</td>
<td>✓</td>
</tr>
<tr>
<td>Zoom</td>
<td>✓  ^</td>
<td>✗</td>
<td>✗</td>
<td>✗*</td>
</tr>
<tr>
<td>MS Teams, Webex</td>
<td>✗</td>
<td>±</td>
<td>✗</td>
<td>n.a.*</td>
</tr>
</tbody>
</table>

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

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

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.
• 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?