IGLC: From prioritising to scoping

July 2023

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About this document

This document provides a report of the process that led to the development of the IGLC work plan.

The IGLC has identified four Internet Governance themes with high relevance to ccTLDs globally, namely:
1. Internet Fragmentation
2. Cyber Security
3. Capacity Building
4. WSIS+20 Review Process (emerging)

Taking into consideration the IGLC scope as defined in its charter, the IGLC further explored the relevance of the themes for the ccTLD community and ccNSO in general. The goal was to better understand how to organise potential work on these themes, resulting in a work plan for the next year.

Purpose IGLC and relation with the ccNSO value

Extract from the IGLC Charter:

> *"The IGLC has been established to coordinate, facilitate, and increase the participation of ccTLD managers in discussions and processes pertaining to Internet Governance. The ccNSO Council and individual ccTLD Managers, collectively or individually, will be invited to support the position or input of the IGLC. The Committee will take a proactive role in seeking and fostering participation and input into the processes and provide regular feedback to the ccNSO Council, ccNSO members and broader ccTLD community."*

In July 2020, the ccNSO Council agreed that from their perspective, the value and purpose of the ccNSO for the ccTLD Community and other stakeholders is as follows:

> *The ccNSO provides a global platform for ccTLD managers to:*
> - *Undertake policy and policy-related work*
> - *Cooperate and learn*
> - *Engage with other stakeholders*
>
> *The ccNSO is the supporting organizations of ICANN specifically for ccTLD managers and the decisional participant through which the ccTLD Managers act.*

The IGLC contributes to the global platform function of the ccNSO, as it engages with other stakeholders and allows ccTLD managers to cooperate and learn.

Action plan

Methodology: phased approach

The IGLC used a phased approach to draft its work plan, in line with the IGLC objective as defined in its Charter:

1. Step1: Heat map
2. Step2: Napkin pitch
3. Step 3: Impact-effort analysis
4. Step 4: Set priorities

Step1 : Heat map

At ICANN75 in September 2022, the IGLC held a working session. IGLC members identified hot topics in the area of internet governance in their region. The results were listed on a map of the world, making it easy to identify Internet Governance related topics which are potentially relevant for the global ccTLD community and hence the ccNSO to focus on. The outcome of this

process is referred to as the "heat map", which contains a long list of topics. At its session during ICANN76, the IGLC started to explore which topics it should focus on. From the December '22 heat map and recent discussions, the following Internet Governance related topics emerged as being of high relevance for ccTLDs across all regions:

1. Internet Fragmentation
2. Cyber Security
3. Capacity Building
4. WSIS+20 Review Process (emerging)

Note that IGLC held working sessions in the past, discussing hot topics regarding Internet Governance, from a regional perspective. A previous version of the IGLC heatmap (December 2021) is available [here](#).

Step 2: Napkin pitch

The napkin pitch provides a simple, consistent format to solicit details of an idea or approach, and summarise and communicate these ideas. It covers the critical components associated with the idea or approach with respect to:

- the stakeholders,
- the ability to execute or deliver the idea,
- the rationale.

The IGLC was split into two groups, and participated in the napkin pitch exercise via two breakout sessions. IGLC members raised suggestions for the following napkin quadrants:

- Benefits & needs for ccTLDs
- Benefits & needs for ccNSO
- Execution by IGLC

Staff captured the discussions with sticky notes on a [Google Jamboard](#).
For a summary of the napkin pitch discussions, see Annex B

Step 3: Impact-effort analysis

During its 31 May 2023 workshop, the IGLC evaluated the proposed actions assessing whether the required (level of) effort and the expected impact/benefit for ccTLDs of the proposals will will be low, medium, or high
To assess the level of impact, the IGLC used 2 criteria, based on its Charter:

- Added value to coordination and facilitation of participation of ccTLD in IG
- Increase level of participation of ccTLD community in IG related discussions

Given the limited resources - limited time of members to spend on IGLC related matters, no budget, and limited staff - it is clear that not all actions can be undertaken at the same time.

This analysis was converted into a matrix. The impact effort matrix is also referred to as an *action priority matrix*. Why use the impact effort matrix? Overall, to show the value the feature can add to the IGLC and/or its services and to measure the resources you need to complete the task. More specifically:

- To rapidly identify what activities you should focus on, along with the ones you should ignore.
- To optimize limited time and resources.
- To reflect on a range of strategies and find the most efficient path to achieve goals and reduce wasted time and effort.
- To get projects back on track, align team priorities, and identify the best solutions to a problem.

The impact effort matrix template plots activities against two variables:

- *Level of Effort (Horizontal Axis)* – How much time, money, resources, and capacity will be needed to achieve the desired outcome.
- *Level of Impact (Vertical Axis)* – How much value or impact the outcomes will have.

Overall, the activities fall into one of four categories:

- **Quick wins** – Give the best return based on the effort.
- **Major Projects** – Provide long term returns but may be more complex to execute, may need additional research.
- **Fill-ins** – Don't require a lot of effort but neither do they offer many benefits.
- **Thankless tasks** – Time-consuming activities with low impact that should be avoided.

Following conclusion of step 3, the IGLC agreed on the following actions:

- Internet Fragmentation

Regarding the topic of Internet fragmentation, IGLC will organise sessions, either at ICANN public meetings or intersessionally. In doing so, IGLC will closely collaborate with other relevant stakeholders and guest speakers, including the ICANN OCTO Team and the ICANN Government Engagement Team.

- Capacity Building on IG-related matters

In terms of capacity building on IG-related matters, the IGLC will cooperate with SOPC, regarding ccTLD input into ICANN planning & budget, and organise sessions, potentially with guest speakers.

- Cyber Security

IGLC should first and foremost evaluate the input from the ICANN76 session, to determine potential next steps. IGLC should also further explore what is meant by Cyber Security, and how it fits within the ccNSO/IGLC mission. To that end, it should reach out to other parts of ICANN (SSAC, TLD-OPS).
Only as a next step, and time and resources permitting, the IGLC could explore to better understand the landscape, via ccTLD surveys and the creation of a security index.

- WSIS+20 Review

IGLC will explore ways to raise awareness among ccTLDs about the WSIS+20 review, which could consist of the creation of a FAQ or similar kind of document on the topic. To that end, it should reach out to the government engagement team at ICANN.
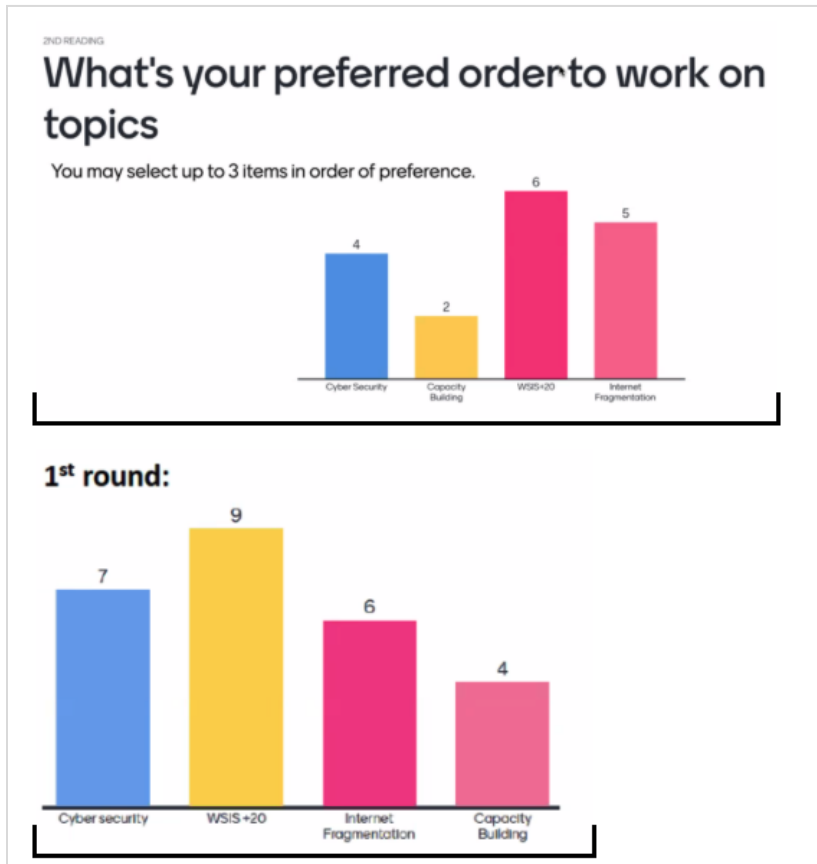
For a summary of the impact-effort analysis, go to Annex C

Step 4: Set priorities

The next and final step for the IGLC was to determine the preferred order to further explore and work on the topics below, taking into account the results of step 1, 2 and 3.

- Internet Fragmentation
- Capacity Building on IG-related matters
- Cyber Security
- WSIS+20

During its meetings on 28 June and 12 July, IGLC members participated in a mentimeter poll. Poll results during the first and second round differed slightly.

IGLC Action Plan

Taking into consideration the various steps that led to the development of the IGLC workplan, IGLC will address the 4 topics in the following order:

- WSIS+20

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ANNEX A: Heat map

ICANN75 Annual General Meeting was held in Kuala Lumpur, Malaysia, 17-22 September 2022. The heat map below reflects the discussions from the ICANN75 IGLC meeting. Consult the recordings of that session [here](.).

	AFRICA	LATIN AMERICA & CARIBBEAN	NORTH AMERICA	EUROPE	ASIA AUSTRALIA PACIFIC
Internet fragmentation	X	X	X	X	X
WSIS review					X
Digital sovereignty	X	X			
Cybersecurity	X	X	X	X	X
Universal access	X				
Capacity building	X	X	X		
Small island issues		X			
Global digital compact		X			
Policy issues that foster the security and stability of the internet			X		
Indigenous peoples internet access			X		
Privacy			X		X
Internet as a destabilising force			X		
Domain name registration data				X	
User verification				X	
Content regulation				X	X
How does the internet work?				X	
Cyberspace militarization				X	
Politicisation big internet players				X	
Digital rights & privacy				X	
China's approach to IG				X	
Standard setting				X	
Internet resilience					X
Whois data accuracy					X

Universal acceptance					X
Local language access					X
Data sovereignty					X
Societal impact on the internet					X
New technology dependencies					X
Data governance					X
Digital infrastructure					X
ccTLD alienation					X
Disaster recovery					X
Role of governmental organisations					X
Digital and social inclusion				X	
Innovative digital technologies				X	
Internet accessibility				X	
Human rights in digital societies				X	
Digital cultural heritage				X	
Digital systems for health protection				X	
Green Web and sustainable technologies				X	

ANNEX B: Summary of the napkins

Staff captured the discussions with sticky notes on a [Google Jamboard](#). Below is a summary of the napkins.

19 April '23	Room 1 (Bart)	Room 2 (Joke)
Concept	Internet Fragmentation	
The big idea	The IGLC coordinates, facilitates, and increases the participation of ccTLD managers in discussions and processes pertaining to Internet Fragmentation	
Benefits & needs for ccTLDs	- Fragmentation is not by definition a bad thing. Some ccTLD managers operate through governments and within boundaries of legislation. Sovereignty of infrastructure is the main driver. Raising awareness: at times it is assumed that internet fragmentation is bad, however it does have a positive/neutral angle to it from a ccTLD perspective. Some ccTLD managers operate through and within boundaries of legislation. - From a technical perspective, fragmentation impedes interoperability. Internet designed for interoperability, not to be fragmented. - Fragmentation may complicate access in developing countries, in particular in those that have problems of access in other areas (fresh water, health care, electricity).	To protect a single and interoperable Internet, it is important to discuss internet fragmentation and its impact, noting that regulatory-based fragmentation is of high concern. Example: GDPR is affecting ccTLDs globally
Benefits & needs for ccNSO	- Information sharing on Internet fragmentation, strengthens the role of the ccNSO and uses the platform function of the ccNSO. - Other ccTLD may learn from the experience of others, break away from experiences in isolation. Provide a learning experience. More in depth understanding of	- The ccNSO is the link between ccTLDs and other parts of the community, and as such, a discussion among ccTLDs, but not only, is important - The ccNSO is a global platform, and that makes it unique. The global approach allows ccTLDs to cooperate on a global level, to mitigate potential impacts of internet fragmentation

	● parameters around Internet Fragmentation. Learning experience for the community. ● Meet and learn from equals, who can relate to similar experiences and circumstances.	● ccTLDs, as part of the technical community, have a leading role in support of the multistakeholder model. ● ccTLDs have a unique relation with the local internet community, and they are often trusted partners for their local governments. This extended network is an enhancement for the ccNSO
Execution by IGLC	● Common platform, create safe place for information sharing by and to ccTLDs ● Collect information from ccTLDs ● Collect more information / go back to ICANN. Under the umbrella of strategy make the internet stronger, more resilient.	● Draft written contributions (e.g. blog entries) ● Organise dedicated sessions during ICANN meetings, and potentially work together with other SO/ACs ● Establish a link with ICANN's government engagement team, as well as the OCTO Team ● Cooperate with entities outside of ICANN, including regional organisations, RIR's and ISOC ● Do educational outreach for ccTLDs ● Do educational outreach for governments

3 May '23	Room 1 (Bart)	Room 2 (Joke)
Concept	Cyber Security	
The big idea	The IGLC coordinates, facilitates, and increases the participation of ccTLD managers in discussions and processes pertaining to Cyber Security	
Benefits & needs for ccTLDs	● Cybersecurity legislation affects ccTLDs. ccTLDs may provide cybersecurity to address needs of their customers ● Registries have an active role, cleaning their own house. Some are areas from which fraud emerges. Huge number of fake identities, sometimes state sponsored. Party that is delegating should exercise due diligence. ● Some Cyber Security initiatives have no merit other for domestic (popular?) reasons. Lack of technical operation merit, however affects ccTLDs, even if only show-casing why failure in other countries. Locally, other stakeholders	● Cyber Security influences ccTLD governance, therefore most ccTLDs welcome discussions around the topic. ● Is DNS Abuse part of the category "Cyber Security"? Note that policy development in this area is out of scope for ccTLDs

	involved, to be organised by ccTLD and channel to other organisations	
Benefits & needs for ccNSO	● ccNSO well placed to provide a global overview of initiatives and ccTLD responses ● ccNSO interacts with other organisations, build on variety and cooperation among ccTLDs ● ccNSO as source of information, platform for cooperation and interaction with other stakeholders	● Having a discussion within the ccNSO might create a path for ccTLDs to follow, when it comes to mitigating the issues related to Cyber Security ● The ccNSO is a platform for exchange of information, and discussions around Cyber Security are relevant to ccTLDs, and fit within the scope of the ccNSO.
Execution by IGLC	● Part of ccNSO to provide advice to others as topic of priority, cyber security is locally, regionally and globally a priority ● Prepare security index and conduct survey to populate index ● ICANN77 Panel discussion benchmark to understand what is going on in different regions. Create a space to discuss regularly across regions ● Consultation (survey/interviews?) on cyber security awareness. Survey as a means to promote interest. Enhance collaboration on providing cyber security, as providing cyber security depends on collaboration	● Venues with a more operational focus might be the best place for ccTLDs to discuss cyber security, in light of the scope of the ccNSO and ICANN. ● IGLC could invite subject-matter experts, as speakers, or could ask ccTLD managers from various regions to speak to a Cyber Security-related sub-team.. ● IGLC could co-operate with other parts of ICANN, including SSAC, TLD-OPS ● IGLC could also explore the ccTLD landscape further, when it comes to Cyber security. E.g. How many ccTLDs run a national CERT? ● IGLC to explore how and if ccTLDs influence legislative initiatives with regards to Cyber Security

3 May '23	no breakout rooms
Concept	WSIS+20 Review
The big idea	The IGLC coordinates, facilitates, and increases the participation of ccTLD managers in discussions and processes pertaining to WSIS+20 Review
Benefits & needs for ccTLDs	● Many ccTLDs are involved in running local IGFs. They run the secretariats and organise sessions ● Languages are an important aspect of the Tunis agenda. Languages are of high relevance to ccTLDs too, when it comes to expressing identity online.

	- ccTLDs can have a voice in the Global Digital Compact via their own national governments. It is important that ccTLDs are aware of this, and use their expertise as technical community to influence governmental decisions - Strengthening the multi-stakeholder approach through an inclusive system of Internet governance is important - The WSIS+20 review is an opportunity to re-shape the multistakeholder model, by strengthening it even further.
Benefits & needs for ccNSO	- The ccNSO is a global platform for exchange among ccTLD managers. It provides a forum for different ccTLD viewpoints - Languages are an important aspect of the Tunis agenda. Languages are increasingly important to the ccNSO too, with IDN ccTLD managers now being able to join the ccNSO as members.
Execution by IGLC	- IGLC to create an FAQ for ccTLDs, to explain what is happening and how it impacts ccTLDs, highlighting the timelines of the policy processes, and translating issues without a political filter - IGLC to better understand the ccTLD landscape, by exploring whether ccTLDs are engaged with their governments on this matter

17 May '23	Room 1 (Bart)	Room 2 (Joke)
Concept	Capacity Building	
The big idea	The IGLC coordinates, facilitates, and increases the participation of ccTLD managers in discussions and processes pertaining to Capacity Building	
Benefits & needs for ccTLDs	- Capacity Building is considered to be an overarching theme for IGLC, and it could be a good method to engage ccTLDs in IG-related matters - For some ccTLDs, capacity building is a core mission, as they serve the local internet community, per RFC - It enables ccTLDs to adapt their strategies and operations, in a changing landscape. It allows ccTLDs to learn from each other, and to share practices - Relevant areas: IDNs, bridging the digital divide, but not only	- the need for internal capacity building within the ccTLD organisations themselves, to ensure a proper functioning of the ccTLD, including good results in terms of finance, operations, technology. This requires careful planning, and good leadership of the registry, with clear roles for all involved. - When it comes to Internet Governance, the regulatory appetite of the government often determines the involvement of ccTLDs in IG-related activities. - Capacity Building is a broad theme, not only when it comes to IG, but also other topics, such as marketing, security, DNSSEC, IDNs

Benefits & needs for ccNSO	● Capacity building allows to build relations with other ccTLDs, share knowledge and resources ● Capacity building could also be targeted towards governments, GAC, and other relevant actors (technical, functional) ● Engaging ccTLDs in IG-related matters	● ccNSO is a global organisation. What impacts one ccTLD might also be relevant for others. ● Is the ccNSO best positioned to do capacity building (for IG-related matters?)
Execution by IGLC	● Via capacity building, showcase what ccTLDs do ● Partner with SOPC, to submit input to ICANN	● IGLC could organise sessions for the benefit of ccTLDs, to raise awareness on IG-related matters. ● IGLC to also explore training by ccTLDs for public servants and/or journalists. ● bigger ccTLDs can share their knowledge and expertise, and even resources with smaller ccTLDs. This could be done via videos, audio fragments etc.

ANNEX C: Summary of the impact-effort analysis

Staff captured the discussions with sticky notes on a [Google Jamboard](). Below is a summary of the discussions.

Topic	**Quick wins** (High impact, low effort)	**Major projects** (high impact, high effort
Internet Fragmentation	- Cooperate with ICANN OCTO Team - Cooperate with ICANN Government Engagement Team	- Organise sessions - Explore ways to better understand the ccTLD landscape, when it comes to internet fragmentation
Capacity Building on IG-related matters	- Cooperate with SOPC, regarding ccTLD input into ICANN planning & budget	- Organise sessions
Cyber Security	- Explore what is meant by Cyber Security, and how it fits within the ccNSO/IGLC mission - Organise sessions - Cooperate with other parts of ICANN (SSAC, TLD-OPS)	- Launch a ccTLD survey, to better understand the landscape - Share information to ccTLDs - Create a ccTLD security index
WSIS+20	- Explore ways to raise awareness - Create FAQ for ccTLDs	
	Fill ins (Low impact, low effort)	**Thankless tasks** (Low impact, high effort)
Internet Fragmentation	- Cooperate with others outside of ICANN org (RIR, RO, ISOC etc). Note: higher effort	- Draft written contributions - Do educational outreach towards governments
Capacity Building on IG-related matters		- Do educational outreach towards governments, press etc.
Cyber Security		
WSIS+20	- Explore whether ccTLDs are engaged with their governments	