



Meridian Institute

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# ccNSO Review Working Party Kick-Off Call

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27 September 2018

# About Meridian Institute

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## OUR MISSION

1

We help people solve complex and controversial problems, make informed decisions, and implement solutions that improve lives, the economy, and the environment.

2

We design and manage collaboration. As a neutral third-party, we bring people together who understand the issues and have a stake in their resolution.

3

Our work leads to actions that make a difference.

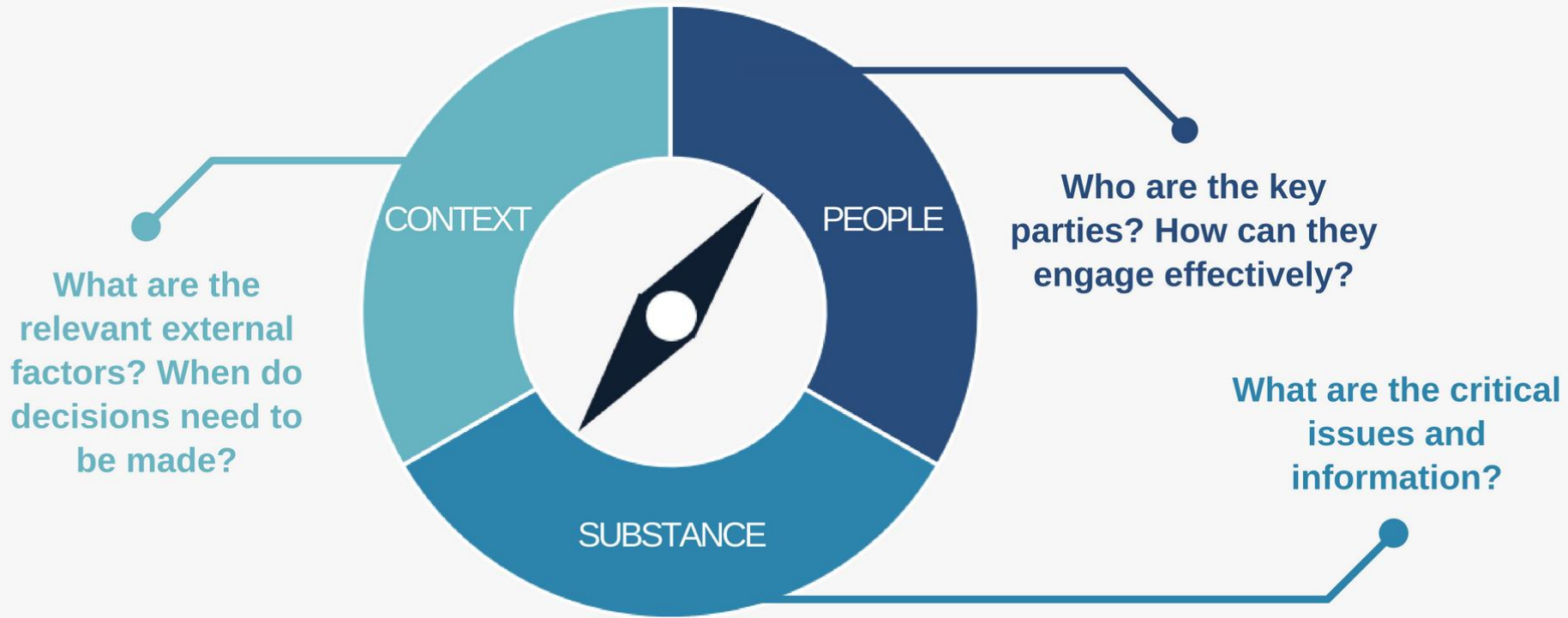


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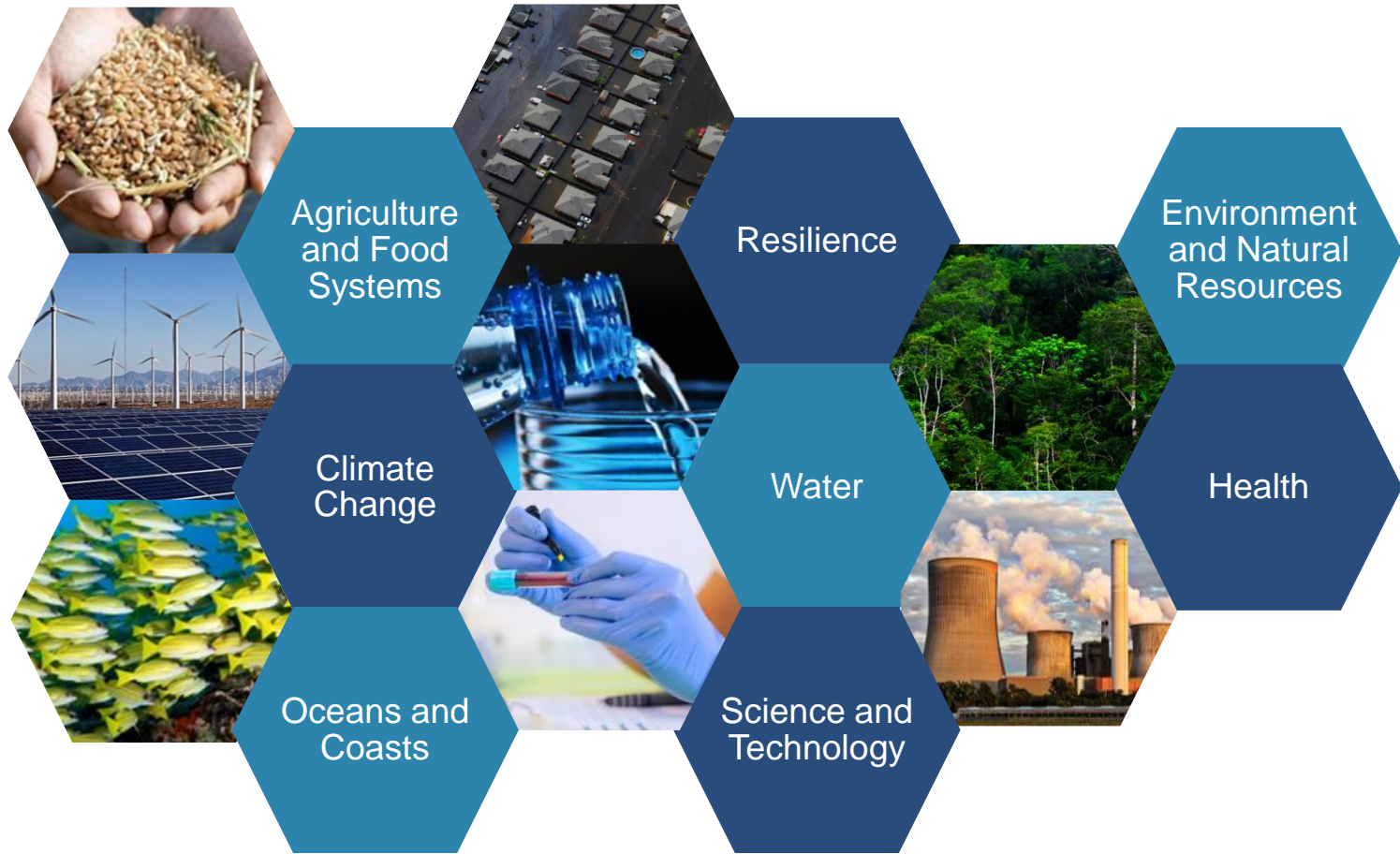
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# How We Approach Our Work

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# Areas of Work



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# Core Values

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- As a trusted third-party, we do not have predetermined outcomes. We customize approach to address the unique needs of the people and institutions involved, the issues, the context, and the timeline.
- We are often hired for our ability to help partners navigate through rough or untested waters
- We bring objectivity to our work as independent, process experts, strategic advisors, and as a trusted 3<sup>rd</sup> party.
- Impartiality, integrity, inclusiveness, and respect for differences are integral to our organizational culture and work. We bring these values to every project we undertake.



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# ccNSO Review Project Team

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**Kristy Buckley**  
Senior Mediator &  
Program Manager



**Mallorie Bruns**  
Senior Mediator &  
Program Manager



**Sara Suriani**  
Senior Project  
Coordinator



**Annika  
Freudenberger**  
Project Assistant



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# Project Team Roles & Responsibilities

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**Kristy Buckley** will serve as the project director and day-to-day lead for this project. She will manage the project team, project design, and execution, and be the main point of contact for interaction with ICANN staff, the RWP, and interviewees.

**Mallorie Bruns** will support project management and the review process, serving as the second point of contact for RWP and interviewees. Mallorie will join Kristy at ICANN63 to conduct in-person interviews.

**Sara Suriani** will assist with information management, project budgeting, tracking of timelines, deadlines, and deliverables, formatting of all documents, and scheduling team calls, coordination calls with RWP members, and interviews.

**Annika Freudenberg** will provide supplementary support to Mallorie in setting up the online survey, ensuring proper documentation of all interviews, assisting with interview data coding, and providing administrative project support.



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# Overview: Methods

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Our multi-modal approach to data collection and analysis:

1. Review of documentation related to the ccNSO's mission, functions, and operations
2. Review of documentation related to ccNSO processes and activities since the last ccNSO review
3. An online survey among existing and former ccNSO participants and members
4. Structured interviews with a subset of former and existing ccNSO members and participants
5. Data validation
6. Regular reporting to the RWP



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# Overview: Timeline

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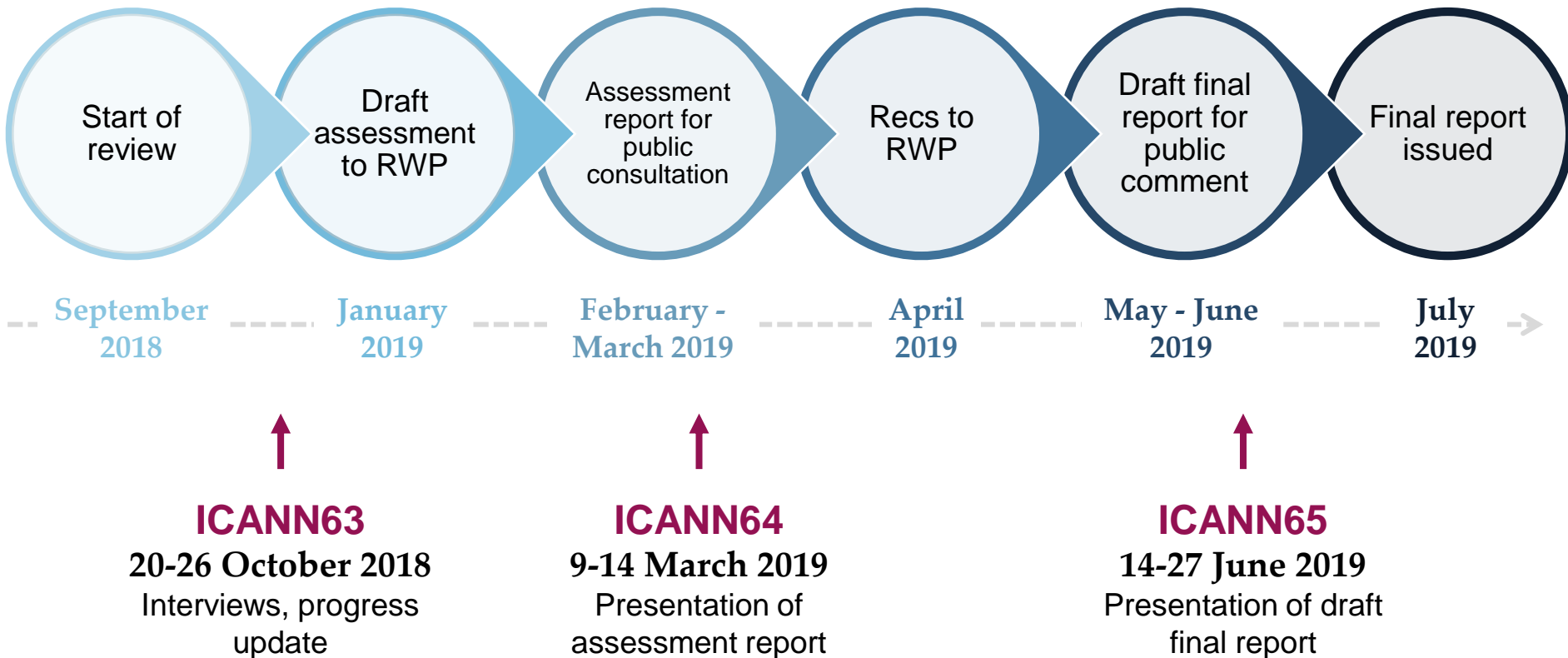
	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	April	May	June
Data collection	█									
Review		█								
Assessment report					█					
Final report									█	



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# Detailed Timeline



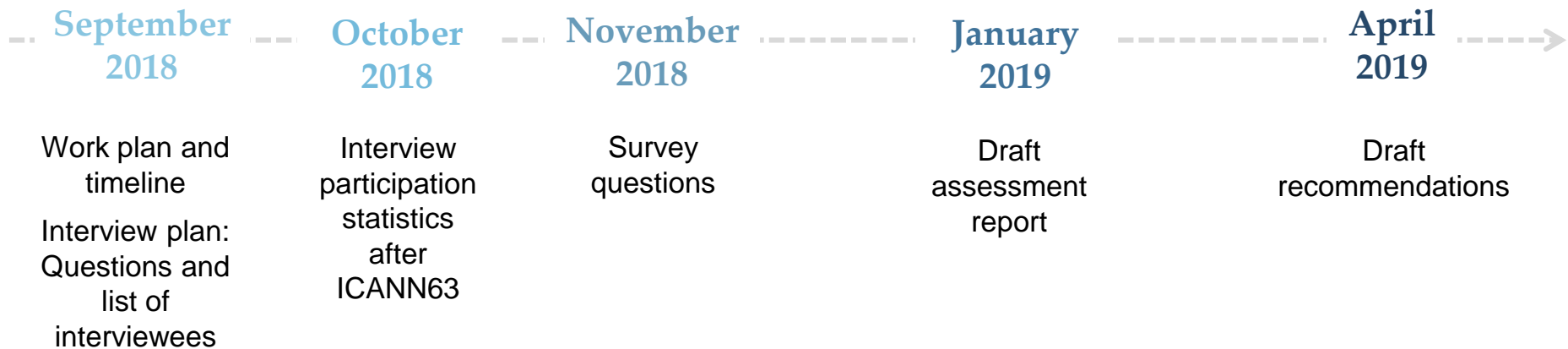
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# RWP Involvement

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Meridian will provide RWP with the following documents for review and feedback:



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# Data Collection: Document Review

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Begin to assess the ccNSO's activities and processes against the stated mission, functions, operations, and processes provided in the documents.

- ICANN Bylaws
- ccNSO Rules of Procedure
- ccNSO mailing list archives
- Surveys from previous ccNSO meetings
- ccNSO statements and responses
- Documents, presentations produced by the ccNSO
- Letters to the ICANN Board of Directors
- Previous draft and final reports from ccNSO reviews
- Literature related to comparable Supporting Organizations or other bodies



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# Data Collection: Online Survey

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Online survey of diverse constituents – current and former ccNSO members, other members of Supporting Organizations, and Advisory Committees.

- Quantitative and qualitative questions
- Capture a broader set of responses
- Survey questions developed following the interview phase
- Conditional branching
- Survey tool: Survey Monkey
  - Ability to pause and return
- Survey pre-testing with RWP members or others



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# Data Collection: Interviews

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Interviews with a subset of current and former ccNSO members and participants, and members of other Supporting Organizations and Advisory Committees.

- Structured, 1-hour interviews (phone and in-person)
- In-depth, qualitative data collection and analysis
- Approximately 40-50 interviews
- Both factual and interpretive
- Key themes of questioning and analysis:
  - ccNSO purpose
  - Effectiveness of ccNSO's structure and operations
  - ccNSO's accountability to constituencies, stakeholder groups, organizations, and other stakeholders



# Data Analyses

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- Observation of deviant cases
- Open coding and axial coding of interview data
  - Identify main categories of data
  - Identify core concepts within categories
- Quantification of survey results
- Data weighting (if useful/appropriate)
- Factual validation



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# Proposed List of Interview Groups

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- ccNSO Council chair & members
- ccNSO Review RWP members
- Subset of ccNSO members
- ICANN ccNSO support staff members
- Other ICANN Supporting Organization & Advisory Committee chairs:
  - ASO
  - GNSO Council, Stakeholder Groups & Constituencies
  - ALAC and RALOs
  - GAC
  - RSSAC
  - SSAC
- Customer Standing Committee chair
- RWP suggestions?





# Proposed List of Questions

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## *Demographic Information*

### **Questions:**

1. Name
2. Affiliation(s) (gender/region/sector)
3. Involvement and role(s) within ccNSO: please describe your engagement with the ccNSO and your understanding of ccNSO's role within ICANN.
4. Are you involved in any other ICANN Supporting Organizations, councils, or committees or processes? If so, which ones?



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# Proposed List of Questions

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*Does ccNSO have a continuing purpose in the ICANN structure?*

## **Questions:**

5. What are your criteria for assessing whether an organization, council or committee has a continuing purpose in the ICANN structure?
6. How would you describe the ccNSO's purpose in relation to each of the criteria you just outlined?
7. Could you share any examples of entities similar to the ccNSO that meet the criteria you outlined?
8. From your perspective, does the ccNSO have a continuing purpose in the ICANN structure? Why or why not? *(Do you have specific suggestions for ccNSO's continuing purpose within the ICANN structure?)*



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# Proposed List of Questions

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*If so, are any changes in structure or operations desirable to improve ccNSO's effectiveness?*

## **Questions:**

9. What are your criteria for assessing effectiveness of an organization, council, or committee?
10. How would you describe the ccNSO's effectiveness in relation to each of the criteria you just outlined?
11. Could you share any examples of entities similar to the ccNSO that meet the effectiveness criteria you outlined?
12. Given those criteria and your own experiences and observations what, if any, changes might you suggest in the ccNSO's structure or operations to improve its effectiveness (*keeping in mind that final recommendations should adhere to the SMART criteria*)? And why? (*What would be the intended effectiveness outcomes of those changes?*)



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# Proposed List of Questions

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*Is ccNSO accountable to its constituencies, stakeholder groups, organizations, and other stakeholders?*

## **Questions:**

13. What are your criteria for assessing whether an organization, council, or committee is accountable to its constituencies and stakeholders?
14. How would you describe the ccNSO's accountability in relation to each of the criteria you just outlined?
15. Could you share any examples of similar entities that meet the accountability criteria you outlined?
16. From your perspective, is the ccNSO accountable to its constituencies and stakeholders? Why or why not? *(Do you have specific suggestions for how it could improve its accountability?)*



We welcome your questions,  
comments, and feedback.

- Timeline
- General methodology
- Document review
- Online survey
- Interviews
  - List of interview groups
  - Draft interview questions



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