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ccNSO Review

Presentation and Discussion of Recommended Considerations

13 May 2019

Briefing Objectives

- Share highlights of recommended considerations with the RWP

- Solicit immediate questions, comments, and feedback on the recommended considerations

- Discuss feasibility and applicability of recommended considerations in the ccNSO context

Overview and Methods

- "Recommended Considerations" to be refined with input from the RWP based on what is feasible and appropriate for the ccNSO to implement

- Majority of ideas and suggestions came from ccNSO community through interviews and the electronic survey

- Included a range of options to address a particular finding when multiple ideas were suggested

- Less prescriptive approach outlining a variety of opportunities for continuous improvement – intending for a more valuable and realistic outcome of this review

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HIGHLIGHTS OF RECOMMENDED CONSIDERATIONS

Highlights: Continuing Purpose

- **[Community of practice & knowledge exchange, #8-12]**

    - There is a need for a single information clearinghouse among SO/ACs and other internet-related bodies so that stakeholders have access to trusted information in a centralized place.

    - The ccNSO needs to coordinate a more systematic way of capturing, retaining, and sharing institutional and experiential knowledge.

    - Capacity building and training for newer, lesser-developed, and/or smaller ccTLDs was also identified as a key role the ccNSO could expand upon.

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Highlights: Structure & Operations

- **[Working groups and committees, #13]** For the selection of Working Group chairs and to create opportunities for next generation leadership, the ccNSO could adopt a procedure for individuals to volunteer for Chair positions and follow an evaluation, ranking, and rationale process.

- **[ccNSO Council]** Processes need to be designed for ccNSO action and these need to be further automated using suitable tools. These automated processes should help with information flow, both between members, but also to help explain the ccNSO's mission and activities to the outside world.

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Highlights: Accountability

- **[Transparency of information, #37]** Overall, respondents suggested more needs to be done on the *communications* side of transparency of information to help orient newer or less engaged members and participants to what information is available and what is happening on a more regular basis.

- **[Accountability of the ccNSO Council, #45]** The naming of documents, the filing systems, and the process to upload documentation to the ccNSO website needs streamlining. Standardizing information through templates, tagging, and automation could help improve the efficiency and transparency of ccNSO information sharing. The Guidelines Review Committee should review the process for naming, filing, and uploading documents to the website to ensure a clear, transparent, and efficient process going forward.

FOR DISCUSSION & CLARIFICATION

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Continuing Purpose

For discussion with the RWP:

- **[Policy Development, #3]** Several respondents outside of the ccNSO suggested the ccNSO could play a stronger role in the ICANN policy-making process, even if it does not provide specific recommendations.

As the Independent Examiner, we did not find evidence this role is lacking.

Continuing Purpose

For discussion with the RWP:

- **[Internet Functionality & Stability, #5]** ccNSO members may be in a unique position to help inform ICANN of the changing legal landscapes within their countries with respect to internet functionality and stability.

This observation seems to fall short of a suggestion for the ccNSO but we have retained it for the RWP to consider and comment on whether and where it should be included in the report.

Structure & Operations

For discussion with the RWP:

- **[Activities and Procedures, #11]** Many respondents recognized that for the ccNSO to remain responsive and effective as its membership grows, it will need to re-examine processes and rules that worked well with a smaller group but that do not scale well.

The Independent Examiner understands that the Guidelines Review Committee is already working on this.

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Structure & Operations

For discussion with the RWP:

- **[Working Groups and Committees, #13]** To better evaluate the merit of potential working group candidates in the event of more applicants than available spaces, the ccNSO Council should ask applicants to submit a short biography. The biographies could be briefly presented, the Councillors could ask questions or have a brief discussion about candidate qualifications before providing a confidential ranking of candidates to the ccNSO Secretariat, Chair, and Vice-Chairs.

Another suggestion was for rankings to be accompanied by 1-2 sentences rationale. However, it is unclear that this would have an impact on the results since all rankings are confidential. If each Councillor shared their thoughts on the merit of each candidate with the full Council, this could inform the subsequent ranking process.

Structure & Operations

For discussion with the RWP:

- **[ccNSO Council, #21]** Several respondents suggested the ccNSO should negotiate with ICANN organization for compensation to volunteer Council members.

There does not seem to be precedence for compensation of other SO/ACs Councillors or committees; it is also unclear how compensation would be financed, and financial contribution is outside the scope of this review. As the Independent Examiner, we do not necessarily support this idea given the lack of precedence but felt compelled to share it with the RWP.

Structure & Operations

For discussion with the RWP:

- **[Orientation and onboarding, #34]** Offer simple, jargon-free orientation webinar training(s) about what is required, what to expect, and how to engage in the ccNSO.

ICANN Learn has a webinar but the Independent Examiner does not have access to the portal. Therefore, it is unclear how much of this information is specific to the ccNSO).

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Accountability

For discussion with the RWP:

- **[Transparency of information, #39]** Similar to the communications recommendations under 'Transparency of Information', some respondents asked for improved communication between the ccNSO Councillors and members and non-members through the use of widespread, accessible technology tools and social media platforms that would better connect members with constituencies outside of the meetings.

The Independent Examiner does not have access to ccNSO mailing lists or archives and cannot independently assess the degree of transparency around communications between Councillors and ccNSO members.

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Discussion Questions

1. Please share any clarifying questions that would help inform your review of the recommended considerations.

2. Do you have any initial feedback on the recommended considerations?
    - Are any of the proposed ideas already underway?
    - Are any of the proposed ideas inappropriate or unfeasible in the ccNSO context? Why?

3. A number of ccNSO members in Kobe expressed interest in seeing a range of recommended options to address findings. What is the RWP's advice for balancing concise recommendations vs. a range of options in some cases?

Timeline | Next Steps

- We welcome additional feedback in writing by 17 May

- We will refine the recommended considerations and send a revised draft to the RWP by 24 May

- We propose scheduling a placeholder call on 30 May or 3 June, in the event the RWP has significant additional feedback or additional questions to discuss

- Launch of 40-day public comment period, overlapping with ICANN65
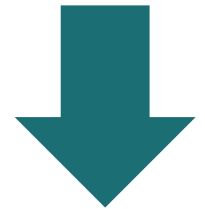
Thank You

Annex

Two-Phased Approach to Organizational Reviews

Phase 1: Assessment

Goal: Reach agreement between the ICANN community and the independent examiner (IE) as to which areas of the ccNSO work well and which may benefit from improvements.
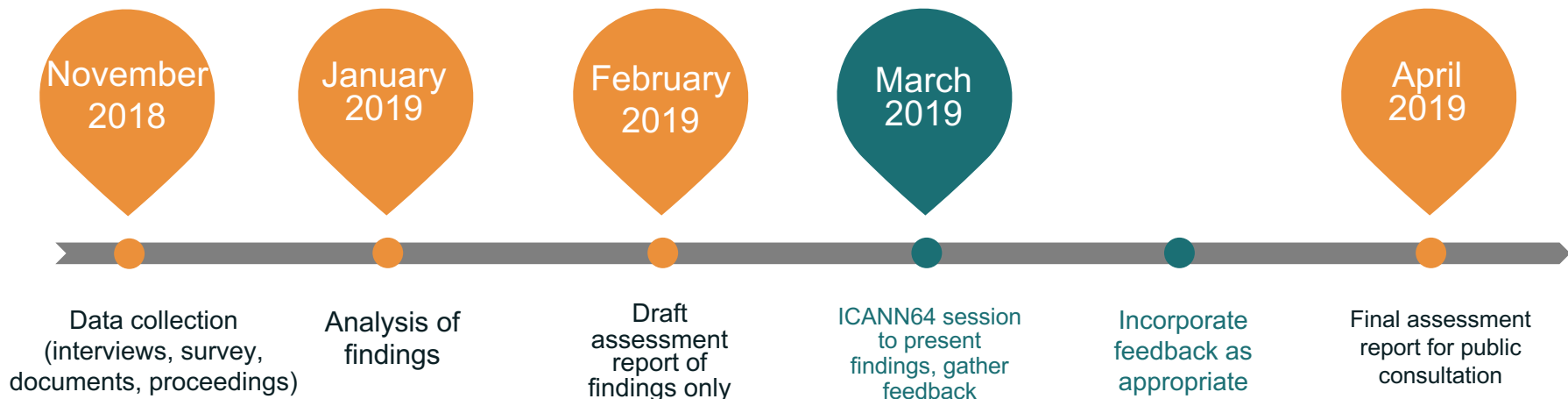
Community and IE discuss

Phase 2: Recommendations

Goal: IE offers useful and practical solutions to the issues observed in the assessment phase.

Public comment is solicited on the draft final report.

ccNSO2 Organization Review: Next Steps

Phase 1: Assessment

November 2018

Data collection (interviews, survey, documents, proceedings)

January 2019

Analysis of findings

February 2019

Draft assessment report of findings only

March 2019

ICANN64 session to present findings, gather feedback

Incorporate feedback as appropriate

April 2019

Final assessment report for public consultation

Phase 2: Recommendations

May 2019

Refine assessment based on feedback as appropriate

Draft recommendations shared with Review Working Party

Incorporate feedback as appropriate

June 2019

Draft final report for public comment

ICANN65 community consultation on Draft Recommendations

Incorporate feedback as appropriate

Jul 2019

Final report published