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Connecting People to Solve Problems

# ccNSO Review

Presentation and Discussion of Draft  
Recommendations

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10 July 2019 | Draft Final Report Webinar

# Briefing Objectives

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- Share draft recommendations and the process for developing them
- Provide examples of the suggestions and rationale for inclusion
- Solicit questions, comments, and feedback on the draft recommendations and suggestions



# Overview and Methods

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- Majority of ideas came from ccNSO community through interviews and the electronic survey.
- We considered and prioritized the range of ideas to sort them into two categories:
  - **Recommendations:** High-priority. Specific, measurable, achievable, relevant, or time-limited (SMART).
  - **Suggestions:** Additional opportunities for continuous improvement related to the findings, as proposed by respondents. Do not necessarily meet the SMART criteria.
- It is worth noting that we did not include ideas that we deemed inappropriate, irrelevant, and/or counterproductive in the ccNSO context.



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# DRAFT RECOMMENDATIONS



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# Continuing Purpose

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**Finding:** To address the findings regarding the ccNSO's ongoing continuing purpose, the ccNSO will need to involve next generation ccTLD managers and ensure that ccNSO work and meetings remain relevant.

- **Recommendation [1]:** The ccNSO should develop communications materials (including talking points) that clearly articulate the value of the ccNSO to potential new and current ccNSO members.



# Structure & Operations: Working Groups and Committees

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**Finding:** There is an opportunity to better evaluate the merit of potential working group candidates in the [rare] event of more applicants than available spaces, thereby fostering more diverse participation and leadership.

- **Recommendation [2]:** the ccNSO Council should amend the “Information received from nominees” section of Annex B of the Guideline: ccNSO Working Groups to request that all applicants submit a short biography. The following Guideline section, “Initial selection of candidates” should be amended to indicate that biographies are anonymized by the ccNSO Secretariat before sharing with Councillors for a confidential ranking of candidates.



# Structure & Operations: Working Groups and Committees

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**Finding:** There is perceived lack of transparency and standardization around the selection process for Working Group members and Chairs.

- **Recommendation [3]:** the ccNSO should update Section 3.5 of the Guideline: ccNSO Working Groups to clearly articulate and standardize the process for nominating and appointing Working Group Chair(s).



# Structure & Operations: Working Groups and Committees

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**Finding:** The ccNSO's participation in the IANA Naming Function Review Team should not be impaired due to fluctuations in the number of ccNSO members and non-members.

- **Recommendation [4]:** the ccNSO should request a change in the Bylaws requirement for the IANA Naming Function Review Team, which requires two ccNSO members and one non-member.
- **NOTE:** This request was made to the ICANN Board on 12 April 2019 and, as the IE, we concur. We recommend that the three seats on the IANA Naming Function Review Team be geographically diverse and membership-neutral.





# Structure & Operations: ccNSO Council

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**Finding:** The number and diversity of people involved in the ccNSO Council could be improved.

- **Recommendation [5]:** the ccNSO should limit the number of consecutive terms a Councillor can serve. In regions with fewer members to draw upon and/or in the case of no willing volunteers seeking election, this requirement could be waived for that term.
- **NOTE:** a more restrictive version of this recommendation was made in the 2010 ccNSO Review that did not take into consideration diverse regional contexts which may prevent a region from cultivating new candidates. The recommendation was not adopted due to lack of feasibility across all regions.



# Structure & Operations: Barriers to Participation

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**Finding:** It is important to engage a diversity of voices through varied, interactive meeting formats to enable participation from people who are not as comfortable standing up with a microphone in front of the membership.

- **Recommendation [6]:** the ccNSO Meetings Programme Committee should develop and adopt meeting formats to allow more varied interaction between participants at ICANN meetings (e.g., small regional group discussions followed by small group topical discussions).

**Finding:** The lack of real-time scribing of ccNSO Members Day meetings presents a barrier to participation for remote participants and non-native English speakers.

- **Recommendation [7]:** ICANN should provide real-time scribing of ccNSO Members Day meetings. As the Independent Examiner, we recognize that addressing this finding is outside of the ccNSO alone to remedy.



# Structure & Operations: Orientation/Onboarding

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**Finding:** More could be done to enhance the orientation and onboarding of new and newer ccNSO members as well as newly-elected leaders.

- **Recommendation [8]:** The written ccNSO course on the ICANN Learn portal should be translated into all ICANN languages.
- **Recommendation [9]:** streamlining the mentorship program to more efficiently connect mentors and mentees. Recognizing the need for mentors may be greater than the availability of them, there may be efficiencies gained through group mentoring and/or dedicating face-to-face time at ICANN meetings for mentors and mentees to connect.
- **Recommendation [10]:** Resources for newcomers (including multi-lingual ICANN Learn ccNSO portal materials) should be assembled into one location that is prominently featured and easily accessible on the ccNSO website.



# Accountability: Accessibility and Transparency of Information

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**Finding:** Many of the findings related to accessibility and transparency of information are rooted in challenges with the current ccNSO website. As the Independent Examiner, we also experienced difficulty in trying to locate documents on the website for fact-checking. Lack of easy access to information also presents a barrier to participation.

- **Recommendation [11]:** We recommend the ccNSO website should be redone as soon as possible. It is one of the more (if not the most) outdated SO/AC websites yet it is a key tool that supports accountability, transparent communication, and efficient operations.



# Accountability: Accountability of the ccNSO Council

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**Finding:** It appears that the inability to locate the appropriate Guideline for the recent ccNSO Vice-Chair election process stemmed from unclear file-naming and lack of consistent file storage and sharing.

- **Recommendation [12]:** The ccNSO Secretariat, in collaboration with the ccNSO Council, should review the process for naming, filing, and uploading documents to the website to ensure a clear, transparent, and efficient process going forward. Standardizing information through templates, tagging, and automation could help improve the efficiency and transparency of information and accessibility.



# Accountability: Accountability of the ccNSO Council

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**Finding:** The ccNSO Council does not always adhere to the ccNSO Council Practices Guideline with respect to publishing confirmed Council agendas seven days in advance of a Council meeting.

- **Recommendation [13]:** The ccNSO Council should adhere to the ccNSO Council Practices Guideline. If the guidelines for Council agendas are too restrictive or impractical to follow, then the Guideline should be updated to reflect practices that are sustainable, keeping in mind members' interest in continued transparency and accountability.



# Accountability: Independent Reviews

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**Finding:** Considering the number of respondent statements that discussed the level of transparency of information being shared on various mailing lists, it would have been helpful to be able to independently verify this information in order to make more informed recommendations.

- **Recommendation [14]:** We recommend that for future ccNSO reviews, the Independent Examiner have access to archived mailing lists for the period in review and/or be able to join as an observer to the mailing lists for the period of the review.
- **NOTE:** the Process Proposal for Streamlining Organizational Reviews is currently out for public comment through 15 July 2019. This is an opportunity for the ccNSO to provide input to inform the organizational review process.



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# DRAFT SUGGESTIONS

*SELECTED HIGHLIGHTS*



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# Continuing Purpose: Community of Practice & Knowledge Exchange

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**[F]** The ccNSO could coordinate a more systematic way of capturing, retaining, and sharing institutional and experiential knowledge. This could include, for example:

- Documenting interviews with past leaders and founding members.
- Fostering more dialogue between ccNSO and other SO/ACs and constituency groups within ICANN—many of whom expressed interest in learning from ccNSO members' experience.



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# Structure & Operations: Working Groups and Committees

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**[J]** While there is no way to control Councillors' vote on working group nominations, we encourage the ccNSO Council and members to consider placing more attention on cultivating new, next generation leaders in the nomination and appointment processes for working group members and Chairs.



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# Accountability: Accessibility and Transparency of Information

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[Z] Considering the ccNSO website is scheduled for a re-design along with other SO/ACs, when the time comes, the ccNSO may want to consider convening a Working Group to develop priorities for the new website. Suggestions included for the new website included:

- designing for offline and low-bandwidth access
- considering accessibility from different devices and browsers.

Since web design decisions usually entail trade-offs and budget implications, it may be helpful to initiate discussion on top priorities for the new site once a redesign schedule is made clear.



# Discussion Questions

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1. Any questions that would help inform your review of the draft final report?
2. Any comments on the report's findings, recommendations or suggestions?



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# Thank You

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