

Legend for instructional designer:

Orange: Section titles

Green: Lesson titles

Blue: Alt text

Yellow highlighting: Changes to be made

Course Title: Onboarding: Country Code Names Supporting Organization (ccNSO)

Course Objectives:

This Onboarding course for the Country Code Names Supporting Organization (ccNSO) provides a more in-depth discussion on what the ccNSO is, its structure, and policy work. It will cover the role of the ccNSO, define what a Country Code Top Level Domain (ccTLD) is, and how the ccNSO structure supports them within ICANN. The course will also address the role that community volunteers play within the ccNSO and how one can become involved.

Learning Outcomes:

Learners will be able to do the following as a result of taking this ICANN Learn course:

- Understand what the ccNSO is and what it does
- Describe what a Country Code Top Level Domain (ccTLD) is (and is not)
- Explain the role of the ccNSO Council and who serves on **the** Council
- Identify sources of information to stay updated on ccNSO news and activities
- Understand where and how to get involved with the ccNSO

Section 1: About the ccNSO

The Country Code Names Supporting Organization (ccNSO) is one of three (3) Supporting Organizations (SOs) in the ICANN multistakeholder community responsible for developing policy recommendations.

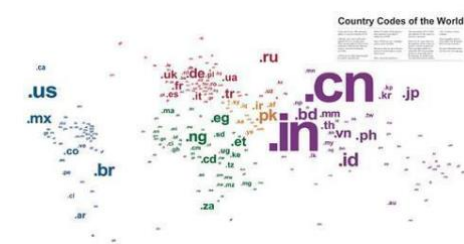
Specifically, the ccNSO is the Supporting Organization responsible for recommending global policies relating to certain functions relevant to country code top-level domains (ccTLDs). In addition, the ccNSO provides a platform for the **of** exchange **of** information, discussion of global issues relevant to ccTLD management, and development of ccTLD community best practices.

Next, we will learn more about what a ccTLD is and the role of the ccNSO within **the** ICANN.

Lesson 1: What is a ccTLD?

What is a ccTLD?

Country
Code
Top
Level
Domain



alt text: map of the world, with country-code top level domains for the relevant countries

ccTLDs

The two letters in the top level domains, such as .uk (United Kingdom), .gt (Guatemala) and .jp (Japan), are the country codes. These codes are assigned to the name of a country, territory, or other special areas of geographical interest included in part 1 of the ISO 3166 Standard (ISO 3166-1). The ISO-3166-1 is maintained by a Maintenance Agency and published on-line (<https://www.iso.org/obp/ui/#search>). Country Codes are widely used in a wide use, for example international postal services, transportation and, of course, the DNS.

Since 2009, Top Level Domains that include the name of countries-a country, territories or specific areas of geographical interest that is are included in ISO 3166-1 and in an official non-Latin languages of the country, have been delegated as Internationalized Domain Name (IDN) ccTLDs.

The registration rules, and policies for registering domain names, governance models vary significantly across ccTLDs and are defined locally (in country) and NOT through ICANN processes.

ccTLD Registry

The ccTLD Registry is the authoritative master database of all domain names registered in a particular country code top level domain. The ccTLD manager keeps the master database and also generates the "zone file" which allows computers to route Internet traffic to and from top-level domains anywhere in the world.

ccTLD Manager

A ccTLD manager is the organization or entity responsible for managing a ccTLD.

Lesson 2: What is the ccNSO?

The ccNSO stands for:

- Country
- Code
- Names
- Supporting
- Organization

The ccNSO is a body within the ICANN structure created for and by the ccTLDs managers and defined in Article 10 of the ICANN Bylaws



The major function of the ccNSO is to provide a platform to nurture consensus, technical cooperation and skill building among ccTLDs and facilitate the development of voluntary best practices for ccTLD managers. It is also responsible for developing and recommending

global policies to the ICANN Board. The scope to develop policies is very limited; mainly on policies around the delegation, transfer, revocation and retirement of ccTLDs, such as the introduction of Internationalized Domain Name ccTLDs (IDN ccTLDs). Excluded are policies relating to the registration of second level domain names or WHOIS.

ccNSO Responsibilities and Activities

The ccNSO was created as a policy development body and is formally responsible for the following:

- Developing and recommending to the Board global policies relating to ccTLDs
- Coordinating activities with other ICANN Supporting Organizations, committees, and constituencies
- Nominating individuals to fill Seats 11 and 12 on the ICANN Board of Directors
- Serving as one of the Decisional Participants of the Empowered Community (since 1 October 2016)



The ccNSO may also engage in other activities authorized by its members, such as: seeking to develop voluntary best practices for ccTLD managers, assisting in skill building within the global community of ccTLD managers, and enhancing operational and technical cooperation among ccTLD managers.

More Information

- ccNSO Guidelines: ccnso.icann.org/about/guidelines.htm
- Article 10 of the ICANN Bylaws: icann.org/resources/pages/governance/bylaws-en/#article10
- Empowered Community: icann.org/resources/pages/governance/bylaws-en/#article6
- IANA root zone database: iana.org/domains/root/db
- Frequently asked questions: <http://ccnso.icann.org/about/faqs.htm>
- ccNSO website: <http://ccnso.icann.org/>

ASSESSMENT

1. What does the acronym ccTLD stand for?
 - California Code of Telecom Labor Documents
 - Country Coalition of Total Level Domains
 - Country Code Top Level Domains [correct]
 - Council for Country Top Level Domains
2. The rules and policies for registering domain names within the ccTLDs vary.
 - True [correct]
 - False

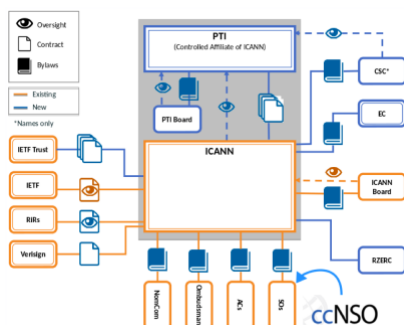
Section 2: ccNSO Structure

Lesson 1: The ccNSO within the ICANN Ecosystem

The ccNSO was formed in June 2003. The formation was part of ICANN's 2002 Evolution and Reform Process and the result of intense negotiations. Before the ccNSO was created as a structure within ICANN, ccTLDs were considered part of the former Domain Name Supporting Organization (DNSO).

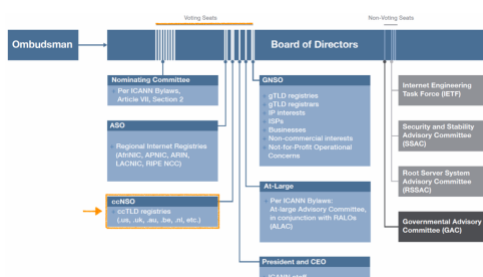
Under pressure of the ccTLD community and as part of the Evolution and Reform Process, the DNSO was restructured and split into the Generic Names Supporting Organization (GNSO) and the Country Code Name Supporting Organization (ccNSO). In November 2005, following the first ccNSO Policy Development Process, the ICANN Bylaws on the ccNSO were adjusted to accommodate concerns of some ccTLDs.

See where the ccNSO is in the ICANN structure, post October 2016 Bylaws:



alt text: graphic of the ICANN structure, with ICANN in the center, surrounded by other ICANN entities such as the ICANN board, PTI, IETF, RIRs, NomCom, and the SOs and ACs. The ccNSO is connected by an arrow to the “SOs” label.

The ccNSO has two voting seats on the ICANN Board of Directors:



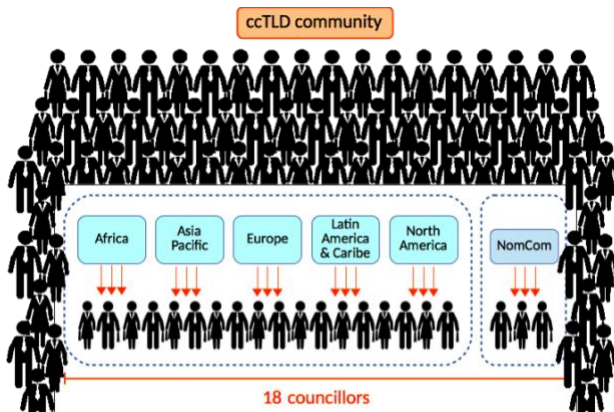
alt text: graphic of the ICANN Board of Directors Structure. The Board has both voting and non-voting seats, and the ccNSO is a voting seat, along with the ASO, GNSO, At-Large, and the President and CEO.

The ccNSO coordinates with other ICANN Supporting Organizations, Advisory Committees, and other constituencies under ICANN, including, but not limited to the following groups:

- At-Large Advisory Committee (ALAC) - atlarge.icann.org/alac
- Generic Names Supporting Organization (GNSO) - gns0.icann.org/en
- Governmental Advisory Committee (GAC) - gac.icann.org

Coordinating activities include, but are not limited to, appointing members to the Customer Standing Committee, acting as a Decisional Participant of the Empowered Community, and setting up joint working groups.





alt-text: graphic of several people, which represent the ccTLD community. At the bottom of the image are 18 individuals, representing the 18 councillors, with 3 from each of these regions: Africa, Asia Pacific, Europe, Latin America and the Caribbean, and North America; and 3 from NomCom.

Lesson 2: ccNSO Members

Membership of the ccNSO is open to ccTLD managers responsible for managing an ISO 3166 country-code top-level domain. Once the overall policy on IDN ccTLDs is adopted by the ccNSO, ccNSO membership will be open to IDN ccTLDs as well. By definition, ccTLDs are present in all of ICANN's **five (5)** geographic regions (Africa, Asia-Pacific, Europe, Latin America & Caribbean, and North America). For a list of the current ccTLD managers that are members of the ccNSO, please [click here](#).

To become a ccNSO member, ccTLD managers need to submit an application form via the ccNSO website, for consideration by the ccNSO Council. Membership is free of charge!

A ccTLD manager does not have to be a ccNSO member to participate in the ccNSO's work. Nonetheless, ccNSO membership offers the following advantages:

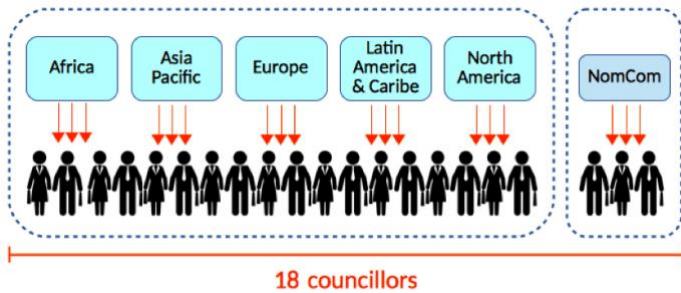
- Selecting ccNSO councilors within each of the five geographic regions
- Selecting members of the ICANN Board (seats 11 and 12)
- Voting on the global policies within the scope of the ccNSO and recommending them to the Board

More Information

- List of the current ccNSO members: ccnso.icann.org/about/members.htm
- Application form for becoming a ccNSO member: ccnso.icann.org/applications/form.htm
- The benefits of ccNSO membership: ccnso.icann.org/about/faqs.htm#benefits

Lesson 3: ccNSO Council

The ccNSO Council administers and coordinates the affairs of the ccNSO; it also manages the development of policy recommendations.



alt text: graphic of 18 individuals, representing the 18 councilors, with 3 from each of these regions: Africa, Asia Pacific, Europe, Latin America and the Caribbean, and North America; and 3 from NomCom.

It is comprised of 18 councilors, 15 of whom are appointed by ccNSO members and 3 of whom are selected by the ICANN Nominating Committee. Three councilors per region are elected for each of ICANN's five geographic regions (Africa, Asia-Pacific, Europe, Latin America and Caribbean, and North America). All councilors are appointed for a three-year term and can be re-appointed.

The Council elects annually its chair and two vice chairs. The chair of the Council is also chair of the ccNSO.

The councilors are actively involved in setting the course of the ccNSO by leading and participating in various ccNSO working groups, engaging the community in topical issues and developing positions based on community feedback.

More Information

- About the ccNSO Council: ccnso.icann.org/about/council/role.htm
- Current ccNSO councilors: ccnso.icann.org/about/council.htm
- ICANN's Nominating Committee: nomcom.icann.org
- ICANN's five geographic regions: www.icann.org/resources/pages/governance/bylaws-en/#VI-5
- ccNSO Council Election Guideline: <https://ccnso.icann.org/sites/default/files/field-attached/guideline-ccnso-council-election-procedure-31aug17-en.pdf>

Lesson 4: ccNSO Secretariat

The ccNSO Secretariat provides support necessary for the ccNSO to carry out its responsibilities.



The current members of the Secretariat are (from left to the right at the picture):

- Bart Boswinkel - provides overall staff support
- Kimberly Carlson - oversees administrative activities and operations
- ~~Maria Otañes - provides CSC support and operations~~
- Joke Braeken - provides outreach and engagement

Should you need any assistance or information from the Secretariat, e-mail them at: ccnsossecretariat@icann.org.

Lesson 5: Decision Making in the ccNSO

Decision Making by the Council

The ccNSO Council conducts its work via meetings, conference calls, or other means it considers appropriate. The ccNSO Council can only make decisions when a quorum of at least ten councilors and at least one councilor per region is present. Without quorum, no final decisions can be made or resolutions adopted.

For a resolution to be adopted, it must be approved by a majority vote of the councilors present, unless another threshold is required either by the ICANN Bylaws, a ccNSO Guideline, or by the ccNSO Council itself prior to the decision. The ccNSO Council can take a decision at a meeting, by teleconference or by email (between scheduled meetings).

Decision Making by the Members

Members of the ccNSO ultimately determine the role and responsibilities of the ccNSO. In case of a formal policy development process, the members of the ccNSO have the final vote. In addition, the ccNSO (members and Council) agreed that 10 percent or more of the members of the ccNSO may call for a ratification of a ccNSO Council decision, which will then be followed by a members' vote.

Temperature of the Room



Again on a voluntary basis, during sessions at ICANN public meetings, the ccTLDs present (in person and through remote participation) are sometimes asked to express their sentiment to understand the “temperature of the room,” which means, is there rough consensus on the issues being discussed and the next steps being proposed. Consensus, in the context of the ccNSO, is considered agreement by a vast majority of ccTLDs attending and no strong objection. The “temperature of the room” should not be interpreted as, nor does it replace, a formal vote or other formal expression of preference.

More Information:

- ccNSO Council resolutions and decisions: ccnso.icann.org/about/council/decisions-resolutions/2017
- Guideline - ccNSO Council Practices: ccnso.icann.org/about/guidelines-council-practices-09feb17-en.pdf
- Members vote: ICANN Bylaws, Annex B section 13. icann.org/resources/pages/governance/bylaws-en/#AnnexB-13
- Rules of the ccNSO: ccnso.icann.org/about/ccnso-rules-dec04-en.pdf
- Guideline - ccNSO Meetings: ccnso.icann.org/about/guidelines-council-meetings-30mar16-en.pdf

Lesson 6: How does the ccNSO organize its work?

Working Groups

ccNSO working groups are where the main work is done. All ccNSO working groups are constituted by the ccNSO Council by adopting their charters, launching the call for volunteers and appointing the members. The charter of a working group defines the work items, internal decision making and procedures, participation, and duration. Following the adoption of the charter, a call for volunteers is sent out to seek interested people who want to participate in the working group. Participation is open to people associated with ccTLD managers - members and non-members of the ccNSO, i.e., to the entire ccTLD community.

Currently, the ccNSO has seven active WGs that are working on a variety of topics ranging from policy development to internal procedures.

ccNSO Meeting Days

As part of every ICANN public meeting, ccTLD managers from around the world attend the ccNSO meeting days. During two consecutive days, ccTLD managers and others attend and participate in the ccNSO sessions listening to presentations, exchanging information, sharing ideas, and discussing hot topics. The sessions are open and organized by the ccNSO Meeting Program Committee.

Tech Day

As part of every ICANN **Public Meeting**, ccTLD managers and others with an interest in technical/operational topics come together to attend Tech Day. Tech Day is organized by the ccNSO Tech Working Group which includes ccTLD managers and others.

MORE INFO:

- Link to the current list of ccNSO working groups: ccnso.icann.org/workinggroups
- Guideline: ccNSO Working Groups: ccnso.icann.org/about/guidelines-working-groups-30mar16-en.pdf
- Check each meeting agenda of ccNSO meeting days: ccnso.icann.org/meetings
- ccNSO Meeting Program Committee: ccnso.icann.org/workinggroups/mpwg.htm
- Tech WG: ccnso.icann.org/workinggroups/techwg.htm

ASSESSMENT

1. Before the ccNSO was created as structure within ICANN, ccTLDs were considered part of which supporting organization?
 - Generic Names Supporting Organization (GNSO)
 - Domain Names Supporting Organization (DNSO) [correct]
 - Address Supporting Organization (ASO)
 - Protocol Supporting Organization (PSO)
2. How many voting seats does the ccNSO have on the ICANN Board of Directors?
 - One
 - Two [correct]
 - Three
 - Four
3. A ccTLD Manager has to be a ccNSO member to participate in the ccNSO's work.
 - True
 - False [correct]
4. Which of the following is not one of the five geographic regions from which 15 ccNSO Council members are appointed councilors?
 - Asia Pacific
 - Latin America and the Caribbean
 - Antarctica [correct]
 - Africa
 - North America

- Europe
5. How many councilors are required for quorate at a ccNSO meeting, provided at least one Councilor from each region is present?
- Five
 - Ten [correct]
 - Nine
 - Eleven
 - Seven
6. The main work of the ccNSO is done where?
- Via Skype
 - Via Hong Kong
 - In Working Groups [correct]
 - At ICANN Board meetings
 - In Key Signing Key ceremonies

Section 3: Participate in the ccNSO

Who Can Participate?

ccNSO discussions and work are open to anyone in the broader ccTLD community and not limited to only ccNSO members. Anyone who is willing to work towards a better Internet ecosystem, specifically for the ccTLDs, is invited to join.

How to Participate?

If you are interested and associated with a ccTLD, we invite you to participate in the ccNSO and its work:

- Join and actively participate in working groups.
- Attend the ccNSO Members' Meeting days held during ICANN **Public Meetings**
- Give presentations at ccNSO sessions held at ICANN **Public Meetings**

Participation in ccNSO Working Groups

Membership in ccNSO working groups is open to all associated with a ccTLD manager, whether members or non-members of the ccNSO. Depending on the scope and charter of a ccNSO working group, participants from other Supporting Organizations and Advisory Committees are welcome to join as well. Working groups meet through teleconference and potentially during ICANN **Public Meetings**. Most of the work, however, is done online.

Attend ccNSO Sessions at ICANN Public Meetings

1. ccNSO working group meetings are open to observers.
2. Tech Day is a workshop open to all community members with an interest in technical or operational topics, including security.
3. During ccNSO Members Meetings, the ccTLD community and other interested parties discuss a number of topics relevant to country codes TLD managers. The ccNSO Members Meetings are open to anyone with an interest in ccTLD-related topics.

Follow the Work of the ccNSO Online

Below are the ccNSO's general mailing lists:

- ccTLDcommunity@cctld-managers.org

Open to: ccTLD managers (administrative and technical contacts of ccTLDs, staff and board members of the registries, as approved by the ccTLD manager or administrative contact), observers from regional ccTLD registry organizations (identified by their

manager or board ccNSO secretariat staff who will administer the list) and the ccNSO secretariat.

- ccTLDWorld@icann.org

Open to admin contacts of ccTLD managers (this list was specifically created for sharing information related to the IANA transition).

- ccnso-members@icann.org

Only for ccNSO members.

If your work profile meets the requirements for subscription, you are most welcome to join the ccNSO mailing lists. Alternatively, you can find us through the following channels:

1. Facebook: <https://www.facebook.com/ccnso>
2. Twitter: <https://twitter.com/ccNSO>
3. ccNSO website at: <http://ccnso.icann.org/>



MORE INFO: ccnso.icann.org/about/charter-cctld-community-list.pdf

Contact us

- Send an email to: ccnso_secretariat@icann.org
- Find us on Facebook: facebook.com/ccnso
- Find us on Twitter: twitter.com/ccNSO

Other important resources:

- Frequently asked questions: ccnso.icann.org/about/faqs.htm
- ccNSO Community Wiki: community.icann.org/category/ccnso
- ccNSO website: ccnso.icann.org