

Action Plan

ccNSO Internet Governance Liaison Committee (IGLC)

17 June 2021

1. About this document

Following a call for volunteers at the start of 2021, new members joined the ccNSO Internet Governance Liaison Committee (IGLC). To meet the expectation of its members, Council and the broader ccTLD community, the IGLC decided to evaluate its effectiveness and efficiency. The evaluation kicked off at the end of April and was conducted in various steps, including a forward-looking SOAR analysis, and an impact-effort analysis in mid-June 2021.

This document summarises the various steps in the analysis and proposed a way forward in terms of an Action Plan.

2. Background

a. Purpose of the IGLC

The IGLC has been established to coordinate, facilitate, and increase the participation of ccTLD managers in discussions and processes pertaining to Internet Governance. Read more [here](#).

b. Relation between the IGLC's purpose and the ccNSO's value

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.

3. IGLC Action Plan

a. Analysis: Methodology

The IGLC used a phased approach:

1. Step 1
SOAR-analysis (Strengths, Opportunities, Aspirations and Results) where the group assesses its current position, before deciding on new measures. *See Annex A.*
2. Step 2
As a follow-up, the group further reflected on its aspirations, and how to map these against the results and how they translate into concrete actions. *See Annex B.*
3. Step 3
Finally, the IGLC evaluated the proposed actions by looking at the required (level of) effort and the expected impact and consider whether the level will be low, medium, or high (both for the effort and the impact. *See Annex C.*

To assess the level of impact, the IGLC used 2 criteria, based on its Charter:

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

Additional information regarding step 3:

Given the limited resources - limited time of members to spend on IGLC related matters, no budget, and limited staff time - 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, aligns team priorities, and identify the best solutions to a problem.

The result of the evaluation was combined in a matrix:

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 on the business or project.

Overall, the activities fall into one of four categories:

Quick wins – Give the best return based on the effort.

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.

Time wasters – Time-consuming activities with low impact that should be avoided.

4. IGLC Action Plan

After the brainstorming and planning sessions, the IGLC agreed on the following five actions.

1. The IGLC creates a heat map with hot IG-topics on a regional basis
2. The IGLC sets up an IGLC sub-group which plans IGLC Sessions
3. A small team within the IGLC to provide ccTLD-relevant content related to IG, for a written (quarterly) update to be included in the ccNSO monthly newsletter
4. The IGLC provides more information to ccTLD community regarding IG-related events and topics relevant to ccTLDs. Potential channels are webinars, newsletter articles.

A final action was defined as not being urgent, to be implemented when time and resources are available:

5. The IGLC identifies which IG-related groups within the ICANN ecosystem are relevant and why. Once this has been done, the IGLC appoints representatives to those groups.

The first two – creating a heat map and setting up a sub-group to plan IGLC – will be implemented immediately, or as soon as possible. They are considered of high impact with relatively low effort.

The next two actions – *create a small team to provide ccTLD-relevant content related to IG, for a written (quarterly) and provides more information to ccTLD community regarding IG-related events and topics relevant to ccTLDs* - require additional planning, before being fully implemented. However, the planning should start as soon as possible.

The final action – *identify IG-related groups within the ICANN ecosystem are relevant and why* - was not considered to be urgent. It should be planned/implemented when time and resources are available.

ANNEX A (Step 1)

SOAR analysis

Jamboard:

https://jamboard.google.com/d/1G_QiZQdi3RAOBrWk28FbQPuG7MlpTnPt4ENZaHOdFXk/e/dit?usp=sharing

Workspace: <https://community.icann.org/x/GQSICQ>



ANNEX B (Step 2)

Details regarding the aspirations, how they map against the results, and what exactly needs to be done to come to this result

Follow-up IGLC SOAR			
	Aspirations	Results	How? What needs to be done, to achieve the result?
1	Influence participation from communities at regional and local level	a stimulate and capture the interest of ccTLD managers and community towards IG topics	A small team within the IGLC to provide ccTLD-relevant content related to IG, for a written (quarterly) update to be included in the ccNSO monthly newsletter.
2	Be a reference for other ICANN groups on IG	a liaise with other groups working on IG	Identify which IG-related groups are relevant and why. Have visibility of other groups, and among them. Appoint representatives to those groups
		b solicitations by others to share IGLC work (e.g. other SO/ACs, relevant ICANN staff, etc)	
		c formally contribute to the IGF as a platform for all ccTLD issues	/
3	Form a small sub-group in charge of organising IGLC session at public icann meetings	a increased participation on IG issues from ccTLD managers	IGLC sub-group to plan IGLC sessions. This sub-group meets independently, but reports back to the main IGLC.
		b satisfaction survey after IGLC sessions	
4	Propose balanced views on IG	a provide a multistakeholder output on topics	linked to the how under aspiration 3
5	Get more complete IG-related info NEW: Provide more information to ccTLD community regarding IG-related events and topics relevant to ccTLD managers	a publish outcomes and remaining questions regarding the main topics	webinar, newsletter.
		b measures of progress specific to IGLC topics	
6	Represent all the geographies	a IG Road Map for members NEW: heat map of topics for the regions	- regional approach (heat map of the topics) - involve territories more: provide a voice for them
7	Place to convene people to discuss, without a direct agenda or the desire to create a position.	a	sub-set of number 5
8	Have requests from ccNSO Members or Council to work on certain topics (recognition of the IGLC's value)	a list with experts to present during IGLC meetings, and contribute by writing	

Further details regarding the proposed actions, an impact-effort analysis, as well as information on who and when should complete the task

	Action	more details to the action column	Effort (H/M/L)	Impact (H/M/L)	When	Who
1	A small team within the IGLC to provide ccTLD-relevant content related to IG, for a written (quarterly) update to be included in the ccNSO monthly newsletter.	<ul style="list-style-type: none"> - group composition: at least 5 people, from different regions - Author? rotate among the members of the small group - Accountability? 	H	M	quarterly	at least 5 IGLC members, from different regions
2	Identify which IG-related groups are relevant and why. Have visibility of other groups, and among them. Appoint representatives to those groups	<ul style="list-style-type: none"> - limited to the IG related groups within ICANN. (staff at ICANN, CWG, other constituencies) - why are those groups relevant? to be addressed at a later stage. - need to appoint representatives, and determine who is best suited, following a call for volunteers - what is the end goal? What to achieve? - Accountability? - How to inform the full group on what is happening? (internal methods of communication) 	L/M	M	low priority.	
3	IGLC sub-group to plan IGLC sessions. This sub-group meets independently, but reports back to the main IGLC.	<ul style="list-style-type: none"> - who will determine the topics? - frequency: at least once a year 	H	H	at least once a year, start post ICANN71	IGLC sub-group
4	Provide more information to ccTLD community regarding IG-related events and topics relevant to ccTLD : webinar, newsletter.		M/H	M/H	start with number 6 and 3. start planning number 1 and then go to number 4	IGLC sub-group
5	regional approach (heat map of the topics)	<p>Group exercise per Quaterly/Semester (see jamboard frame 5). What are the main IG topics addressed in a particular region? Which topic is interesting for whom?</p> <p>Visualisation of the work by IGLC.</p>	L	H	quarterly. start post ICANN71	full group

ANNEX C (Step 3)

