**Identified strengths and weaknesses**

| | Weaknesses | W or S | Strengths |
|---|---|---|---|
| **Group 1** | - For different reasons ccNSO is not seen as relevant /strong constituency<br>- Fragmentation of input, not very focused. Other constituencies/ promote own value more, which brings focus<br>- Not adult, not clear about the future and own interest. GNSO as comparison/clear objectives<br>- Lack of unity among community | | - Multi-cultural knowledge/ and history |
| **Group 2** | - Lack of willingness to contribute to ICANN<br>- Limited pool of volunteers<br>- No transcription/RTT | Limited policy role | - Global legitimacy to ICANN- ccTLD<br>- Adds Diversity to ICANN<br>- Authoritative and credible<br>- Platform for strengthening ccTLDs<br>- WGs (MPC, SOPC,GRC , TLD-Ops<br>- Tech Day |
| **Group 3** | - No legacy immediately available to newcomers or those not frequenting ccNSO meetings due to the complexity of the policy environment<br>- Website is outdated. Not up to speed, you cannot search it effectively. Complete outsider, or newcomers have serious issues in navigating it<br>- How do we use social media to better and more frequently communicate with each other?<br>- Mailing lists: we get too much information. There needs to be better ways to distribute info<br>- Quite a few ccTLDs cannot catch up with all developments<br>- Video not used very often<br>- Documentation is not accessible | Human connections, registry connections spur the most engagement. How do we continue to do that | - Network. We should capitalise on it<br>- culture of cooperation and collaboration<br>- Group is doing its work on time, and well<br>- ccNSO allows you to discuss many topics<br>- Strong policy base and the ability to promote it at the global level |
| **Slide deck** | - Limited use of potential of on-line tools<br>- Format of meetings. We have done it so long in the same way, changing that way is exceptionally resource demanding<br>- Leadership of groups<br>- Participation levels | | - Culture of cooperation & collaboration<br>- Solidarity (ccTLD for ccTLDs)<br>- Flexibility and Operational focus on organising activities |

**Identified actions to address weaknesses /leverage strengths**
- Promote value of ccNSO / ccTLD more: value of ccTLDs
- Capacity Building
- ICANN learn platform/ look at the material which may help
- If you do not know/ quarterly training
- Fewer in person meetings in the future most likely, and more online and remote communication. This creates a huge potential,  If used in a smart way. Those who are still silent can learn something from us. Proactive outreach. Utilising activist capacity, to build some connections.

**Opportunities and Threats identified**

| | Opportunity | O or T | Threat |
|---|---|---|---|
| **Group 1** | - Trends Crime threat<br>- Stress on Internet capacity/ increase on-line<br>- Opportunity to grow, to show that ccNSO is united<br>- Stick to objective-> pursue objective.<br>- Opportunity to show how well ccTLDs are working under Covid 19 pandemic<br>- Focus on own job, do not focus on others/ show we are doing it well | Questioning value of ccNSO/ Do we need it? | - Threat is ccTLD act on its own at international level |
| **Group 2** | - Easier engagement of people joining / participating virtually<br>- Use virtual tools to engage with other Stakeholders<br>- A lot of goodwill from ccTLD's - use to get more participants<br>- Work closely with regional organizations<br>- Capacity Building through Tech Day | Long and slow processes | - GNSO taking control over ICANN |
| **Group 3** | - Internet security and how to secure the services becomes even more important. Data needs to be protected. Opportunity for ccTLD to enhance the security. | - New normality is a threat and at same time an opportunity. Promote registrations, or cause hick-ups for the industry<br>- Impact of Cod-19 on Industry (growth and decline both observed, differs per region | Threats are mostly existential. If icann disappears, we will follow icann. |
| **Slide deck** | - Limited use of potential of on-line tools<br>- Format of meetings. We have done it so long in the same way, changing that way is exceptionally resource demanding<br>- Leadership of groups<br>- Participation levels | - Impact pandemic will not go away -><br>  o impact on behaviors,<br>  o changing role of | - Culture of cooperation & collaboration<br>- Solidarity (ccTLD for ccTLDs)<br>- Flexibility and Operational focus on organising activities |

| | | governments (some of the measures taken now will not go away). | |
|---|---|---|---|

**Actions**

- We need to use all opportunities, use for instance other media tools. Be active, improve communication. Be more focused. Explain what is important to us.
- Threat (or weakness as its internal) is the amount of time we spend to navel-gaze. Try to understand our value etc. We should spend more time on the actual work we could be doing. Careful not to spend too much time on these topics.  Spend more time on content sharing and networking. balance is off.
- Audit on the smaller guys, the non-active ccNSO members. To better understand their realities and to improve our own marketing and communication skills in dealing with them. Only source of expertise for the nation.
- Where do the ROs and the ccNSO hand off those responsabilites? (Global versus regional) Operational issues. Few policy issues the ccNSO works on.
- New ways of cooperation between ccNSO and RO, to promote some good practices. RO could be that vehicle, to help ccNSO to be more successful in individual regions, where the ccNSO is not very present.
- Through proactive cooperation to and with ccNSO, we can add value to it. ccNSO and RO are in the same boat.