Future role of Triage committee

What problem needs to be addressed?
One of the basic problems the ccNSO (Council) is facing is balancing workload (portfolio of activities) against the available resourcing (effort).
Finding a sustainable balance is critical to the ccNSO for various reasons:
- Added value of ccNSO for ccTLD community. If the balancing succeeds, it shows that works gets done in the ccNSO and it is able to deliver on its promises)
- Credibility and reputation of the ccTLD community in the ICANN environment. If the ccNSO is able to deliver the ccNSo will be viewed as a reliable partner, living up to its promises.
- Predictability and stability of the ccNSO.

Workload or activities of the ccNSO
The total ccNSO workload over a specified period (1 month, 3 moths, 6 months, 1 year, 2 years, 5 years to list the most common periods used) comprises of all activities expected to be undertaken during that period. Depending on the timeframe, this may include the work already undertaken, anticipated, and unforeseen. Example of a major unforeseen work item in 2013 from a 2 year planning period was the IANA Stewardship Transition.

The activities the ccNSO is expected to undertake (already started or anticipated) are included, documented and scheduled in the ccNSO activities portfolio. The activity is the list of activities documented and includes work programs (Work program = set of related projects and/or activities) projects (project= activity with clear start and end-date and defined result), and activities (Activity= all other work items)

The workload varies over time (is dynamic):
- There is a basic list of activities that - no matter what - the ccNSO has to complete in timely. Example Board nominations, Council elections
- Activities are added (at request of ICANN, ccTLD community or by decision of the ccNSO Council)
- Activities are deferred (explicit or implicit)
- Activities are completed
- Activities become obsolete, again explicit or implicit (nobody does anything anymore). Example of the first, actions which are overtaken by time. Example of the second: the GAC-ccNSO working group, which was dormant for years.

Adding individual work items
To date the ccNSO (Council) through the Triage Committee, has been able to propose e an action in response to individual external requests..

The Triage committee nor Council has looked at individual work items proposed by Council i.e analyzed the impact or efforts required and hence feasibility.

To date the ccNSO (Council) has used the work-plan to create a base line of activities and as reminder when actions may be due. The ccNSO has not actively managed activities on completion, not at individual level nor at program or portfolio level.

Resourcing of the ccNSO
The main resources available to the ccNSO are:
- Volunteers i.e. representatives from ccTLD to participate in completion of work item. Participation is critical to legitimise the end result, credibility of the ccNSO
- ICANN Staff (secretariat, including contractors, others)
- Tools (for collaboration, documentation etc)

The level of resources needed per activity depends on the actions required to complete the activity, which range from a multi-year PDP to sending an email.

Resources are limited.
Although the ccNSO is expected to deliver on its work items, the resources / capacity to undertake the work are NOT under the control of the ccNSO. Resourcing, in particular the availability of "volunteers" varies, both per activity and over time. Critical factors are - among others - relevancy of the topic for the volunteers and/or their employer the ccTLD Manager and time that is available (rule of thumb: 4 hours per week)

Expanding the role of the Triage Committee with respect to resourcing
To date the Triage committee has looked at potential capacity needs of an individual capacity to decide whether or not to propose an action. However, capacity needed is not viewed in context of overall portfolio level of activities and resources.

Proposed solution and way forward
The Triage committee should oversee the execution of the activities included in the ccNSO activity portfolio and propose to Council whether to add ore remove (individual) activities to the portfolio using a coherent and agreed upon decision-method.

The Triage Committee should base their principal work on regular review of the activity portfolio and continue their advice to Council.

In addition, the Council should include in their decision- making process to start an activity or create working groups, statements, etc. an assessment of the impact on the ccNSO and ccTLD community and the effort it will take to get to the result. This assessment could be provided by or under auspices of the Triage Committee

Note that finding and soliciting new volunteers to participate and explaining the value of the ccNSO in general and activities (at portfolio, program or individual level) to the broader community is the role of the OISC.