

CCOICI

Review of Working Group Self-Assessment

Based on the responses received to the survey and the discussions that the CCOICI had during its meeting on 20 October 2021, the staff support team has distilled the following proposed preliminary responses to some of the key questions that need to be answered:

Initial thoughts on improvements and enhancements that can be introduced:

1. As a reminder, the use of periodic surveys would be intended to provide the Council, as the manager of the PDP, with an early warning mechanism that would allow for course corrections, if deemed necessary. As such, input provided needs to be timely, but at the same time, it shouldn't provide an additional burden on WG members.
2. Important to ensure that the survey tool is fit for purpose (*Staff note, CCOICI members will be invited to participate in a test WG Self-Assessment Survey to experience the tool and approach firsthand*)
3. If periodic surveys are introduced, it is important that these are easy to complete while at the same time providing sufficient opportunity for substantive input.
4. There should always be sufficient flexibility to allow for additional follow-up, for example through interviews or other means. A one-size-fits all approach may not be helpful.

Next steps / Question for CCOICI:

- Confirm these preliminary responses.
- Confirm any further improvements / enhancements that have not been captured here.

Should a more periodic survey be introduced, and if so, what impact does this have on the existing 'end of life' survey?

1. Yes, a more periodic survey should be introduced. Such a periodic survey should be tied to the milestones achieved (e.g. publication of Initial Report) but there should be the ability to run this on a time based basis as well (e.g. upon publication of the Initial Report OR after 6 months after the first meeting, whichever event occurs first). (*Staff note, the CCOICI could consider recommending that the WG Charter would indicate the expected periodicity with the default being upon milestones reached (publication of Initial Report, publication of Final Report) but with the ability to modify this as deemed appropriate for the specific effort?*)
2. Through a test run of the existing WG Self-Assessment the CCOICI will review and determine whether updates are needed as the result of introducing a periodic survey.

Next steps / Question for CCOICI:

- Confirm these preliminary responses.
- What would be the preferred periodicity and who/how should this periodicity be confirmed (e.g. is it set in stone, is it confirmed in the charter?)
- Complete test run of existing WG Self-Assessment and provide observations and suggestions for changes.
- Consider what questions should be asked in the periodic survey.

Should an assessment of the performance of WG leadership be part of the WG Self-Assessment?

1. Yes, questions that would ask about the performance of WG leadership should be included in the overall survey, but these questions should not be a way to apply pressure or exert influence. There should be a level of discretion to the way input is collected and shared. Important to find a balance between transparency and confidentiality. For example, detailed responses may only be visible to some (e.g. Council leadership) while a high level summary is shared publicly.
2. The CCOICI will review the template developed through PDP 3.0 to see if this is a helpful starting point (<https://gnso.icann.org/sites/default/files/file/field-file-attach/pdp-3-13-wg-member-survey-leadership-performance-10feb20-en.pdf>). *(Staff note: The CCOICI could consider developing a base survey with a minimum set of questions that could be augmented by a set of optional additional questions by Council / Council leadership if deemed appropriate?)*
3. Is there a potential role for the Ombudsman? Note, “The ICANN Ombudsman’s job is to make sure that ICANN community members are treated fairly. Acting as an impartial mediator, the Ombudsman helps resolve disputes on issues involving the ICANN Board, staff or supporting organizations”. *(Staff note: the GNSO WG Guidelines also include rules of engagement and an appeal’s process)*

Next steps / Question for CCOICI:

- Confirm these preliminary responses.
- Review PDP 3.0 template to see if these questions should be incorporated into the periodic survey (part, all, different questions)
- Consider if there is a role for the Ombudsman in this process (in addition to the existing role as any community member can appeal to the Ombudsman for assistance)