OISC | 20 January 2022 (16:15 UTC)

1. Welcome

2. Administrative matters

   a) Action items

3. Continuation Customer Journey.
   Use case "increase participation ccTLDs in ccNSO WG/C and sessions"

4. Is the OISC fit for purpose?
   Discussion meeting format, working method, membership etc.

5. AOB

6. Closure & Next Meetings

Action items
https://bit.ly/3pxWpdZ

- **AI #1 (ongoing)**

ccTLD overview: Secretariat to adjust overview, to ensure only publicly available info is included

- **AI#2 (completed – agenda item 3)**

use case "increase participation by ccTLDs in ccNSO working groups and events". Secretariat to map the input from the 16 December meeting against the stakeholder map
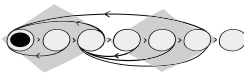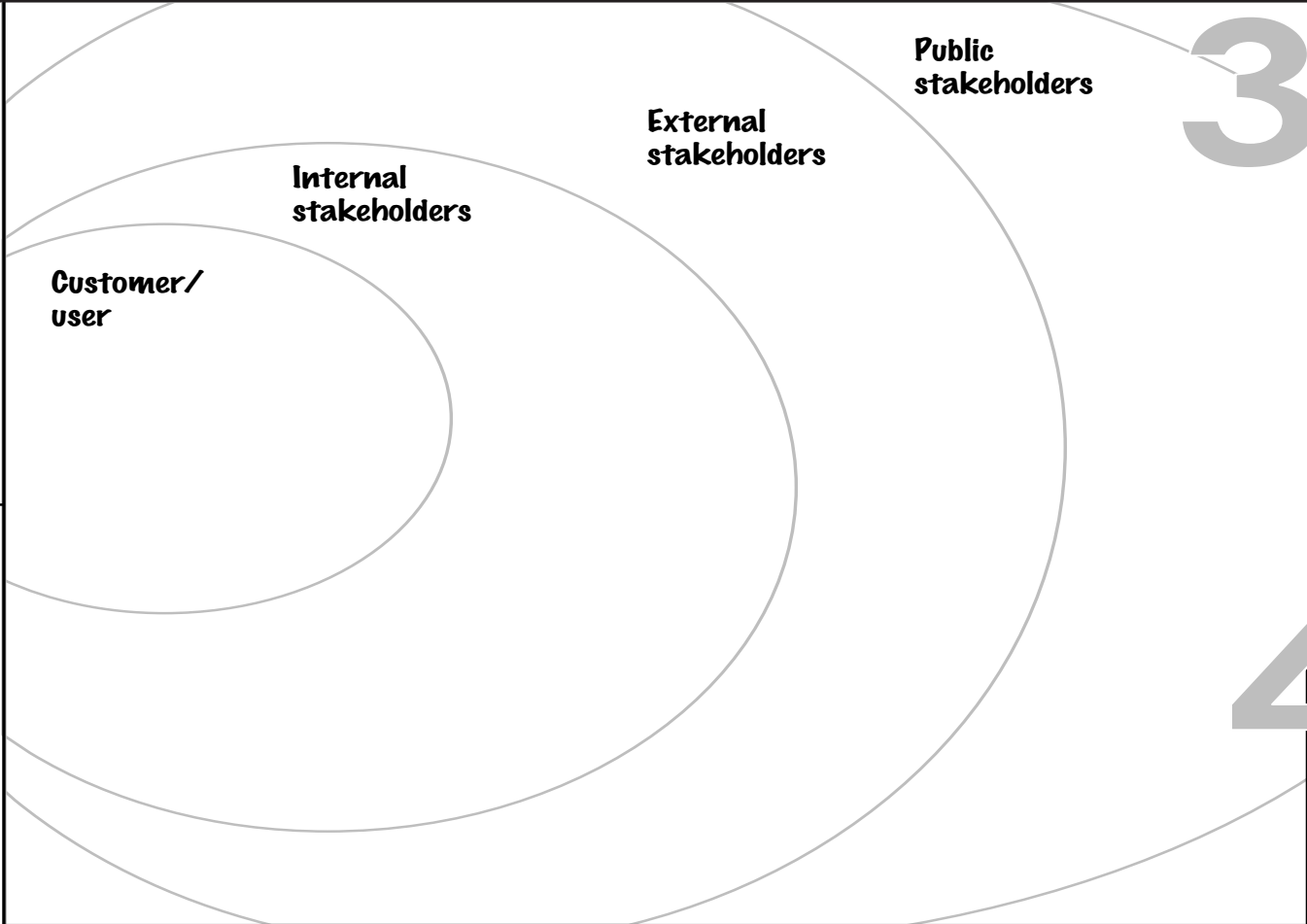
Customer Journey

Quick guide: The Stakeholder Map gives an overview of all stakeholders, i.e. organisations and people who have a claim or interest in the problem and a potential solution. In a first step, start by determining the use cases.

STAKEHOLDER MAP

More tips & tricks for this template on book page: 83

1 Use case
Define the use case.

2 Stakeholders
Identify all stakeholders

Customer/ user

Internal stakeholders

External stakeholders

Public stakeholders

3 Create the map
Place the stakeholders in the map

4 Relationships
Draw the appropriate relationships.

relation ——————
Unclear, informal relationship ———?———
Institutional Relationship ===========
Directed flow of information ————▶
Relationship with conflict potential ——⚡▶
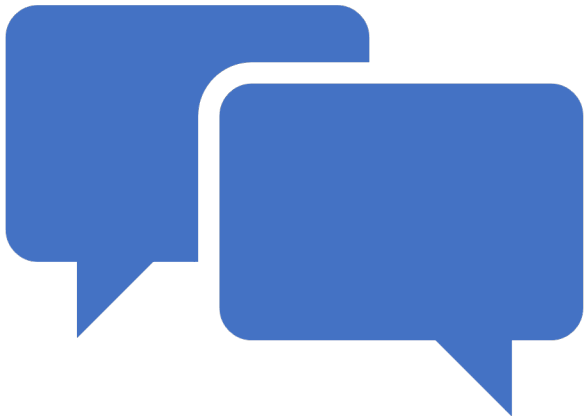Interrupted relationship ——+++——

5 Findings
Describe your findings from the Stakeholder Map.

BASIC TEMPLATE

Let's discuss: Is the OISC fit for purpose?

Working methods

Meeting format

Membership

Etc.

OISC composition

Who | Affiliation | Region	Term end
Biyi Oladipo (.ng, ccNSO Council | AF region)	April 2022
Alejandra Reynoso (.gt, ccNSO Council Chair | LAC region)	April 2023
Pablo Rodriguez (.pr, ccNSO Council Vice Chair | NA region)	April 2023
Javier Rua (by NomCom appointed to ccNSO Council)	April 2024
~~Laura Margolis (by NomCom appointed to ccNSO Council)~~	Term ended after ICANN72
Barbara Povse (.si, MPC Chair | EU region)	None, observer by virtue of role
Eberhard W Lisse (.na, Tech Working Group Chair | AF region)	None, observer by virtue of role
Rocío de la Fuente (LACTLD, Observer | LAC region)	None, observer
Ignacio Sánchez González (LACTLD, Observer | LAC region)	None, observer, alternate to Rocío (since 19 Jan)
Katrina Sataki (.lv | Observer | EU region)	None, observer

Next meetings

Thursday, 27 January 2022 | 17 UTC

Next week!

Thursday, 3 February 2022 | 17 UTC

Thursday, 17 February 2022 | 17 UTC

Reconvene post ICANN73