

## **ccNSO - Work Prioritisation Approach**

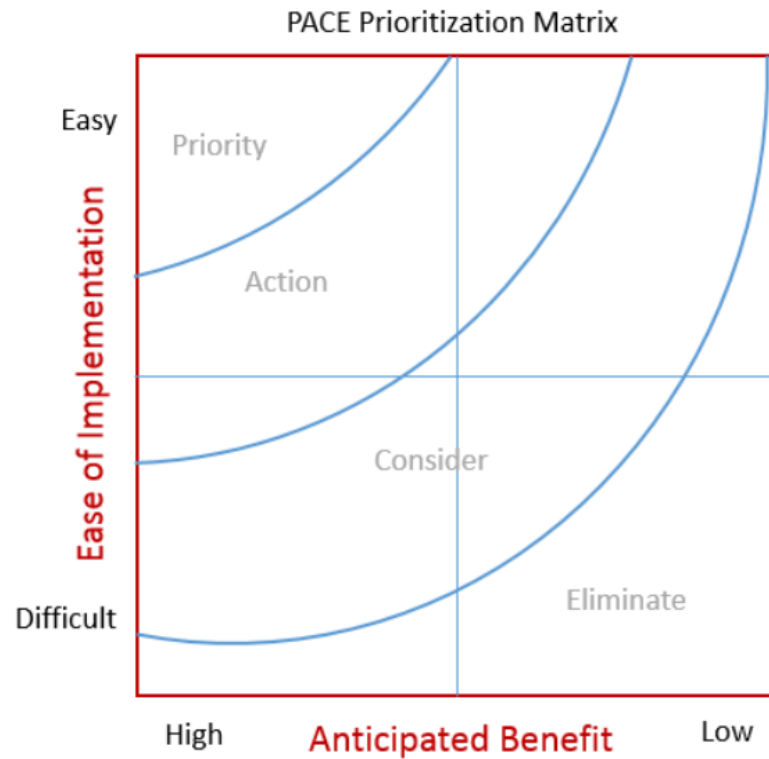
### **This document**

This document sets out a proposed application of the “PACE” methodology for prioritising the work of the ccNSO. It is sent to the ccNSO Council for consideration.

## What is “PACE” methodology?

PACE means “Priority, Action, Consider, Eliminate” and it is a way of triaging work requests.

You assess potential work items against the following matrix in PACE ([source](#)):



Prioritise: work that is **easy** to do and has **high** benefit.

Action: work that is still fairly easy but has lower benefit.

Consider: after P and A tasks, is the benefit/ added value worth the difficulty?

Eliminate: low benefit but high cost, should eliminate these if possible.

To assess whether an item adds benefit, the Triage Committee will use a standard to assess the benefit (the Strategic Framework) to the value and purpose of an item for the ccNSO and/or the ccTLD Community. This standard was agreed by the ccNSO Council and tested during the Council February 2022 Workshop (see Annex A for the detailed overview).

*The ccNSO provides a global platform for ccTLD managers to:*

1. *Undertake policy and policy-related work*
2. *Cooperate and learn*
3. *Engage with other stakeholders*

*Moreover, the ccNSO is the supporting organisation within ICANN specifically for ccTLD managers and the decisional participant through which the ccTLD Managers act.*

## Applying this methodology in the ccNSO

To define the base plan ccNSO Triage Committee will use the following approach:

1. Assess the existing portfolio of work and assign ratings to each of the tasks/work items.
  - Use a sortable lists of work items in the plan each assigned to each of the strategic categories: Policy work, providing a platform (Cooperate and learn), Engage with other stakeholders and ccNSO ongoing, ICANN bylaw mandated work items.
    - Items that are mandated (going concern) will be identified with the tag “Must Do”.
    - Check list questions:
      - What do we do if “must do” work takes up all our capacity?
      - For Mandated work the effort required, will be included

- The Mandated work is captured under Foundational Activities

2. Assess current work items according to PACE Methodology, using the following scale:

- Easy and difficult (EFFORT required)
  - Can an individual complete the item versus Effort requires a committee or other group process  
Tags to be used are:
    - Community Resources: HIGH (WG or Committee, with unrestricted membership)
    - Community Resources: LOW (Only one(1) or two (2) appointees.
  - How long does the effort take to complete? Duration of the task/work item.  
Tags to be used are:
    - Expected Duration: SHORT (less than 6 months)
    - Expected Duration: LONG (longer than 6 months)
- High and low benefit/Impact
  - Always from the perspectives of ccTLDs?
  - From the perspective of ccNSO as an institution?
  - From ICANN's perspective?
- To assess impact/benefit the Strategic – The Strategic one pager provides the basis: If a work item has no bearing on any the four of the goals it should not be included (i.e may even have a negative impact/benefit).
  - The level of benefit/impact can be rated as high, medium, low. Note if divergent views on impact/benefit it is definitely needed to have a conversation to ascertain value.
    - Tags are:
      - Impact: High
      - Impact: Middle
      - Impact : Low

3. Review progress and report to the Council on a quarterly basis.

4. Assessing and adding ( if needed) new work items to the base plan, using he methodology as described above.

### How will this work in practice, what to expect?

A ccNSO planning cycle could look something like this

Item	Who	When
Develop, review and approve a ccNSO Strategic Plan	Triage Ctte -> all committees -> ccNSO Members -> Council	At the start of process (completed) After ICANN 5 year strategic plan confirmed?
Develop and approve a ccNSO Rolling Two Year Work Plan	Triage Ctte -> Council	For approval at June Council.
Quarterly review and update <ul style="list-style-type: none"><li>● Check priorities and progress</li><li>● Recommend any adjustments</li></ul>	Triage Ctte -> Council	For discussion at the ccNSO Council meeting <b>before</b> the start of the quarter (so it shapes work in the quarter)

**Notes:**

- The idea of a Two Year work plan, updated each year, is that the speed at which the ccNSO works is not fast enough to require a shorter plan.
- The quarterly check will force the ccNSO to pay attention to how things are going versus planned, often enough to be able to adjust things appropriately.

## Annex 1

### Strategy-on-a-page - Purpose and Goals -

This document: <https://docs.google.com/document/d/18kS42BvVyOhLnoVcMB0yKkCJ9dwpqcvwXloiCiK1t3Y/edit>

This is a **paper** for the ccNSO Council to consider and shape, prepared by the Triage Committee.

<p><b>Our purpose:</b> 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: 1/ Undertake policy and policy-related work 2/ Cooperate and learn 3/ Engage with other stakeholders Moreover, the ccNSO is the supporting organisation within ICANN specifically for ccTLD managers and the decisional participant through which the ccTLD Managers act.</p>		
<p><b>Goal:</b> Evolve the global policies that serve ccTLDs in the ICANN environment, consistent with ccNSO values and the needs of ccTLDs.</p> <p><b>Outcome:</b> Policies are suitable for ccTLD needs.</p>	<p><b>Goal:</b> Support the growth and development of ccTLDs around the world through the exchange of information and ideas, and building strong relationships.</p> <p><b>Outcome:</b> ccTLDs experience ccNSO as a positive force in their evolution.</p>	<p><b>Goal:</b> Contribute to ICANN's broader work on its core mission and responsibilities, to advance ccTLD perspectives and interests.</p> <p><b>Outcome:</b> The ccTLD voice is part of key work by ICANN beyond the limited scope of the ccNSO itself.</p>
<p><b>Foundation/s:</b></p> <ul style="list-style-type: none"><li>• Clear tracks of participation to nurture and grow ccTLD participation in the ccNSO</li><li>• Clear, modern, transparent processes and information sharing to support an open and effective organisation</li><li>• High quality support from ICANN staff to facilitate the operations of the ccNSO</li></ul>		