

## Round 1

### Main topic and subtopics:

- How to increase ccTLD participation? Main topic
- “How to collaborate with regular organizations” is one of the subtopics.
- Involvement of younger/new participants is another subtopic. How to get them sign up to do the work?
- Collaboration with Fellows and NextGen is a related subtopic.
- Knowledge exchange and skill transfer
- The values participants are looking to derive from their interaction with ccNSO

It would be good to look at non-participants to figure out why they are not participating. How do we make the work smaller so that it does not look scary to the ccTLDs? If there is a space to make tools available to those who would like to participate? It would be great to make these tools more accessible. Glossary, FAQ..

It would be nice to have mentors to smoothen newcomers' engagement with the working group and help with acronyms. “Which WG is for me?” The previous president of .hu did not have connections with ICANN. This is my first meeting. I was assigned to this ICANN78 meeting via the RIPE meeting. It would be good to have a starter pack for people joining for the first time.

For newcomers, Fellows, NextGen - At minimum you should know your ccTLD operator in the meeting and collaborate. There are good chances that this connection will support their projects.

At every meeting we (ccNSO) need to create content for newcomers. You can assign mentors to follow newcomers in the ICANN meeting. This would help to bring them in gradually.

Are we creating new leaders inside? How do we do that? It is good citizenship to actively participate in Newcomers/NextGen to tell what ccNSO does.

We can tell during the Fellowship sessions tomorrow.

If you are thinking about newcomers you need to get newcomers first. So working with regional organizations may help.

In addition, ICANN has regional offices which we may leverage.

Latin American community is very engaged with the ICANN office in Montevideo. We have 47 ccTLDs in the LAC region. Biggest concern for Spanish speaking ccTLD operators is language. Now we have interpretation which helps greatly. We have Spanish, French, and Arabic. We can communicate this better in Latin American community to attract more ccTLD managers to join.

We examined the inclusion of which languages would bring in more ccTLD managers. Hence we now have Spanish, French, and Arabic.

ccNSO is the platform for knowledge and skill transfer. We are already doing some stuff including the tech day. What else can we do? Any other ideas?

Tech Days are for technical exchange. Are there sessions for non-technical sessions? Yes we have sessions on non-technical topics on Tuesday, Wednesday, and Thursday.

How to bring ccTLDs together for knowledge/skills transfer?

Continuous improvement could be the starting point to replace organizational reviews. How can we compile these improvements in the context of replacing organizational reviews?

A survey of ccTLD members on participation could be helpful in measuring these improvements. So the responses to surveys would provide tangible results to evaluate the success of these improvements. Repeating the survey each year would provide good data for comparison. Asking after each meeting could be helpful but holistically asking about entire organization (ccNSO?) would be helpful if done annually.

Every year should be the shortest. We could also consider perhaps every two years?

How do we measure the improvement in the areas discussed? Should we have internal KPIs, targets?

For smaller ccTLDs who do not have the resources to follow the meetings, it could be helpful to provide summaries for these ccTLDs that are not very active.

It would be interesting to try to understand why other ccTLDs are not participating. Continuous Engagement: How do we have continuous contacts with the ccTLDs participating in events/meetings? And how do we measure continuous engagement? Follow up would be needed.

To measure anything you need to know what it means. You need to operationalize the topic. Do we survey the right people? There are objective and subjective indicators. Small greetings in the hallways do not necessarily mean you are engaging with someone. Perhaps check how many email exchanges you are having with this person/ccTLD?

We should align ccTLD organizational review and the improvements that we are proposing for continuous improvement. Keep a list of (organizational review) recommendations and how these have been met or dealt with.

Newcomers - please do not hesitate to reach out to us. We do not have a program for newcomers yet but we are discussing it.

There is an introduction to ccNSO on ICANN learn, please make sure to review this learning course. We have a session with Fellows tomorrow, please also consider joining this session.

Do you think if I ask you to reach out to new people, would you do it? Do you think it is a good engagement strategy to create personal connections?

One question I ask is, do you know your ccTLD operator? Do you work with each other? Do you have a strong relationship? I would encourage them to do so.

To invite somebody, we need to have a solid experience first so that we can refer other people to join ccNSO. It needs time.

Considering all other competing events, CENTRE, RIPE, a 6-day ICANN meeting could be too long for others to attend. So having shorter events could be helpful for others to join.

The weekend ccNSO sessions at ICANN are working group sessions for which we are not expecting all members to join.

3 ICANN meetings each year is not too much, if a region has an event, ccNSO can be invited to this event as well.

Round 2

Round 3