



1 February 2024

Ms. Alejandra Reynoso, Chair, Country Code Names Supporting Organization (ccNSO)
Mr. Sean Copeland, Chair, ccNSO Guidelines and Review Committee (GRC)

RE: Comments on CIP-CCG ToR

Dear Alejandra and Sean,

Thank you for your [7 December 2023](#) response on behalf of the Council and Guideline Review Committee of the Country Code Names Supporting Organization (ccNSO) providing input on the Continuous Improvement Program Community Coordination Group (CIP-CCG) Terms of Reference (ToR).

The ICANN org Reviews Support & Accountability team engaged with the ccNSO Guidelines and Review Committee (GRC) in December 2023 on the input received, incorporating the ccNSO's input into the Terms of Reference. During the inaugural meeting on [17 January 2024](#), ICANN org shared the revised Terms of Reference with the CIP-CCG volunteers. The ccNSO's input and the Terms of Reference are posted on the [workspace](#) for implementation of ATRT3 Recommendation 3.6. Additionally, we would like to highlight the ccNSO's four points of input, we also presented to the ccNSO GRC:

1. **“Current status of continuous improvement programs and projects across the various SOs/ACs and constituencies”**: ICANN org agrees that an inventory of the current level of continuous improvement practices across the various SOs, ACs, and the NomCom would provide a baseline for the community discussions and ensure that the work already underway is considered and incorporated. In line with ccNSO input, the CIP-CCG work plan includes an inventory of the current level of continuous improvement practices, which they will report on during their [7 February](#) meeting.
2. **“Developing a shared understanding of continuous improvement and continuous improvement framework”**: ICANN org agrees and has already started these discussions around the fact that continuous improvement will be defined within the context of evolving Organizational Reviews into a Continuous Improvement Program. One of the purposes of the CIP-CCG is to develop a shared understanding of continuous improvement in the ICANN community. ICANN org is already compiling an overview of [research](#) related to models, frameworks for community consideration, as well as proposed principles and criteria that the Community Coordination Group can react to as a starting point for their work.
3. **“Purpose, scope, and composition of the CIP-CCG”**: The ccNSO expressed concern that a Community Coordination Group of 22 representatives may prove challenging in accomplishing its goal. ICANN org understands this valid concern and are putting in place measures to ensure that the goal can be achieved within a reasonable timeframe, while also encouraging all stakeholders to add their voices to the work that will impact each of their groups. The ATRT3 Recommendation 3.6 calls for the evolution of Organizational Reviews into a Continuous Improvement Program for each Supporting Organization, Advisory Committee, and the NomCom. The stakeholder groups



and Regional At-Large Organizations are an integral part of the ICANN community structures, so their voice is important in evolving their structure, as well as providing important geographical representation.

The CIP-CCG is not a decision-making body, but a forum for more voices to provide input, and relay information back to their groups. There will be community discussion of overall principles to guide the ICANN Community in its assessment, and the determination of criteria specific to each community structure. The output of the CIP-CCG's work will be evaluated by each SO, AC, and the NomCom before adoption.

4. **“Feedback gathering process and role of the SO/AC Chairs”**: ICANN org finds the engagement with the SOAC Leadership on Reviews activities to be a valuable method of receiving input, and to enhance understanding of Reviews activities across the SOs and ACs, and is also working with the community representatives and expect to collect feedback during CIP-CCG meetings. The ICANN org Reviews team visited the SOAC Roundtable in September 2023 to discuss the CIP-CCG proposal and to seek input from community leadership to use a community coordination group as a model for developing the Continuous Improvement Program Framework. ICANN org is aware of the follow-up discussions in January and notes this was not to circumvent Public Comment, once the CIP-CCG develops a Continuous Improvement Program Framework, it will be published for Public Comment before adoption by each SO, AC, and the NomCom. The Pilot Holistic Review Terms of Reference is a notably different process to form a new Specific Review, and it was published for Public Comment at the request of the Board.

The ICANN community demonstrated strong interest in contributing to the evolution of Organizational Reviews into a Continuous Improvement Program, with nearly the entire ICANN community (21 out of 22 of the groups across the community) represented in the Continuous Improvement Program Community Coordination Group, which convened this month. This is great news, and we are excited to support the community in this effort. The ICANN org Reviews team thanks the ccNSO for encouraging your membership to participate and designating your CIP-CCG representative and alternate.

On behalf of the ICANN org Reviews team, we thank you for the thought leadership and ongoing engagement from the ccNSO on continuous improvement. We look forward to keeping the SOAC Leadership regularly engaged on the work of the CIP-CCG and Reviews activities involving the community.

Sincerely,

Evin Ashley Erdoğan
Review Support & Accountability Project Manager
Internet Corporation for Assigned Names and Numbers (ICANN)