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COMMUNITY  
FORUM



**At-Large Operations and Governance discussion session**  
**Continuous Improvement Program Next steps**  
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# Continuous Improvement Program (CIP) and the CIP- Community Coordination Group (CIP-CCG)

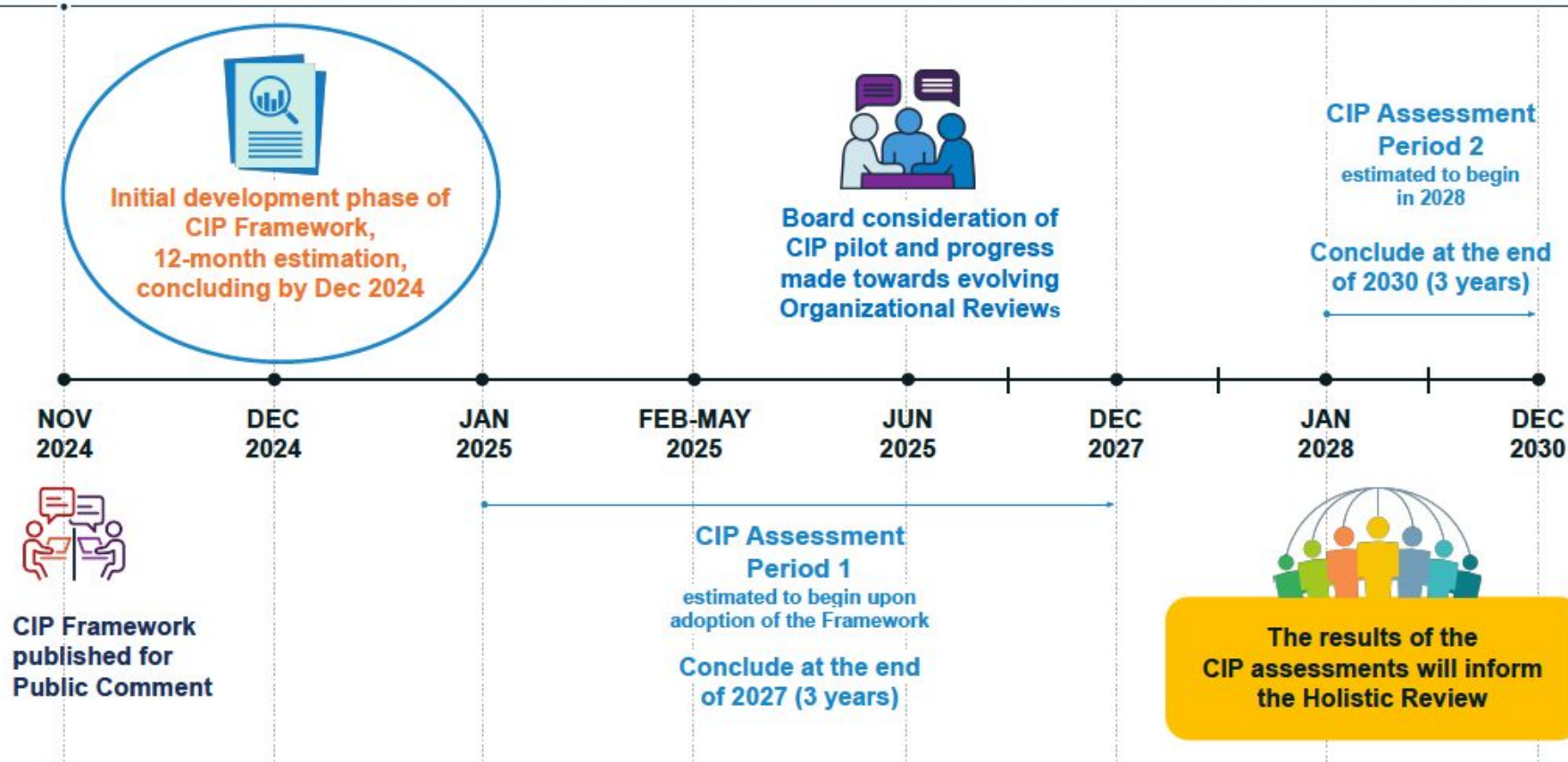
The aim of CIP in ICANN is to be able to:-

- **Share good and so-called ‘best’ practices.**
- **Collaborate on the community-wide implementation of ATRT3 Recommendations 3.6.**
- **Develop a Framework for CIP for use in each AC, SO and NC.**
- **Serve as an initial data collection opportunity for future reviews of ICANN**

(see details of ATRT Rec 3.6 and the terms of reference for this initial CIP-CCG work

 [here](#)).

# Continuous Improvement Program Roadmap

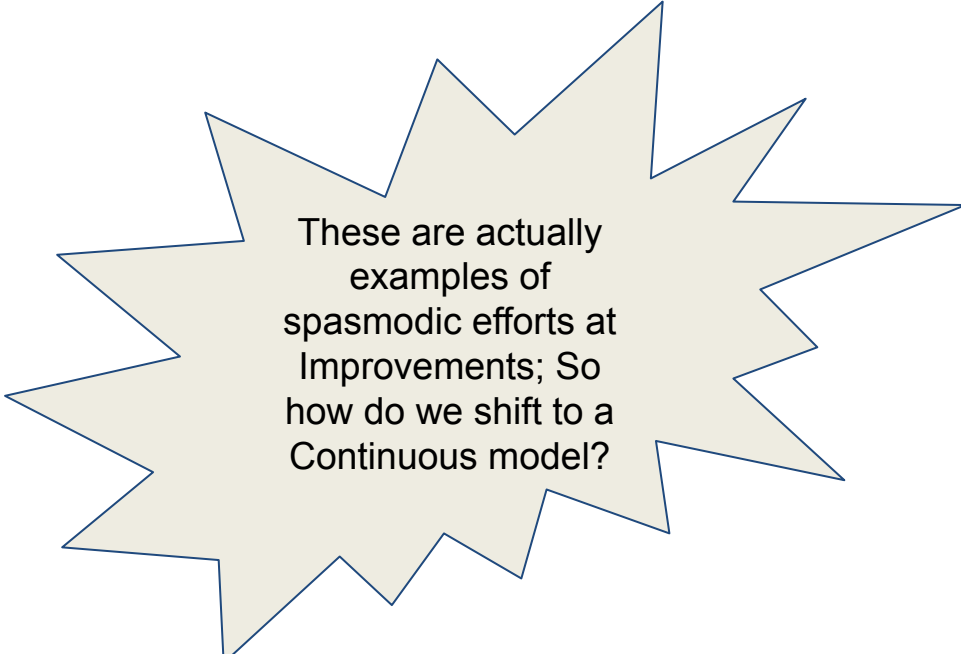


# 1 – CIP Practices: What have we done or do now?

- Let's look at reported [Current or Recent CIP activities within ALAC/At-Large](#)

- Review and or updating of Rules of Procedure relating to the ALAC and RALOs
- Implementation of various Recommendations related to prior Organisational Reviews

Reference Documents: [CIP-CCG Frameworks Guide](#),  
[Existing Continuous Improvement Activities](#),  
[Organizational Review Objectives in the ICANN Bylaws](#)



These are actually examples of spasmodic efforts at Improvements; So how do we shift to a Continuous model?

## 2 – an ICANN CIP Practices Framework: What might it look like and how would it operate?

- **Considerations regarding how much harmonisation or uniformity can be reasonably expected or deployed within ACSOs; between ACSOs**
  - **specifically where does resourcing of any proposed CIP practices as a framework come from**
  - **relevance (agreed to) of the framework practice as a required, desirable or recommended action.**

# ICANN Principles of Continuous Improvement

Historically, ICANN [Organizational Reviews](#) have asked whether the Supporting Organizations (SOs), Advisory Committees (ACs), and the Nominating Committee (NomCom) have a continuing purpose within the ICANN community. Rather than articulating this as a single principle, ICANN org proposes it as an overarching consideration that is addressed through five separate principles that would guide the successful execution of the Continuous Improvement Program (CIP).

**Principle 1:** The SO, AC, or NomCom is efficiently fulfilling its purpose.

**Principle 2:** The structures of SO, AC, or NomCom are effective.

**Principle 3:** The operations of SO, AC, or NomCom are efficient.

**Principle 4:** The SO, AC, or NomCom is accountable to the wider ICANN community, its organizations, committees, constituencies, and stakeholder groups.

**Principle 5:** The ICANN community collaborates efficiently to further the mission of

### 3 – CIP Practices: Metrics and Satisfaction Surveys; Other Next Steps

*“At least every three years each SO/AC/NomCom will undertake a formal process to evaluate and report on its continuous improvement activities which will be published for Public Comment.”*

# Session Review Next Steps...

**Where to next?**

**Who?**

**What?**

**When?**

**How?**

**Then??**

