

JESSICA PUCCIO: Hello and welcome to the Continuous Improvement Program meeting. Today is Wednesday, the 20th of March. The time is 19:00 UTC. My name is Jessica Puccio. Yvette and myself will be your Zoom coordinators for this meeting. Attendance for this meeting will be taken by Zoom and posted to the wiki shortly after this call. Today we have apologies from Irina Danelia, Justine Chew, Lori Schulman and Manju Chen. We would like to remind everyone this call is being recorded and to please state your name clearly for the record before speaking. And now I'll hand things over to the project manager, Evin.

EVIN ERDOGDU: Thanks so much, Jessica. And hi, everyone. Welcome. Evin Erdogan speaking. It was great to see so many of you in person in San Juan during the ICANN79 community forum. I hope you all had smooth travels back home. We were hearing on the call beforehand, some people had thankfully better travels back home than on the way over. And thanks to all of you who also participated in the meeting remotely as well. It was our first hybrid Community Coordination Group meeting, which was a great opportunity to have many of you meet in person to work together for the first time. And keep all of your community groups informed during ICANN79 on the important progress of your work to evolve organizational reviews into a Continuous Improvement Program.

I'll briefly provide an overview of our agenda for today's meeting. We'll have a recap of the ICANN79 hybrid meeting, including hearing from all of you about your thoughts on the pros and cons of how the meeting went, including the logistics. And we'll then share ICANN org's work to

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*Note: The following is the output resulting from transcribing an audio file into a word/text document. Although the transcription is largely accurate, in some cases may be incomplete or inaccurate due to inaudible passages and grammatical corrections. It is posted as an aid to the original audio file, but should not be treated as an authoritative record.*

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map the existing continuous improvement activities you all shared previously, as well as the Jamboard content from ICANN79 onto the Continuous Improvement Program framework in progress. Afterwards, we'll have time for any other business and next steps, including an update on the timings for our group's scheduled meetings for the remainder of 2024 and our next agenda in April. If you could go to the next slide, please, Jessica. Thank you.

So, for the ICANN79 recap, with a reminder of the Continuous Improvement Program roadmap on the screen, this was the fourth meeting of the Continuous Improvement Program Community Coordination Group in 2024, and the group's first hybrid meeting. The group meets every two weeks for 60 minutes in accordance with the Doodle poll, with the goal of developing a draft Continuous Improvement Program framework for public comment by the fourth quarter of this calendar year, if not sooner. We'll have time later today, again, under the AOB to revisit the timing for the group's meetings. If there aren't any comments or questions there, we can move to the next slide, Jessica. Thanks.

So here's a great photo of the volunteers who attended the meeting in person in San Juan. We're also drafting an ICANN blog to highlight the work of the group during the community forum and the progress made on the draft framework thus far. We'll share it in the coming weeks as soon as it's published. And during the ICANN79 meeting, five draft principles of ICANN continuous improvement were presented to the coordination group for consideration and discussion. These five draft principles, as a reminder, are taken from the current ICANN bylaws, Article 4.4, pertaining to organizational review objectives.

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Next slide, please. Thank you. So during the meeting, the Community Coordination Group volunteers were divided into five teams centered on discussion of one of the principles. Many of the volunteers already shared feedback in advance with your assigned teams. The group was asked to focus your discussion on the community group and structures perspectives for the Jamboard team you were assigned to.

Several questions were posted for discussion, including whether the principles make sense, if another principle needs to be added, combined or removed, what criteria for your community group and structure would apply to the principles, and we also provided one handout per team that provided examples of criteria for each principle. And also, how do the existing continuous improvement activities of your community group and structure align under these draft principles.

After the 30 minutes of discussion, the teams were asked to present a summary of their teams' discussions. Virtual participants were given extra time to discuss and present their perspectives as well. It was a really constructive and thoughtful meeting. The group provided robust feedback and there were some action items created from the discussion, which you will see on the screen here. Great. So, after the ICANN79 meeting, the reviews team compiled the data from the hybrid session and the Jamboards, as well as the existing continuous improvement activities that were reported on previously. We'll present this data compilation next after our ICANN79 recap.

We also immediately incorporated feedback from the Community Coordination Group's discussion of the principles, including distinguishing between internal and external accountability in one of the

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principles, Principle 4, as well as having more concise language with reference to the ICANN community. As noted, the reviews team is also writing an ICANN blog, providing an update on the work of the Community Coordination Group, which we will encourage you to share with your different community groups and stakeholder structures.

And in April, in our next meeting, which is officially the second quarter of the 2024 calendar year, the ICANN org reviews team will create a draft slide deck for the representatives to take to your groups, to update them on the meetings and criteria applicable to your structures, and to gather your group's feedback for the framework and progress. And we'll also plan to revisit the work plan for the remainder of the year.

Next slide, please. Great. Thank you. So you'll see on the screen here, this is just the red line of the changes to Principle 4 with the feedback from the Community Coordination Group during ICANN79. So with that, I would like to turn it over to Larisa for additional comments, if any, and from the org side, since she was there as well, and then open it up to the group for any feedback on how the session went, whether any improvements can be made, as well as what went well for the hybrid meeting. So Larisa, over to you.

LARISA GURNICK:

Thanks, Evin. Hello, everyone. As Evin said, it was a pleasure to see so many of you in person, and we really appreciate the continuing enthusiasm and commitment to this effort. So we continue to be really energized and feeling pretty positive about how this work is progressing,

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and certainly the team and I, all of us are here to continue to support this excellent effort. Back to you, Evin.

EVIN ERDOGDU: Great. Thank you, Larisa. So this item was on the agenda for just any open feedback from any of you all as well. Erum, I see your hand up. Please go ahead.

ERUM WELLING: Thank you. Just very minor. I was just wondering, I see that there's a footnote there for accountable. It's such a key word. I was wondering if we could see how that was defined.

EVIN ERDOGDU: Sure. Thank you, Erum. If you just give me a moment, I'm going to pull up the exact footnote, and I just have to pull it up in Google Docs. I want to use the exact wording. Just give me one moment. Yes, and thank you. My colleague as well has shared the exact footnote. Thank you so much. It is from the Workstream 2 recommendations to increase SO/AC accountability. Let me put this in the chat as well.

ERUM WELLING: That would be perfect. Thank you so much.

EVIN ERDOGDU: Thank you, Erum. That's a great observation. And, Cheryl, go ahead.

CHERYL LANGDON-ORR: It helps if you unmute when you're speaking. Thank you, Evin. Cheryl Langdon-Orr for the record. Erum, I've got to take some responsibility for all of that footnoting as one of the two leads on that Workstream 2 activity on SO/AC accountability. But we were particularly careful to make sure that we had belts and braces associated with our recommendations, because in those years back then, it was a fairly radical thing to suggest that there was an accountability between the ACs and the SOs, let alone in some way, shape or form to their component parts and in the reverse order. So it's important for us to look at that.

On the matter of feedback, however, that Evin asked for on our face-to-face slash hybrid activity, I actually found it a very worthwhile and rewarding experience to be working in small teams and really digging into the thinking from the different SOs, ACs, Cs and Gs and RALOs, et cetera, on what it means in some of these principles. So I'd strongly encourage us, as we go forward, to not only use that tool more widely for our own work, but perhaps to deploy opportunities of similar, albeit online as opposed to face-to-face, jam board style activities, where we may be able to engage the community as we're communicating our work and get them to buy in more positively to what we're proposing in the framework. Thank you.

EVIN ERDOGDU: Thanks so much for the feedback, Cheryl. And that's great feedback about jam boards as well being helpful. And I noticed that the ALAC and

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At-Large utilize the jam boards as well in a separate session to discuss their work too. So that was great to see. And Sébastien, I see your hand up. Please go ahead.

SÉBASTIEN BACHOLLET: Thank you very much, Evin. I think we can't just give a report on this session. We talked about the CIP in another session, where the topic was ATRT4 mainly, but we had a discussion about the timing of the realization of the framework and the starting of the, I would say, official Continuous Improvement Program. And I would like very much that we come back to this discussion and exchange again with all the participants from this group. Thank you.

EVIN ERDOGDU: Thank you, Seb. Yes. And for those on the meeting here today who may not be aware, there was a separate ICANN79 session on ATRT4 deferral and the pilot Holistic Review, which Seb is referencing. And we also are taking into account our next Continuous Improvement Program Community Coordination Group meeting. We'll discuss our work plan and we can have some of those comments there as well. Thank you. Any feedback from others who were at ICANN79, either in person or virtually? I see...

SÉBASTIEN BACHOLLET: Sébastien again, maybe I can add that we need also, if it's possible, to try to find a way to better engage the one online when we are together, when part of the group is on-site, to be able to discuss more thoroughly.

I don't know how it's possible, but in our group, we use my phone and WhatsApp to bring other people who are online, but maybe there are better tools and just try to find a solution by ourselves. Thank you.

EVIN ERDOGDU: Thank you, Sébastien. Appreciate it. Erum, I see your hand up. Go ahead.

ERUM WELLING: Thank you. I just wanted to, actually, I was going to address the exact same thing that Sébastien just did. for online when there was a breakout session, if there was just any way to include the people online to the particular breakout group, that would be outstanding. Thank you.

EVIN ERDOGDU: Thank you, Erum. Appreciate that. Just so of course, we have breakout rooms in Zoom that we can utilize ongoing for our meetings virtually. We couldn't use the Zoom breakout rooms for the ICANN79 hybrid meeting. We checked. So the next best option was utilizing the jam boards. And so we just tried to communicate and encourage feedback in advance and then extra time during the meeting for the virtual participants to have time to share their perspectives. But we can also look at maybe iPhones, WhatsApp, kind of having different options going forward for any future hybrid events. So thanks very much. And I see Amrita's comment as well, that the jam board was helpful. Great to hear.

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And thank you, Larisa, for posting the session that Sébastien referenced as well in the chat. Any other feedback, pros, cons? Otherwise, we will segue into our next agenda item. Thank you, Jessica.

So this next part probably won't take as much time as we've allotted, but we wanted to show you the work that ICANN org has done to support the Continuous Improvement Program Community Coordination Group volunteers by mapping the existing continuous improvement activities shared by the representatives, as well as the feedback from the jam boards discussion during ICANN79.

Many thanks to Jean-Baptiste, in particular from the reviews team for his contributions to this work to map the data. As a reminder for context, the principles, criteria and indicators framework provides commonality across the structures through shared principles, while allowing flexibility to be provided for each community structure and stakeholder group to prioritize which criteria are most important to you, and to also develop your own smart indicators, which your structure will use to track their progress in the assessment. Next slide, please. As recapped just moments ago, the community volunteers discussed the principles during the ICANN79 hybrid meeting including discussion of criteria related to the different structures and their stakeholder groups.

Next slide, please. Thank you. I believe you all should have access to the external community improvement program Community Coordination Group Google Drive. If you don't, please reach out to Jessica or myself, and we're happy to troubleshoot that for you. And ICANN org has created individual subfolders and workspaces for each community group in this Google Drive. These subfolders have copies of

the five draft principles and criteria for reference. Each folder, for example, if we go to ALAC or At-Large, actually, if we could, let's see if we can do like a live demo, Jessica. Awesome. So you should all see on the screen here. Thank you, Jessica, for displaying the external drive and these subfolders for the draft principles and criteria.

I can show you the perhaps we could go to ALAC. Great. So this is an example. For the ALAC and at large, it has the existing continuous improvement activities presented by the ALACs representative to this group, the structure's purpose, as stated in the ICANN bylaws, and the related Jamboard content that was presented by your group's representative on your individual workspace, Google Doc. And if we could scroll down just to kind of show an example of what that actually looks like, that'd be great. So you can see here on the screen that the purpose for ALAC was pasted into this document. This is from the ICANN bylaws.

If you could continue scrolling Jessica down, please. Thank you. And we'll continue to the next page. So then we added in activities that were presented by Cheryl and Tommy previously to the group about what the ALAC is currently doing that would fit under these principles. If you could keep scrolling down. Thank you very much. So for each of your groups, from all the different structures and stakeholder groups therein, you have the activities mapped like this into your own Google space. So after today's meeting, we'll tag you in your group's document and ensure you have access to edit or revise the criteria related to your structure and stakeholder group as needed.

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You can consider this your individual workspace to collaborate both with the Community Coordination Group volunteers, and your community group in the development of the draft Continuous Improvement Program framework, including the principles, criteria and smart indicators in the coming months.

So are there any questions or comments from the group about how this was mapped and like the resources that you can use to reference going forward? Or any comments? Otherwise, maybe we could go back to the agenda slide. Thanks so much, Jessica. Great. And I see a note. Great. Thanks so much. So thank you for your comment in the chat show. I'm not sure if you wanted to share that or if we can just follow up with you afterwards.

CHERYL LANGDON-ORR:

Look, I was just clarifying, because the link we shared for Erum's inquiry indicated that that footnote related to recommendation 6.1 out of Work Stream 2, I was willing to take some responsibility for it. But in fact, I don't need to. In fact, a footnote refers to a link in the document that you were just showing. So I just needed to make sure if Erum was doing her homework, she knew the right place to look. Thanks.

EVIN ERDOGDU:

Thank you so much. Appreciate that clarification. So we actually could now move to any other business for scheduling the Community Coordination Group meetings. We just wanted to note, firstly, that in April, the second quarter of the 2024 calendar year, the ICANN org reviews team will create a draft slide deck for you all as the

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representatives to take to your groups to then update them on the meetings and criteria applicable to your structures, and to gather your group's feedback on the framework and progress. We'll also revisit the work plan for the remainder of the year.

And our next scheduled meeting is on Wednesday, the third of April at 14:00 UTC. And that brings us to a discussion that was on the list before this meeting, we heard some feedback from several volunteers in the APAC region, that it would be helpful to adjust one of the standing times to a little later to accommodate that time zone. So we were thinking to adjust the standing time that's currently at 20:00 UTC to 21:00 UTC. If this is all right with the group, although I do see a comment from Amrita about 21:00 UTC is not friendly for the whole of APAC. We could adjust the calendar invite if this is helpful for some who are not on the call. But if not, we could also issue us another doodle to find the best time for people. Sébastien, go ahead.

SÉBASTIEN BACHOLLET:

I don't think there are best times, but always somebody will be in trouble. And it's usually our colleagues from the other side of the world who are in trouble. Just to let you know, and it's not a complaint at all, but 21:00 UTC will be April 23<sup>rd</sup> in Europe. Therefore, it's not to complain, just to be sure that as we change time, I know that Cheryl is very keen that we keep the UTC time. And I agree with that, I have no problem. I had a problem for today because it seems that the schedule I received was at 20:00 UTC, and therefore 21:00 for me, but it was at 19:00. Therefore, is there something wrong in the invite I received for

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today? For next, for in two weeks, just up to you and in any case, I will try to be there. Thank you.

EVIN ERDOGDU:

Sure. Thank you so much, Sébastien. I know not everyone in every country experienced the daylight savings time shift on March 9<sup>th</sup>, I think it was, or 10<sup>th</sup>. It was the Sunday immediately after the San Juan meeting. We just wanted to flag that some of your calendar timing shifted there. But Jessica, I'm not sure if you wanted to comment too on just kind of going forward, maybe if we could adjust one of the standing times or anything about the timings, would you like to come?

JESSICA PUCCIO:

Sure. Since this meeting came so quickly after ICANN and because of daylight savings came right after as well, we left the invitation block on your calendar as is so we never changed the invitation that was there. I just tried to communicate with the emails and sending that it the corresponding time had changed to 19:00 UTC. If the group feels that the 20:00 UTC is better, I'm happy to shift the meeting one hour so that it stays on that time block. And that's also why we've also we're considering whether 21:00 UTC was even better because I'd rather just make one change to your calendars than two.

EVIN ERDOGDU:

Thank you, Jessica. Makes sense. And as Sébastien noted as well, when we did the doodle in December before the group officially convened, we tried to find the best time for all like the most popular

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times. So it's never perfect. And if you can't attend, hopefully the alternate can, etc. Sure. Sorry, I see your hand up. Go ahead.

CHERYL LANGDON-ORR:

Thanks, Evin. Cheryl for the record. I'm going to get up on one of my soapboxes just to warn you all. Sébastien, we need to only use UTC for all calendar invitations from a global organization. To do other than that is absolute folly. So let's make sure we stick to UTC, we only talk about UTC and individuals local calendars can adjust to whatever damned time zone they happen to be in. Now, it's all very nice to say to people, oh, my hemisphere where I'm living at is changing in some form of daylight saving time either to or from. But it's only going to affect a proportion of any of us involved. So it's best not to talk about that at all. Just note UTC is UTC and local calendars have to adjust.

As one who's probably, I don't believe we have anyone from New Zealand in this group. I am the furthest along in the scale of plus UTC. I'm currently in +UTC 11. And I if Maureen was here, she'd probably be a day behind but an hour in front. That said, 21:00 is getting late for many in the spread of Asia Pacific. I personally have no issue with 19:00 UTC being one of the time rotations. That means the at the moment, the 6am call will revert shortly when I come out of daylight saving to a 5am call. And that's okay. And if you want to drop it back to 18:00 UTC, I'm okay with that as well. 14:00 is most unfriendly to me, but I make them anyway. But if you want to fiddle around that UTC 20-21 time, perfectly happy to leave it at 19:00. If you need to, you can drop it to 18:00. But 19:00 is still a sort of spot for at least UTC + 10 or 11. Thank you.

EVIN ERDOGDU:

Many thanks, Cheryl. That makes total sense. I appreciate you clarifying the UTC and also the note about what would work in terms of the APAC timing, because it's also a very large time zone. We did have a couple apologies today from our colleagues in Singapore. So we'll also confirm with them after this meeting that that one hour shift is good for them. And we will try to work with that. But again, also during our next call might be a good time to suggest if we need to revisit with a doodle. But we'll try to make do as these were the best times that we had indicated with the prior doodle. So thanks so much.

So as a reminder, we're asking each of the Community Coordination Group representatives to please regularly engage with your community leadership throughout the calendar year of 2024. And this the upcoming meetings in April will be a great opportunity to please identify potentially relevant working group or recurring community meeting, if you have not already, where you can update your community and solicit feedback on this important work in progress of the Community Coordination Group. I know it seems like we're having a shorter call today, but we will follow up over the list with the April 3 agenda and have time there. Oh, Larissa, I see your hand up. Please go ahead.

LARISA GURNICK:

Since it seems like we have some time, I just wanted to make note of the excellent suggestion about jam boards and the commentary, I think it was from Cheryl, about how useful many of you found the jam board. So I'm just thinking out loud that as we develop kind of the template,

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slide presentations, for all of you, perhaps there's a way for us to incorporate some idea of jam board kind of functionality. And I speak about things that I don't know anything about technically. So I hope my team will pick up the idea and figure out a way to make it work. Thank you.

EVIN ERDOGDU:

Definitely. Thank you, Larissa. We'll definitely note that as a action item for our follow up to support the Community Coordination Group. Well, unless... and I see a comment from Natalia. Great to hear. Well, thank you, everyone. I know today's meeting was a bit shorter, but we made it through our agenda and we will distribute the next meeting's agenda in the coming days, and have resources prepared to take back to groups for the next quarter this calendar year. So thank you so much. We'll see you also be sharing the blog as well, emphasizing the work that you all did during ICANN79. And we really appreciate your engagement and moving this forward. Thanks so much.

JESSICA PUCCIO:

Thanks, everyone.

EVIN ERDOGDU:

Nothing wrong with a quick call indeed. Thank you, all.

CHERYL LANGDON-ORR:

Thank you, bye.



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