

Chat Transcription
Continuous Improvement Program
Inaugural Meeting

Wednesday, 03 April 2024 @ 14:00 UTC

10:01:11 From Amrita Choudhury to Everyone:

Hello everyone

10:02:29 From Irina Danelia to Everyone:

Hi all!

10:02:58 From Evin Erdogan - ICANN Org to Everyone:

Hello Irina, Amrita, and all!

10:04:37 From Irina Danelia to Everyone:

Could you post the link to the Google drive here? Is it available on wiki page of this group?

10:05:06 From Evin Erdogan - ICANN Org to Everyone:

ICANN Continuous Improvement Program Makes Progress on a Draft Framework (March 2024):

<https://www.icann.org/en/blogs/details/icann-continuous-improvement-program-makes-progress-on-a-draft-framework-28-03-2024-en>

10:05:24 From Evin Erdogan - ICANN Org to Everyone:

X/Twitter: <https://twitter.com/ICANN/status/1774844578647945721>

Facebook: <https://www.facebook.com/icannorg>

Linked In:

https://www.linkedin.com/posts/icann_icann-activity-7180610243695984640- Wpy

10:05:26 From SANTANU ACHARYA to Everyone:

Reacted to "ICANN Continuous Imp..." with 🙌

10:05:34 From SANTANU ACHARYA to Everyone:

Reacted to "X/Twitter: https://t..." with 🙌

10:07:08 From Bill Jouris to Everyone:

Do the slides include Notes? Just to help us remember what words go with each slide

10:08:41 From Cheryl Langdon-Orr to Everyone:

Best to add Speaking Notes in the place provided on each slide of the Deck not in separate documentation

10:09:02 From Owen Smigelski (Namecheap) to Everyone:

Reacted to "Best to add Speaking..." with 👍

10:09:30 From Bill Jouris to Everyone:

Replying to "Best to add Speaking..."

That was, indeed, my intent. Poorly phrased, perhaps

10:10:22 From Yvette Guigneaux - ICANN Org to Everyone:

Here's the link to the EXT-CIP-CCG GOOGLE DRIVE -

<https://drive.google.com/drive/folders/0AOdftao39T9zUk9PVA?lfhs=2>

- this link should work, let me know if there are any issues with it.

10:11:35 From Irina Danelia to Everyone:

Thanks

10:11:59 From Yvette Guigneaux - ICANN Org to Everyone:

Reacted to "Thanks" with 👍

10:14:15 From Larisa Gurnick - ICANN Org to Everyone:

Replying to "Best to add Speaking..."

Noted, good point!

10:16:38 From Evin Erdogdu - ICANN Org to Everyone:

Reacted to "Could you post the l..." with 👍

10:16:46 From Evin Erdogdu - ICANN Org to Everyone:

Reacted to "Do the slides includ..." with 🌟

10:16:50 From Evin Erdogan - ICANN Org to Everyone:

Reacted to "Best to add Speaking..." with 👍

10:16:59 From Evin Erdogan - ICANN Org to Everyone:

Reacted to "Here's the link to t..." with 👍

10:17:00 From Amrita Choudhury to Everyone:

Reacted to "Best to add Speaking..." with 👍

10:19:04 From Cheryl Langdon-Orr to Everyone:

I had assumed that was exactly the work we should be attempting to complete Erum ;-)

10:19:54 From Owen Smigelski (Namecheap) to Everyone:

Technology makes everything better until it stops working as expected

10:20:08 From Cheryl Langdon-Orr to Everyone:

Reacted to "Technology makes eve..." with 😞

10:20:37 From Yvette Guigneaux - ICANN Org to Everyone:

Reacted to "Technology makes eve..." with 🤔

10:20:47 From Erum Welling to Everyone:

I was thinking the same, but because we are discussing, thought it's worth simply asking and confirming...looks like we'll know soon enough. Thanks

10:21:11 From Evin Erdogan - ICANN Org to Everyone:

Reacted to "Technology makes eve..." with 🤔

10:21:18 From Evin Erdogan - ICANN Org to Everyone:

Reacted to "I had assumed that w..." with 👍

10:22:16 From Jessica Puccio - ICANN Org to Everyone:

Reacted to "Technology makes eve..." with 😞

10:22:19 From sherwood.moore to Everyone:

<https://www.icann.org/resources/work-stream-2-implementation/increase-so-ac-accountability-en>

10:27:12 From Cheryl Langdon-Orr to Everyone:

I would have thought that it was the operations that are measured for efficiency

10:34:31 From Caleb Ogundele to Everyone:

I think I share the same sentiments with @Chris Disspain

10:34:57 From Cheryl Langdon-Orr to Everyone:

and in the case we have always reviewed our components as well as the AC per se of the At-Oa

10:35:32 From Cheryl Langdon-Orr to Everyone:

extra letters at the end apologies

10:41:00 From Cheryl Langdon-Orr to Everyone:

that observation @Chris Disspain IMO actually ends up contributing to the growth of an entities (here I mean the component part of ICANN so the ACSOs) CIP if there is a difference in the sub parts reaching their purpose in a fit way that *should* assist in higher levels of success of the AC or SO *but* if it does not then that is a place to identify specific improvements

10:41:35 From Cheryl Langdon-Orr to Everyone:

there needs to be an eventual complementarity and codependency of many of these things

10:41:48 From Chris Disspain to Everyone:

I said it may not fit the ALAC

10:41:49 From Cheryl Langdon-Orr to Everyone:

in an eventual model for success in CIP

10:43:23 From Cheryl Langdon-Orr to Everyone:

same as a food producer can have a successful product that is marketed well etc., but if part of the process allows for a point of failure and then it fails => Oops using foul water in production for example poisoning your customers etc., ;-)

10:43:35 From Chris Disspain to Everyone:

I agree with Larisa that this deserves a deeper dive...where/when is the appropriate place to have that deeper dive

10:44:44 From Cheryl Langdon-Orr to Everyone:

Replying to "I agree with Larisa ..."

Usually after basic data capture and design (which is where we are at now) trick is to pin such observations to a 'to get attention' (and when) list

10:46:36 From Chris Disspain to Everyone:

Up to whom though? The GNSO or the bits of the GNSO??

10:47:40 From Owen Smigelski (Namecheap) to Everyone:

Replying to "Up to whom though? T..."

I think it should be for each bit to do their own thing, for it to feed up to the Council, which should do its own review

10:47:42 From Cheryl Langdon-Orr to Everyone:

Critical Control Points (CCPs) is the term often used in complementary QAS systems they often end up getting enduring attention here, but the less critical also require attention based on risk assessment and prioritization

10:48:16 From Cheryl Langdon-Orr to Everyone:

Reacted to "I think it should be..." with 👍

10:50:49 From Cheryl Langdon-Orr to Everyone:

That is your view SeB

10:50:59 From Cheryl Langdon-Orr to Everyone:

not a universal one of course

10:51:24 From Cheryl Langdon-Orr to Everyone:

actually your here to represent your RALOs activities in all this

10:53:47 From Chris Disspain to Everyone:

To save faffing about could we have the link to the slides we can use to inform our group of progress here in this chat please?

10:54:07 From Cheryl Langdon-Orr to Everyone:

Reacted to "To save faffing abou..." with ❤️

10:54:23 From Chris Disspain to Everyone:

ok..list is fine thanks:-)

10:54:48 From Alan Greenberg (ALAC) to Everyone:

Where is this slide deck?

10:55:09 From Chris Disspain to Everyone:

coming to a list near you soon

10:55:18 From Cheryl Langdon-Orr to Everyone:

apparently we get that in drip feed via the *list* SIGH

10:55:52 From Cheryl Langdon-Orr to Everyone:

along with the script as a separate doc

10:56:03 From Alan Greenberg (ALAC) to Everyone:

Shouldn't it be clearly labeled on the Google Drive?

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10:56:17 From Jessica Puccio - ICANN Org to Everyone:

Would uploading it to the External Drive for everyone to download be more desired, rather than attached to an email? We can also update the deck with the notes rather than an additional document.

10:56:20 From Cheryl Langdon-Orr to Everyone:

Replying to "Shouldn't it be clea..."

in my view yes

10:57:06 From Alan Greenberg (ALAC) to Everyone:

I thought that the concept of the Google Drive is that it is the definitive place to go to get CIP-CCG docs. Not have to look around in emails.

10:57:37 From Cheryl Langdon-Orr to Everyone:

Replying to "I thought that the c..."

yup that should be the effect of such a tool

10:57:51 From Bill Jouris to Everyone:

Reacted to "I thought that the c..." with 👍

10:58:23 From Chris Disspain to Everyone:

I really do't mind as long as someone tells us where to look etc...

10:58:48 From Cheryl Langdon-Orr to Everyone:

Reacted to "I thought that the c..." with 👍

10:59:00 From Jessica Puccio - ICANN Org to Everyone:

Replying to "I thought that the c..."

That was the plan, just wanted to share the deck prior, but we will definitely upload there and send a link in a summary email of today's call. 😊

10:59:37 From Amrita Choudhury to Everyone:

Thanks a lot

11:01:07 From Cheryl Langdon-Orr to Everyone:

Bye for now then

11:01:11 From Irina Danelia to Everyone:

thanks bye all

11:01:16 From Jean-Baptiste Deroulez - ICANN Org to Everyone:

Bye all

11:01:18 From Caleb Ogundele to Everyone:

Thank you and bye