

**Room: Puerto Rico**  
**Scribe: Claudia**

### **Round 1**

**KS: What (if any) are the barriers for the continuous improvement of the ccNSO?**

We are not engaging other SOAC's, not in agreement (we fall back)

All SOAC's should sit and find a connecting wire

One barrier, we need high level definition. Measurements, ccNSO right now is in a good state.

All WG's are doing well and improving. Need definitions and look to see where we could be doing better. Be particular on how we design it going forward.

Better Project managers / planners.

Recognize where improvements have been made.

Improve exchanging of information

What does improvement mean to others / everyone?

We (ccNSO) feels that there has been improvement but how can we show / prove it?

Continuous improvement, guideline committee -

We need silos, other communities to tell us what 'other's' are doing. Go to them and see what they are doing and see if we can use / do them also.

Good opportunity

Another barrier, lack of volunteers? Might be a barrier for continuous improvement.

See Bylaws from other SOAC's and see if it can be used / applied

Why are we not able to reel in Caribbean's - is language a barrier ?

### **Round 2**

**Hamburg: Jordan: Build in simple "retrospective" review steps into our key ccNSO processes, so we learn how to improve things as we go?**

When we measure things, we need to crystallize / define what it was so we don't lose sight of what it was.

These jamboard sessions are good because people who are usually quiet and don't hear from voice their opinions

Everyone was in agreement with Jordan

### **Round 3**

#### **Improve participation and engagement of new ccTLD operators. Pablo Rodriguez**

What are the barriers that are impeding them from participating?

New members / long time members need to be brought up to speed.

Some ccTLDs can become political (government) , this can be a barrier

Language can be a barrier - not native EN speakers (Thanks to Alejandra for bringing interpretation)

Try to engage more proactively with the CTU, Island stated

Try to engage colleagues from same ccTLD - need to explain what it is and that all input is valuable

Mentorship is important

Make people feel like they belong, welcome so they keep coming back.

Increase collaboration between ccTLD managers, ALAC / At-Large, GNSO and others.  
General encourage more communication across the SO/ ACs