Continuous Improvement Program Community Coordination Group (CIP-CCG) Terms of Reference—February 2024

Introduction

The Third Accountability and Transparency Review (ATRT3) Recommendation 3.6 calls for Organizational Reviews to be evolved into a Continuous Improvement Program (CIP). The recommendation to create a Continuous Improvement Program states that ICANN org shall work with each Supporting Organization (SO), Advisory Committee (AC) and their stakeholder groups, and the Nominating Committee (NomCom) to establish a Continuous Improvement Program. It will include an annual satisfaction survey of members/participants, and a regular assessment, including a summary of continuous improvements published at least every three years.

The initial development phase, CIP Framework Development, is estimated to take up to 12 months, concluding by December 2024. CIP Assessment Period 1 is estimated to begin in 2024 and conclude at the end of 2027 (3 years), and CIP Assessment Period 2 is estimated to begin in 2028 and conclude at the end of 2030 (3 years). In tandem, work is underway to implement ATRT3 Recommendation 3.5 calling for a Holistic Review. The ICANN Board has directed that both the Holistic Review and the CIP begin as pilots. The results of the CIP assessment(s) will inform the eventual Holistic Review.

The community's implementation work on the Third Accountability and Transparency Review (ATRT3) Recommendation 3.6 will require implementation by and within individual community groups, as well as a collective focus to address a few specific items that require coordination and collaboration across the community.

ICANN org has put together these terms of reference, detailing the expected role and scope of responsibilities for a proposed CIP Community Coordination Group. As an action item from the SOAC Chairs Roundtable call on 29 September 2023, communication will be shared requesting each community group (22 including NomCom) to proceed to appoint its representative to the CIP-CCG, with a view toward an initial meeting in December 2023, in light of the ICANN78 Annual General Meeting.

Purpose of the CIP Community Coordination Group

As the ICANN Community considers the implementation of ATRT3 Recommendation 3.6 as it relates to each community structure and for the ICANN Community overall, the CIP Community Coordination Group is intended to serve as a forum to exchange best practices, lessons learned, as well as for sharing information and progress related to already existing community continuous improvement activities. The representatives in the CIP-CCG will share best practices and collaborate on community-wide implementation of ATRT3 Recommendation 3.6, while relaying information back to their constituencies to inform the process and voice decisions.

In addressing community-wide implementation of ATRT3 Recommendations 3.6, the CIP Community Coordination Group is expected to accomplish the following:

- Develop a shared understanding of the meaning of Continuous Improvement in the context of ATRT3 Recommendation 3.6.
  - Identify existing continuous improvement activities already in place in each community group. This will include the structure of existing CIP activities, their cadence and outcomes, and what useful information may be obtained from them. (Refer to "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).
- Consider a range of methodologies for effective continuous improvement programs, and agree on the methodology that is fit for ICANN purpose.
  - What each individual community structure will need to carry out any agreed implementation, including identification of relevant principles and how to measure improvement.
  - How to reach broad community agreement on the CIP Framework.
  - Discuss creation of an annual satisfaction survey for the ICANN Community structures.
  - Discuss the scope of and opportune timing for additional community consultations (as needed).
- Formulate a CIP Framework, to be used by each SO, AC and NomCom.
  - Agree on a Framework for implementation of the Continuous Improvement Program, including discussion of potential overall principles to guide the ICANN Community in its assessment, and the determination of criteria specific to each community structure.

The CIP Community Coordination Group is an experience-sharing and information forum and is not intended to be a decision-making body. In limited circumstances, it may present a joint proposal for discussion by the SOAC Chairs (see further below).

Composition

It is envisioned that the CIP Community Coordination Group will be populated by volunteers from each Supporting Organization (SO), Advisory Committee (AC), and their stakeholder groups and constituencies, and the Nominating Committee. Given the CIP Community Coordination Group's purpose and to ensure inclusivity while keeping the group sufficiently small to allow for meaningful discussions, each SO, AC, GNSO Stakeholder Group and Constituency, and Regional At-Large Organization (RALO) should be able to appoint one (1) representative to the Group, for a total of 22 representatives from across the ICANN Community.

It will be useful to have some representatives with familiarity with Organizational Reviews, but also representatives with knowledge of continuous improvement work outside of ICANN; those that can contribute new and innovative ideas for improving the effectiveness and the accountability of the different ICANN structures. There is the importance of striking a balance between representatives with deep ICANN experience, and those that bring new perspectives.

Decision Making and Transparency of Discussions

The CIP Community Coordination Group does not operate as a decision-making body. Rather, it is a central point for discussion where each community group's views and progress are shared, where coordination of the development of a CIP Framework for community-wide implementation of the ATRT3 Recommendation 3.6 takes place, as appropriate, and where information about best practices and tools used can be exchanged. Members of the CIP Community Coordination Group will therefore be expected to report back to their communities on relevant and useful points discussed in the coordination group and to voice their community's views and decisions into the CIP Community Coordination Group as relevant and appropriate.

Where, as a result of the information sharing and discussions within the CIP Community Coordination Group, the CIP Community Coordination Group believes that certain outcomes or common solutions can apply to several or all community organizations, the members of the CIP Community Coordination Group should each first communicate the proposals back to their individual community groups for review. Any final CIP Community Coordination Group proposal for a community-wide CIP Framework must be made based on all the feedback received from each community group. The CIP Community Coordination Group will discuss and develop such proposed outcomes or solutions among the (22) Community representatives for their review and consideration of next steps, including the appropriate community structure(s) and SOAC Leadership for any required decision making.

The participation of each CIP Community Coordination Group representative and their input or contribution to the Group will inform the CIP Framework. The CIP Framework will be published for ICANN Public Comment by the CIP-CCG before adoption. The CIP-CCG will address input received and revise the CIP Framework, where relevant.

The CIP Community Coordination Group will operate in a transparent fashion. All discussions, proposals, and documents of the CIP Community Coordination Group should be recorded and published on the [wiki page](#) to be set up by ICANN org. ICANN org will support the CIP Community Coordination Group in maintaining the records and ensuring uniformity of reporting. At its first meeting, the Group will discuss and determine the frequency of its meetings, which is suggested to be once per month as a starting point.

ICANN Org Support

Facilitation of the CIP Community Coordination Group discussions, including preparation involving but not limited to drafting agendas and briefings, will be handled by ICANN org.