

RSSAC Input to Continuous Improvement Program - Community Coordination Group (CIP-CCG)

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 (P1): The RSSAC is fulfilling its purpose.

Principle 2 (P2): The structure of RSSAC is effective.

Principle 3 (P3): The operations of the RSSAC are efficient.

Principle 4 (P4): The RSSAC is accountable internally to its stakeholders and substructures (where applicable), and externally to the wider ICANN community.

Principle 5 (P5): The RSSAC collaborates to further the mission of ICANN and the effectiveness of the ICANN multistakeholder model.

Principle 1: Criteria

Principle 1 (P1): The RSSAC is fulfilling its purpose.

Criterion 1 (C1): There is an agreement that the RSSAC is fulfilling its purpose¹. This may include assessing how the RSSAC contributes to [ICANN's mission](#), “to help ensure a stable, secure, and unified global Internet.” This includes initiatives to advance ICANN’s mission and to combat [domain name security threats](#).

Indicator #	Indicator Text	Indicator Metric
P1_C1_I1	RSSAC performs its role effectively and efficiently to provide advice on the relevant activities of ICANN	1) The number of RSSAC advisories published
P1_C1_I2	RSSAC engages and communicates with its members regularly and effectively	1) The number of email exchanges on the RSSAC mailing list 2) The number of RSSAC meetings 3) The number of RSSAC Caucus meetings
P1_C1_I3	RSSAC continues to engage the wider community to help educate on areas relevant to the DNS Root Server System	1) The number/total length of presentations given by the RSSAC to other communities and groups 2) Participation of RSSAC in the orientation sessions of newcomers 3) Engagement of RSSAC with ICANN fellows and nextgen

¹ *Purpose of RSSAC: (i) The role of the Root Server System Advisory Committee ("Root Server System Advisory Committee" or "RSSAC") is to advise the ICANN community and Board on matters relating to the operation, administration, security, and integrity of the Internet's Root Server System.*

Criterion 2 (C2): How the RSSAC contributes to the global public interest.²

Indicator #	Indicator Text	Indicator Metric
P1_C2_I1	RSSAC continues to produce relevant advice on the issues which are under the remit of RSSAC	1) The number of RSSAC advisories published
P1_C2_I2	RSSAC produces documents and advice through global collaboration from members within the RSSAC caucus	1) The number/total length of RSSAC Caucus work party meetings 2) The number of RSSAC Caucus members participated in the work party meeting
P1_C2_I3	RSSAC continues to produce and update recommendations to the RSOs for implementation requirements to ensure the performance and stability of the RSS is auditable.	1) The review and revision of subsequent versions of RSSAC002 2) The review and revision of subsequent versions of RSSAC047
P1_C2_I4	The RSSAC Caucus utilizes structured, inclusive, and transparent processes to encourage membership and participation	1) The number of RSSAC Caucus Membership Committee meetings held 2) The initiatives to review and encourage participation of RSSAC Caucus members

² Global Public Interest as described in the [ICANN Articles of Incorporation](#) (2016): “in recognition of the fact that the Internet is an international network of networks, owned by no single nation, individual or organization, (ICANN) shall, except as limited by Article IV hereof, pursue the charitable and public purposes of lessening the burdens of government and promoting the global public interest in the operational stability of the Internet by carrying out the mission set forth in the ([ICANN Bylaws](#)). Such global public interest may be determined from time to time. Any determination of such global public interest shall be made by the multistakeholder community through an inclusive bottom-up multistakeholder community process.”

Criterion 3 (C3): How the RSSAC contributes to the [ICANN Strategic Plan \(FY21-25\)](#) objectives, especially the strategic objective to “Improve the effectiveness of ICANN’s multistakeholder model of governance.”

Indicator #	Indicator Text	Indicator Metric
P1_C3_I1	RSSAC contributes to “Improve the effectiveness of ICANN’s multistakeholder model of governance.”	1) The number of RSSAC bilateral meetings held with other ICANN structures 2) The participation of RSSAC in cross-community groups
P1_C3_I2	RSSAC contributes to maintaining the security and stability of the Root Server System	1) The number of RSSAC advisories published relevant to security and stability of RSS 2) The review of the security and stability of RSS by RSSAC to consider if a publication is required
P1_C3_I3	RSSAC continues to engage with the community and participate in cross-community groups, wherever relevant	1) The number of ICANN cross-community groups RSSAC is represented
P1_C3_I4	RSSAC continues to enhance its expertise in the root server system through the RSSAC Caucus	1) The number of new RSSAC Caucus members joined

Principle 2: Criteria

Principle 2 (P2): The structure of RSSAC is effective.

Criterion 1 (C1): The RSSAC has a working group or process to address its goals and priorities each year, in line with its purpose.

Indicator #	Indicator Text	Indicator Metric
P2_C1_I1	RSSAC maintains effective processes through RSSAC Admin Committee, RSSAC admin staff, and RSSAC leadership in order to meet their goals, and setting priorities	1) The number of RSSAC Admin Committee meetings held
P2_C1_I2	RSSAC and RSSAC Caucus members participate in the process of prioritizing RSSAC work items	1) Check if the Caucus members participated in the Caucus membership survey by proposing work items 2) Check if feedback was sought from RSSAC and RSSAC Caucus members on prioritizing the RSSAC work

Criterion 2 (C2): RSSAC processes are accessible and clearly communicated.

Indicator #	Indicator Text	Indicator Metric
P2_C2_I1	RSSAC effectively propagates the updates of its operational procedures via RSSAC000 to its members	1) The number of RSSAC000 review meetings held 2) The number of RSSAC000 review emails exchanged
P2_C2_I2	RSSAC maintains the process of effectively communicating and engaging with its members via holding in-person and virtual meetings, and email channels	1) The number of RSSAC meetings held and emails exchanged
P2_C2_I3	RSSAC maintains the process of effectively communicating and engaging with the RSSAC Caucus members via holding in-person and virtual meetings, and email channels	1) The number of RSSAC Caucus meetings held and emails exchanged

Criterion 3 (C3): Processes are in place to help the RSSAC meet its purpose.

Indicator #	Indicator Text	Indicator Metric
P2_C3_I1	RSSAC continues to review and updates its operational procedures via RSSAC000 periodically	1) The frequency of the review of RSSAC000
P2_C3_I2	RSSAC has a process for producing and updating relevant documents and advice within its remit	1) Whether the process of producing and updating relevant documents is followed as per the operations procedures

Criterion 4 (C4): Processes are in place for planning and prioritizing RSSAC work.

Indicator #	Indicator Text	Indicator Metric
P2_C4_I1	RSSAC has a process to meet regularly and discuss planning and prioritization of work item and issues relevant to RSSAC	1) The number of RSSAC Admin Committee meetings held
P2_C4_I2	RSSAC leadership regularly engages with the RSSAC liaisons and other appointments to update on the matters which are of interest to RSSAC, and plan accordingly	1) The number of RSSAC Chair-RSSAC liaison meetings held

Criterion 5 (C5): Processes are in place for assessing and tracking the implementation of RSSAC output.

Indicator #	Indicator Text	Indicator Metric
P2_C5_I1	RSSAC maintains a register to track the progress of the implementation on its advice	1) Keeping an RSSAC advice register 2) Checking on whether the RSSAC advice register is tracked regularly by the RSSAC Admin Committee or not
P2_C5_I2	RSSAC leadership regularly engages with the RSSAC liaisons and other appointments to assess the progress of the ongoing work and commitments	1) The number of RSSAC Chair-RSSAC liaison meetings held 2) The number of RSSAC Chair-Work Party Leadership meetings held

Principle 3: Criteria

Principle 3 (P3): The operations of the RSSAC are efficient.

Criterion 1 (C1): The RSSAC has a process for planning and setting priorities, and identifying relevant emerging issues to focus on within established timeframes.

Indicator #	Indicator Text	Indicator Metric
P3_C1_I1	RSSAC regularly reviews proposed work and establishes priorities based on the urgency of the topic and the workload of RSSAC and RSSAC Caucus membership	1) Holding regular RSSAC Admin Committee meetings 2) Creating outputs and time-bound action items out of these meetings
P3_C1_I2	RSSAC annually conducts surveys to get input from RSSAC Caucus which is then used to set priorities	1) Checking whether the annual RSSAC Caucus membership survey was conducted or not
P3_C1_I3	RSSAC has a mechanism to efficiently allocate and use of available human resources as per the opportunities to contribute	1) The number of RSSAC Caucus Membership Committee meetings held 2) The number of liaison appointments made 3) RSSAC Caucus Member Recognition process 4) Use of RSSAC Caucus members to act as liaisons 5) Increase in the diversity of RSSAC/RSSAC Caucus members contributing the work party activities and fulfilling liaison roles

Criterion 2 (C2): The RSSAC assesses inputs related to their scope of responsibility.

Indicator #	Indicator Text	Indicator Metric
P3_C2_I1	RSSAC assesses the opportunities to contribute internally and externally as per its remit, and decides whether to proceed with the work or not	1) The number of RSSAC correspondence on the appointment of representatives 2) Number of public comments submitted

Criterion 3 (C3): The RSSAC develops and recommends outputs relevant to their purpose (policy development, support policies, leadership placement).

Indicator #	Indicator Text	Indicator Metric
P3_C3_I1	RSSAC produces documents on the issues of its interest and that are within its remit	1) The number of advisories published or reviewed
P3_C3_I2	RSSAC appoints liaison, representatives and alternates to cross-community groups whenever relevant	1) The number of appointments made by RSSAC

Criterion 4 (C4): The RSSAC's outputs are implemented and implementation of outputs is monitored.

Indicator #	Indicator Text	Indicator Metric
P3_C4_I1	RSSAC has a process to monitor and track its advice	1) Checking on whether the RSSAC advice register is tracked regularly by the RSSAC Admin Committee or not
P3_C4_I2	RSSAC has a mechanism to periodically review its advice and possibly update that so that the implementation of the advice is kept current and relevant	1) Checking on whether the RSSAC reviewed its advisories that it had committed to review periodically.

Criterion 5 (C5): Workloads are managed efficiently.

Indicator #	Indicator Text	Indicator Metric
P3_C5_I1	RSSAC monitors the ongoing work to make sure they are brought to the finish line efficiently	1) The number of RSSAC Chair - Work party leadership meetings held
P3_C5_I2	RSSAC leadership holds periodic one-to-one meetings with all incoming and outgoing liaisons to help and support their work, wherever necessary	1) The number of RSSAC Chair-RSSAC liaison meetings held
P3_C5_I3	The RSSAC conducts its work online, in person at ICANN meetings, and also occasionally in dedicated workshops depending on the need	1) The number of RSSAC meetings, workshops, and teleconferences held
P3_C5_I4	The RSSAC Admin Committee reviews the workload of RSSAC members and prioritizes work based on available membership capacity	1) Checking whether the RSSAC Admin Committee periodically reviews the workload and does prioritization
P3_C5_I5	RSSAC annually gets the feedback from its members inquiring about the ways they can contribute, and about difficulty they face in contributing	1) Checking whether the RSSAC Caucus Membership Survey is conducted annually or not

Criterion 6 (C6): There is an agreement within the RSSAC and RSSAC Caucus that the RSSAC operates efficiently overall.

Indicator #	Indicator Text	Indicator Metric
P3_C6_I1	RSSAC annually gets feedback from the RSSAC members and from RSSAC Caucus members on the efficiency of RSSAC operations	1) Checking whether the RSSAC Caucus Membership Survey is conducted annually or not

Principle 4: Criteria

Principle 4 (P4): The RSSAC is accountable internally to its stakeholders and substructures (where applicable), and externally to the wider ICANN community.

Criterion 1 (C1): Adequate representation of the diversity of the global multistakeholder community within group membership and the RSSAC roles³

Indicator #	Indicator Text	Indicator Metric
P4_C1_I1	RSSAC continues to attract experts in the RSSAC Caucus while keeping in view the diversity of its membership	1) The number of new RSSAC Caucus members joined 2) The number of ICANN newcomer sessions attended by RSSAC

Criterion 2 (C2): The RSSAC objectives align with planned objectives of ICANN that are in scope for the RSSAC

Indicator #	Indicator Text	Indicator Metric
P4_C2_I1	RSSAC, within its remit, ensures that its objective are in alignment with the objectives of the ICANN including 1) Stability of DNS and the root server operations/system, 2) Evolution of the unique identifier systems(DNS) in coordination and collaboration with relevant parties to continue to serve the needs of the global Internet user base, and 3) Preserve and enhance membership engagement	1) The number of RSSAC advisories published relevant to the objectives

³ Guided by ICANN Core Value 4: Seeking and supporting broad, informed participation reflecting the functional, geographic and cultural diversity of the Internet at all levels of policy development and decision-making

Criterion 3 (C3): The RSSAC is accountable to the wider ICANN community, its members, and committees in recruiting, developing, and maintaining caucus membership needed to achieve its purpose.

Indicator #	Indicator Text	Indicator Metric
P4_C3_I1	RSSAC has an internal mechanism to review and improve its operational procedures,when necessary	1) The frequency of the review of RSSAC000
P4_C3_I2	RSSAC has an open and transparent operational procedures to its members	1) Checking whether RSSAC operational review meetings and related email exchanges were open to all RSSAC members
P4_C3_I3	Within its scope, RSSAC and RSSAC Caucus meetings are open to wider ICANN and other Internet community	1) Checking whether RSSAC or RSSAC Caucus held any unnecessarily-closed meetings
P4_C3_I4	RSSAC is accountable to the RSOs to ensure adequate representation.	1) Checking whether all RSOs have representation in RSSAC

Criterion 4 (C4): Support and resources for onboarding newcomers to the RSSAC.

Indicator #	Indicator Text	Indicator Metric
P4_C4_I1	RSSAC and RSSAC Caucus has an onboarding mechanism for newcomers	1) Checking whether RSSAC onboarding document is updated periodically 2) The number of onboarding meetings offered to new RSSAC members
P4_C4_I2	RSSAC regularly reviews and updates the RSSAC Caucus webpage and application information, as per the needs of RSSAC	1) The number of cases where the RSSAC Caucus webpage and application information were updated
P4_C4_I3	RSSAC engages in the recruiting and onboarding by contributing to the ICANN Fellowship program	1) The number of cases where RSSAC appoints a representative to the Fellowship selection and mentoring committees
P4_C4_I4	RSSAC engages in the recruiting and onboarding by contributing to the ICANN NextGen program	1) The number of cases where RSSAC appoints a representative to the ICANN NextGen selection and mentoring committees
P4_C4_I5	RSSAC engages with ICANN Org to help organize learning opportunities for onboarding of newcomers	1) The number RSSAC presentations given during the Newcomers sessions
P4_C4_I6	RSSAC regularly holds meetings with ICANN Fellows and NextGen program members for potential outreaching and onboarding	1) The number of meetings held during the assessment cycle 2) The number of newcomers joined from ICANN Fellowship and NextGen program

Criterion 5 (C5): Growing skill sets and technical expertise needed through capacity building.

Indicator #	Indicator Text	Indicator Metric
P4_C5_I1	RSSAC regularly recruits pools of experts as RSSAC Caucus members to bridge the gap of the skill set that RSSAC may not have at a particular time	1) The number of new RSSAC Caucus members joined

Criterion 6 (C6): Tracking levels of active participation.

Indicator #	Indicator Text	Indicator Metric
P4_C6_I1	RSSAC Caucus membership committee periodically assesses the individual engagement of RSSAC Caucus members	1) The number of RSSAC Caucus Membership Activity tracking work accomplished by the RSSAC Caucus Membership Committee 2) RSSAC Caucus Membership Committee reviews and evaluates the feedback received from the annual RSSAC Caucus Membership Survey

Criterion 7 (C7): The RSSAC maintains sufficient levels of transparency of information.

Indicator #	Indicator Text	Indicator Metric
P4_C7_I1	RSSAC reviews and updates procedural and operational improvements regularly, whenever needed	1) The frequency of review of the operational procedures
P4_C7_I2	RSSAC maintains an online accessible repository for the wider ICANN community, for its operations and publications	1) Checking whether RSSAC website is updated frequently enough to include current information.

Criterion 8 (C8): The RSSAC implements the recommendations from the prior review process, and from the Continuous Improvement Program.

Indicator #	Indicator Text	Indicator Metric
P4_C8_I1	RSSAC ensures that all recommendations made during the prior review process, within its remit and available resources, are considered for implementation	1) Number of recommendations assessed and processed
P4_C8_I2	RSSAC has a process to assess the suggestions for improvements made during the Continuous Improvement Program	1) Number of suggestions assessed and processed

Criterion 9 (C9): There is an agreement that the RSSAC is accountable to the wider ICANN community, its committees, and stakeholder groups.

Indicator #	Indicator Text	Indicator Metric
P4_C9_I1	RSSAC annually gets feedback from the RSSAC members, RSSAC Caucus members, and the wider Internet Community	1) Checking whether the RSSAC Caucus Membership Survey is conducted annually or not 2) The number of bilateral meetings RSSAC is having with other structures

Principle 5: Criteria

Principle 5 (P5): The RSSAC collaborates to further the mission of ICANN and the effectiveness of the ICANN multistakeholder model.

Criterion 1 (C1): The RSSAC has a process in place for communicating and coordinating within the global Internet multistakeholder community

Indicator #	Indicator Text	Indicator Metric
P5_C1_I1	RSSAC actively engages with the rest of ICANN Community and ICANN Org	1) The number of RSSAC bilateral meetings held with other ICANN structures 2) The number of engagements held with ICANN Org 3) The number of emails and letters exchanged
P5_C1_I2	RSSAC appoints representatives, alternates and observers to the cross community working groups as and when required	1) The number of appointments made by RSSAC to the cross-community groups
P5_C1_I3	RSSAC regularly appoints liaisons to other relevant community groups (such as RZM, CSC, etc)	1) The number of appointments made to other community groups by RSSAC
P5_C1_I4	RSSAC regularly engages with other SOs/ACs formally or informally	1) The number of meeting held with other SOs/ACs 2) The number of emails and letters exchanged with other SOs/ACs

Criterion 2 (C2): The RSSAC meets regularly with the ICANN Board.

Indicator #	Indicator Text	Indicator Metric
P5_C2_I1	RSSAC regularly engages with the ICANN Board members	1) The number of RSSAC meetings planned with the ICANN Board 2) The number of correspondence with the ICANN Board
P5_C2_I2	RSSAC appoints a liaison to the ICANN Board	1) Checking whether the RSSAC has a liaison to the Board or not

Criterion 3 (C3): The SO/AC Leadership meetings and RSSAC meetings are held at each ICANN Meeting, and help to improve overall communication, setting priorities, and planning.

Indicator #	Indicator Text	Indicator Metric
P5_C3_I1	RSSAC regularly participates in the SO/AC Leadership meetings whenever organized	1) Checking whether the RSSAC participates in the SO/AC Leadership Roundtables or not
P5_C3_I2	RSSAC organizes regular in-person and virtual meetings	1) The number of regular in-person and virtual meetings organized by the RSSAC