Update on Evolving Organizational Reviews into a Continuous Improvement Program

GNSO Council input on the draft Continuous Improvement Program Framework in progress by the CIP-CCG

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ICANN

Purpose of today's presentation

As per the Terms of Reference (<u>TOR</u>) for the CIP-CCG, "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".

It is important for the community to develop a shared understanding of the CIP framework being developed by the CIP-CCG, and the goal of this presentation is threefold:

1. **Education:** Educate the community on the Principles, Criteria, Indicators framework.

2. **Questions:** Answer questions about the framework.

3. **Feedback:** Invite input on the principles.

ATRT3 Recommendation 3.6: Evolving Organizational Reviews

The Third Accountability and Transparency Review (ATRT3) Recommendation 3.6 calls for the evolution of Organizational Reviews conducted by an Independent Examiner into a [Continuous Improvement Program (CIP)](#) led by the ICANN community. The Board [deferred](#) upcoming Organizational Reviews until 2025 so that this recommendation and others from ATRT3 could be implemented.

The ICANN community demonstrated great interest in contributing to the evolution of Organizational Reviews into a CIP, with 21 out of 22 of the [groups](#) across the ICANN community represented in a Continuous Improvement Program Community Coordination Group (CIP-CCG) which convened in [January 2024](#).

The CIP-CCG is tasked with developing a framework for the CIP, which will be published for Public Comment prior to adoption by each SO, AC, and the NomCom.

The CIP will include an annual satisfaction survey of members/participants, and a regular assessment once the CIP Framework is developed.

Continuous Improvement Program Roadmap

Initial development phase of CIP Framework, 12-month estimation, concluding by Dec 2024

Board consideration of CIP pilot and progress made towards evolving Organizational Reviews

CIP Assessment Period 2
estimated to begin in 2028

Conclude at the end of 2030 (3 years)

| NOV 2024 | DEC 2024 | JAN 2025 | FEB-MAY 2025 | JUN 2025 | DEC 2027 | JAN 2028 | DEC 2030 |

CIP Framework published for Public Comment

CIP Assessment Period 1
estimated to begin upon adoption of the Framework

Conclude at the end of 2027 (3 years)

The results of the CIP assessments will inform the Holistic Review

ICANN Community and the CIP-CCG

Pictured: CIP-CCG volunteers during the ICANN79 Community Forum.

CIP-CCG volunteers are sharing best practices and collaborating on community-wide implementation of ATRT3 Rec. 3.6. In work to-date, they have considered a range of methodologies for effective continuous improvement programs, utilizing a Principles-Criteria-Indicators framework fit for ICANN purpose.

CIP-CCG volunteers are drafting the CIP Framework, to be used by each SO, AC, and NomCom, while relaying information back to their groups to inform the process.

CIP-CCG hybrid meeting during ICANN79

Collaborative meeting with advance homework:

- Jamboards per Principle
- Homework via CIP-CCG list
- Brainstormed based on current continuous improvement activities to form criteria for each SO/AC/NomCom.

After ICANN79 (second quarter 2024):

Community reps going to their groups to update them on CIP-CCG and criteria applicable to their SOACs, gather feedback for framework in progress.

Principles / Criteria Framework

Principles / Criteria Framework: consists of principles, criteria, and indicators:

- **Principles** describe the objectives of the Continuous Improvement Program. They define what the CIP is fundamentally trying to do.

- **Criteria** are the conditions that need to be met in order to comply with a principle. Criteria define how a principle will be achieved, without themselves being a measure of performance.

- **Indicators** define what the CIP will measure to assess whether or not criteria are being met. Indicators can include metrics, assessments, and or new processes put in place to meet criteria.

CIP Framework Considerations

Recommendation 3.6 states "ICANN org shall work with each SO/AC/NomCom to establish a continuous improvement program [that shares] **a common base between all SOs, ACs, and the NomCom but will also allow for customization so as to best meet the needs of each individual SO/AC/NomCom.**

Current Objectives of Organizational Reviews

Source: Article 4.4 of the ICANN Bylaws

(i) whether that organization, council or committee has a continuing purpose in the ICANN structure.

(ii) if so, whether any change in structure or operations is desirable to improve its effectiveness.

(iii) whether that organization, council or committee is accountable to its constituencies, stakeholder groups, organizations and other stakeholders.
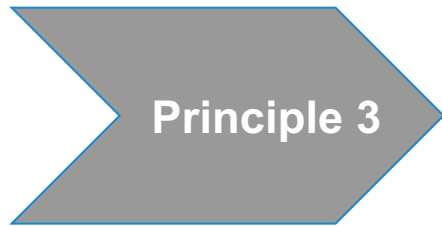
ICANN Principles of Continuous Improvement

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, it is an overarching consideration that is addressed through five separate principles that would guide the successful execution of the Continuous Improvement Program (CIP):

Principle 1 — The SO, AC, or NomCom is fulfilling its purpose.

Principle 2 — The operations of SO, AC, or NomCom are effective.

Principle 3 — The operations of SO, AC, or NomCom are efficient.

Principle 4 — The SO, AC, or NomCom is accountable internally to its stakeholders, and externally to the wider ICANN community.

Principle 5 — The ICANN community collaborates to further the mission of ICANN and the effectiveness of the ICANN multistakeholder model.

Mapping existing CI and Jamboard content

Principles

Criteria

Indicators (SMART)

Principles to Criteria Example

Example of Principle 3:
- The operations of SO, AC, or NomCom are efficient.

Examples of potential Criteria for <u>our community structure/group</u>:
- Each structure has a process for planning and setting priorities.
- Each structure efficiently assesses inputs related to their scope of responsibility.
- Each structure efficiently develops and recommends outputs relevant to their purpose (policy development, support policies, leadership placement).
- Each structure's outputs are implemented efficiently and implementation of outputs is monitored.

Principles to Criteria to Indicators Example

Example of Principle 3:
- The operations of SO, AC, or NomCom are efficient.

Examples of potential Criteria for our community structure/group:
- <mark>Each structure has a process for planning and setting priorities.</mark>
- Each structure efficiently assesses inputs related to their scope of responsibility.
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- Each structure's outputs are implemented efficiently and implementation of outputs is monitored.

Examples of potential Indicator for Criteria: "Each structure has a process for planning and setting priorities".
- <mark>Yes.</mark>
- <mark>If No, indicator could be to develop a process, that is Specific, Measurable, Achievable, Relevant, and Time-Bound (SMART).</mark>

Question for GNSO Council consideration

Do you feel comfortable with the **five principles** developed by the CIP-CCG (stemming from Article 4.4 of the ICANN Bylaws) to serve as a **common base across all structures?**

Next Steps

Phase 1 (January - March) **The CIP-CCG made substantial progress toward developing principles for the CIP**, which will provide a common base for the assessment of the different ICANN community structures. The principles stem from Article 4.4 of the ICANN Bylaws describing objectives for Organizational Reviews.

Phase 2 (April): Community representatives go to their groups to inform them of the progress of the CIP-CCG and their work-to-date, including work the Principles, Criteria, Indicators approach for the draft CIP framework, how the framework will be utilized in the (first) CIP assessment phase. **Ongoing CIP-CCG meetings and regular updates from your CIP-CCG representative (and alternate) throughout 2024.**

Phase 3 (May, June): Once Community reps have educated their structures on CIP-CCG progress on the Principles, Criteria, Indicators approach and how the process of the CIP will work, they then organize a working session with their community reps in Q2-3 2024 to gather feedback on the Criteria and Indicators for their group. **Provide input to your CIP-CCG representative!**

Phase 4 (July, August): Finally, community reps work with groups to reach consensus on Criteria and Indicators applicable to their organizational structures (this will occur after iterations of CIP-CCG meetings during Phase 2). **Draft CIP Framework will be published for Public Comment (est. Oct/Nov 2024).**

Resources: Please Read and Share!

- Continuous Improvement Program Home: **https://community.icann.org/display/CIP**
- Continuous Improvement Program Community Coordination Group **(CIP-CCG) Meetings**
- CIP-CCG **Resources**
- CIP-CCG **Membership and Mailing List**
- ICANN Continuous Improvement Program Makes Progress on a Draft Framework: **March 2024**
- ICANN Launches the Continuous Improvement Program Community Coordination Group: **January 2024**
- ICANN Reviews Program Update: **February 2024**
- ICANN Reviews Program Update and Interim President and CEO Goal 11: **October 2023**