Continuous Improvement Program Project - Meeting Report

1. Meeting Agenda - 01 MAY 2024
1. **Community feedback on the draft CIP Framework in progress, sharing of best practices for input from groups —** CIP-CCG Representatives (45 minutes)   2. **CIP-CCG work plan and meeting cadence —** Evin Erdoğdu, ICANN org and Representatives (30 minutes)   3. **AOB and next steps —** Sebastien Bachollet, EURALO CIP-CCG Representative and Evin Erdoğdu, ICANN org (15 minutes)

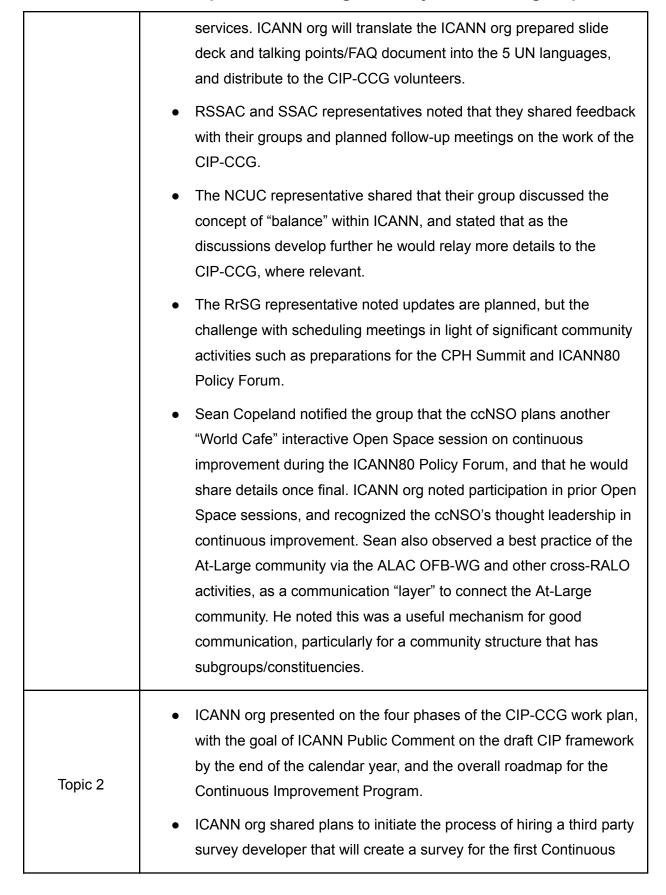| 2. Attendees	
CIP-CCG Members:	Alan Greenberg, Benjamin Akinmoyeje, Bill Jouris, Caleb Ogundele, Carlos Aguirre, Cheryl Langdon-Orr, Chokri Ben Romdhane, Christelle Vaval, Damon Ashcraft, Jeff Bedser, Justine Chew, Marco Martinelli, Natalia Filina, Naveed Bin Rais, Owen Smigelski, Sean Copeland, Sebastien Bachollet, Tracy Hackshaw
ICANN Organization:	Alperen Eken, Berry Cobb, Evin Erdogdu, Jessica Puccio, Larisa Gurnick, Yvette Guigneaux
Apologies:	Amrita Choudhury, Erum Welling, Lori Schulman, Manju Chen, Tijani Ben Jemaa, Tommi Karttaavi

3. Discussions	
Topic 1	• Agenda introduced, including recap of the CIP-CCG action item to deliver presentations to community groups in April. The new GNSO Council representative to the CIP-CCG, Damon Ashcraft, was introduced to the group. • Background was provided on ATRT3 Final Report analysis which issued the original recommendation to evolve Organizational Reviews into a Continuous Improvement Program. The report cited

a survey which found only 46% of organizational structures (including their sub-groups) found Organizational Reviews effective. A companion question asked, "Should Organizational Reviews be reconsidered or amended?" And it produced "very strong" results, with 83% of respondents from the community structures saying "yes".

- The community volunteers provided input received from their groups in April and status updates on their presentations. The majority of representatives identified a relevant working group or recurring community meeting where they can update their community and solicit feedback on the important work of the Community Coordination Group, as it progresses in 2024. Several groups noted their engagements on the five principles are scheduled in early May, and requested that they provide input during the next scheduled CIP-CCG meeting on 15 May.

- Cheryl Langdon-Orr shared that the ALAC provided input to adjust language in Principle 5 to match the language in the other four principles with respect to the community, i.e. "SO, AC, or NomCom". The CIP-CCG agreed with the adjustment to the language.

- It was noted that the ALAC and five RALOs are collaborating on a cross-RALO communication regarding CIP-CCG activities and ongoing work related to the CIP.

- The GAC representative noted that significant work has proceeded in collaboration with the GAC Chair and Board, to create a process to convey and receive input on implementation of the Continuous Improvement Program and the GAC's ongoing continuous improvement activities.

- Tracy Hackshaw (GAC) requested that the ICANN org supporting slide deck and talking points/FAQ document for the CIP-CCG be translated for wider distribution. The CIP-CCG agreed that this would be useful, particularly among those groups with members/participants from other regions and regular translation

	services. ICANN org will translate the ICANN org prepared slide deck and talking points/FAQ document into the 5 UN languages, and distribute to the CIP-CCG volunteers. ● RSSAC and SSAC representatives noted that they shared feedback with their groups and planned follow-up meetings on the work of the CIP-CCG. ● The NCUC representative shared that their group discussed the concept of "balance" within ICANN, and stated that as the discussions develop further he would relay more details to the CIP-CCG, where relevant. ● The RrSG representative noted updates are planned, but the challenge with scheduling meetings in light of significant community activities such as preparations for the CPH Summit and ICANN80 Policy Forum. ● Sean Copeland notified the group that the ccNSO plans another "World Cafe" interactive Open Space session on continuous improvement during the ICANN80 Policy Forum, and that he would share details once final. ICANN org noted participation in prior Open Space sessions, and recognized the ccNSO's thought leadership in continuous improvement. Sean also observed a best practice of the At-Large community via the ALAC OFB-WG and other cross-RALO activities, as a communication "layer" to connect the At-Large community. He noted this was a useful mechanism for good communication, particularly for a community structure that has subgroups/constituencies.
Topic 2	● ICANN org presented on the four phases of the CIP-CCG work plan, with the goal of ICANN Public Comment on the draft CIP framework by the end of the calendar year, and the overall roadmap for the Continuous Improvement Program. ● ICANN org shared plans to initiate the process of hiring a third party survey developer that will create a survey for the first Continuous

Continuous Improvement Program Project - Meeting Report

	Improvement Program assessment, utilizing the framework in progress by the CIP-CCG. The survey developer will ensure the development of a well-structured survey, providing better outcomes for analysis of the resultant data. When the framework is complete, ICANN org and the community will have this tool to move forward, and the groups can begin the substantive next step of the Continuous Improvement Program, which is the first assessment. ● Justine Chew requested that ICANN org share more details of the current CIP project plan as it relates to the phases of the CIP-CCG work plan, including dates with deliverables for the volunteers, working backwards from the anticipated Public Comment proceeding date (Nov 2024). Where possible, this timeline to be expedited. ● ICANN org to adjust meetings in light of ICANN80 Prep Week (28-30 May) and ICANN80 Policy Forum (10-13 June), to keep on track with the CIP-CCG work plan. ● CIP-CCG volunteers to continue discussion on presentations and community input during the next scheduled meeting on 15 May.
Topic 3	● Sebastien Bachollet, EURALO representative to the CIP-CCG and former ATRT3 Shepherd, presented during AOB. He suggested that the overall timeline for the CIP-CCG be expedited, and suggested that the CIP assessment begin in July 2024. Owen Smigelski (RrSG) stated that it would be better for all community groups involved in the CIP-CCG to proceed with the assessment at the same time utilizing the same framework, to avoid confusion in the community and in the data collected. ● ATRT3 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." It was noted that

	this common base is the framework that is currently being developed by the CIP-CCG. ● In accordance with the CIP-CCG TOR, the CIP Framework will be published for ICANN Public Comment before adoption. The Community Coordination Group will address input received and revise the CIP Framework, where relevant. ● Cheryl Langdon-Orr (ALAC) recognized that some community groups are more advanced than others in terms of continuous improvement and in experience with Organizational Reviews, and suggested that those groups (such as ALAC) could be a "beta tester" for the first assessment. She noted that the "3 years" specified in the ATRT3 recommendation for the first assessment gives time for the community to implement at their own pace rather than simultaneously, to avoid resource constraints. ● ICANN org will share more details of the current CIP project plan as it relates to the phases of the CIP-CCG work plan, including dates with deliverables for the volunteers, working backwards from the anticipated Public Comment proceeding date (Nov 2024). Where possible, this timeline to be expedited. ● Sebastien and the CIP-CCG representatives commented on the importance of the ICANN multistakeholder model, and the ability to develop consensus and expedite work in support of the ICANN mission. ● Regarding the related ATRT3 Recommendation 3.5 on the Holistic Review, ICANN org to distribute the two Board Resolutions on the initiation of the Pilot Holistic Review and timing of ATRT4 from the Special Meeting of the ICANN Board on 29 April 2024.
4. Decisions Reached	
	Adjust language in Principle 5 to match the language in the other four principles with respect to the community, i.e. "SO, AC, or NomCom".
5. Next Steps	

Continuous Improvement Program Project - Meeting Report

	Action Item	Assignee	Due Date
1	Adjust language in Principle 5 to match the language in the other four principles with respect to the community, i.e. "SO, AC, or NomCom".	Evin Erdogdu / Jessica Puccio / Jean-Baptiste Deroulez	3 May 2024
2	ICANN org to distribute the two Board Resolutions on the initiation of the Pilot Holistic Review and timing of ATRT4 from the Special Meeting of the ICANN Board on 29 April 2024.	Evin Erdogdu / Larisa Gurnick	3 May 2024
3	ICANN org to share more details of the current CIP project plan as it relates to the phases of the CIP-CCG work plan, including dates with deliverables for the volunteers, working backwards from the anticipated Public Comment proceeding date (Nov 2024). Where possible, this timeline to be expedited.	Evin Erdogdu / Larisa Gurnick	15 May 2024
4	CIP-CCG volunteers to continue discussion on presentations and community input during the next meeting on 15 May.	CIP-CCG	15 May 2024
5	Translate the ICANN org prepared slide deck and talking points/FAQ document into the 5 UN languages, and distribute to the CIP-CCG volunteers.	Jessica Puccio / Evin Erdogdu	17 May 2024
6	ICANN org to adjust CIP-CCG meetings in May & June to not conflict with ICANN80 Prep Week (28-30 May) and ICANN80 Policy Forum (10-13 June).	Jessica Puccio	17 May 2024