JESSICA PUCCIO:	Hello and welcome to the Continuous Improvement Program meeting. Today is Wednesday the 1st of May. The time is 20 UTC. My name is Jessica Puccio. Yvette and I will be your Zoom coordinators for this meeting. Attendance will be taken by Zoom and posted on the wiki shortly after the call. Today we do have apologies from Amrita Choudhury, Lori Schulman, Manju Chen, and Tommi Karttaavi. We would like to remind everyone that this call is being recorded and to please state your name clearly for the record before speaking. And now I'll hand things over to our project manager, Evin Erdogdu.
EVIN ERDOGDU:	Thank you so much, Jessica. Hello everyone, Evin Erdogdu speaking. Glad to have everyone here today. And the last Continuous Improvement Program community coordination group meeting was held about one month ago, so on the 3rd of April. So, we wanted to give time to all of you to organize sessions and receive input from your groups on the progress of the work since January of this year. And we've heard from a few of you already, kind of mixture already, but it's great to see that generally the community coordination group representatives are actively engaging with your groups and presenting the prepared slide deck and resources.

So, we have a longer agenda today as a result to provide time for discussion of community input received. And we also want to get a sense for how the representatives and alternates update your community groups and leadership and whether there are any challenges |

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and opportunities to obtain input and any best practices to share with the group here today. And should we need it, we can always add time to the next scheduled meeting, which is currently on the 15th of May to further these discussions.

So, the agenda for today, what you see on the screen is we'll have community feedback on the draft framework and progress, the sharing of any best practices for input from the groups. We'll discuss the community coordination group work plan and meeting cadence, determine any adjustments as necessary based on your input, and we'll have an AOB and recap of next steps. And we actually have a new representative as well from the GNSO Council, Damon Ashcraft, who will be contributing alongside Manju Chen, who is now the GNSO Council alternate to the community coordination group. I see, I think Damon has just joined actually. So, welcome, Damon. We're glad to have you with us and I'm not sure if you'd like to introduce yourself to the group.

DAMON ASHCROFT: Sure. Thank you so much. I've been really appreciating it. Yeah, I'm going to be working with Manju. I look forward to being part of this group. I'm on the GNSO Council professionally. I'm an intellectual property attorney at Snell and Willmar in Phoenix, Arizona. Been involved with ICANN for about 10 years. And I really look forward to working with you all. Unfortunately, for this call, there's a little bit of snafu with my calendar. I'll need to drop off after one hour, but I should be good to go for full meetings for next call. So, thank you so much for having me. I really look forward to working with you.

EVIN ERDOGDU:

Great. Thanks so much, Damon. I appreciate it. And usually, our meetings are about 60 minutes, but every once in a while, we do an extra time. So, today's one of those extra meetings. So, thanks. If we could go to the next slide, please, Jessica. Thanks so much. So, as you all are aware, there is an ongoing action item for the community representatives to regularly engage with your community leadership throughout the calendar year 2024, including identifying a potentially relevant working group or recurring community meeting where you can update your community and solicit feedback on the important work of the Community Coordination Group.

As stated in the terms of reference, the representatives in the Continuous Improvement Program Community Coordination Group will share best practices and collaborate on community-wide implementation of ATRT3 Recommendation 3.6 while relaying information back to your constituencies to inform the process and voice decisions. And just prior to the April presentations at the ICANN79 Community Forum in Puerto Rico in March, the Coordination Group held its first hybrid working meeting. During this meeting, the group made substantial progress toward developing common principles for the ICANN Continuous Improvement Program.

Those principles stem from the ICANN bylaws that describe the objectives for organizational reviews and provide a common base for the assessment of the different ICANN community structures. So, in April, we provided a slide deck with talking points and a frequently asked questions document to support the community presentations and

have a check-in on the progress of the framework development thus far. And before handing it over to you all for discussion, I just wanted to provide some additional context with useful background from ATRT3 on this work. From the ATRT3 final report, an ATRT3 survey found that only 46% of structures, including their subgroups, 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 structure saying yes. And the ATRT3 final report also noted that supporting organizations and advisory committees have significantly evolved since the inception of organizational reviews in 2003. And additionally, there were significant issues to be found with the independent examiner's recommendations. So, that's why we're here today. It is important for the community to develop a shared understanding of evolving organizational reviews into a continuous improvement program.

And the goal of your presentations in April was to inform your groups and receive any input on the framework being developed by the group so far. And if we could go to the next slide, please, Jessica? Thank you. So, with that background, we would like to turn it over to you all for any input, as well as any challenges or best practices you would like to share with the group here today. And unless someone raises their hand or jumps in, I'll just go from the list of representatives as you appear in Zoom. Oh, and I see your hand up. Thank you.

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CHERYL LANGDON-ORR: Thank you very much. Just wanted to kick it off, if possible, particularly because I know we've got a fairly good number of the regional At-large organizations from the At-large community also, at least with one representative at this call. And so, from the ALAC, which is what Tommi and I are representing in this group for, I just wanted to perhaps set a basis that they can then build off in their own work.

First of all, the At-large, under the auspices of the operations, finance and budget working group of the ALAC, and that is a working group, which it is a requirement for all ALAC members to either attend or update themselves on the meetings held, and the meetings are held weekly. We have a CIP CCG slot on the agenda, it's a standing item, and we have been interacting, updating and working with that group. So, therefore the ALAC, but also the wider community who attend, that includes regional leads, regional representatives, and just rank and file membership.

So, we're doing our bit for communicating in terms of what this CIP project is, and of course what the requirements are for building the framework. Now we have chosen not to run the slide deck in that working group, but rather encourage the regional groups to use that slide deck, and I'll leave that up to them to report on. But what we do also have at this stage, and here I'm retracting straight back into the ALAC and what Tommi and I are doing, we have a landing page within the operations, finance and budget working group wiki space, which is a one-stop distribution to everything we do, and that includes our ALAC worksheets, the meeting wikis for this group, this CCG, and also a space for the regions to link their particular work pieces as we go forward.

So, we're trying to make sure that we don't fractionate the work and the development as we go forward. That being said, I do want to mention that it is only in this coming week, last week, the At-Large Advisory Committee, the 15-person ALAC, decided who was going to be working specifically with Tommi and I as part of a small team in terms of the specific input on the SMART profiling that we're doing. And when we look at our worksheets, you will see that we have expanded to great detail at this stage how we will be doing that in our worksheet.

And then as of next week, we will be meeting with this small team, which has a regional representative, in other words, an ALAC member from each of the five regions on it, Tommi obviously representing the Europe space, but we will be probably spending about another three weeks going through that worksheet and developing the ALAC specific aspects to it. And while I'm on that, one thing I wanted to ask, in Principle 5, in the worksheet, it is written as ICANN, let me see if I can pull up the terms specifically, it says quite particularly, Principle 5, the ICANN community collaborates to further the mission of ICANN. The ALAC, Tommi and I wondered, we would have thought that that actually should read, in the case of us, the ALAC collaborates with the ICANN community to further the mission of the ICANN effectiveness, etc. Other than that, that's it from us at this stage. And back to you.

EVIN ERDOGDU: Many thanks, Cheryl, for that really great update. I really appreciate that. It sounds like the ALAC is doing a lot of coordination with the other groups, like the RALOs as well, and it's great to hear of the subgroup that's also being formed for this next phase of the community

coordination group's work. And I see a couple RALO representatives' hands up. First, Alan, and then Justine, please go ahead.

ALAN GREENBERG: Yeah, thank you. It's Alan Greenberg. I and Bill Jouris are the reps from the North American RALO. We didn't meet with the RALO in April. Unfortunately, I was traveling on the day of the monthly meeting, and there's no way I could have made it. We have asked for time on the May meeting, and hopefully we'll have more to report a month from now.

EVIN ERDOGDU: Thank you so much, Alan. I'm just wondering if there had been a previous update or conversation with NARALO, or will this be the first one that you've done?

ALAN GREENBERG: This will be the first one.

EVIN ERDOGDU: Great. Okay. Thank you.

ALAN GREENBERG: There have been discussions with leadership, but not with the rank and file.

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EVIN ERDOGDU: Got it. Thank you. And I see a comment from Justine, and your hand is also up as well. Thanks. Go ahead.

JUSTINE CHEW: Thank you, Evin. This is Justine. I'm the alternate for APRALO, and Amrita was the rep. Sends her apologies for this call, because it's an ungodly hour for her. It's kind of early for me as well, but never mind. Just in relation to an update from APRALO's perspective, I'll answer the second point on the screen first. In terms of challenges, Amrita and I have been reporting back to the APRALO leadership team. That pretty much consists of the RALO chair, the vice chair, the elect members, and a couple of advisors that we have on board as well. And it's fine.

We get input from them, but we thought that we should actually try to expand the consultation base a bit more. And although we have been reporting to the APRALO community at each monthly call that we have with the RALO, the RALO-wide monthly call, we have now decided to, as a way of creating opportunity to obtain input, we have now created a small team of the APRALO. So, we've asked for volunteers from the RALO to come and work with Amrita and myself more extensively. So, rather than have a one-way conversation mostly with the RALO members.

We have now asked for volunteers to come and discuss things more intimately and more expansively with Amrita and I, so that, that would help flesh out whether we agree with principles, and we mostly do except for a couple, and also to see whether we need to adjust the criteria, and accordingly develop the smart indicators thereafter. So,

we've just had the first meeting of the small team on Monday. And moving forward, I think we're going to be meeting weekly, if not fortnightly, to start actually fleshing out those, particularly the criteria and indicators. Thanks, Evin.

EVIN ERDOGDU: Awesome. Thank you so much, Justine. And I really appreciate you being here. I know it's always a perennial challenge at ICANN to get the participation across time zones, and we do our best with the rotating standing times, and it means a lot that you're here. And I am, to the point you made about Principle 5, as well as Cheryl, we're just displaying it here on the screen.

So, just to note that historically the ICANN organizational reviews have asked whether the structures have a continuing purpose within the ICANN community, but rather than articulating this as a single principle, and the principles are meant to be used for all structures, this is an overarching consideration that is addressed through five separate principles that would guide the execution of the Continuous Improvement Program.

So, to your point, the principle 5, referencing the ICANN community as a whole versus the ALAC or the specific structure, we wanted to ensure that this would be common across all the structures, but the criteria and indicators will certainly be the opportunity to be specific to the ALAC or the RALOs.

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CHERYL LANGDON-ORR: I would then suggest that that is noted in the individual worksheets. Everything else is personalized to the entity in the individual worksheets, and that is not. Good point. Sorry to jump in, but it's still an obvious issue for me. Thanks.

EVIN ERDOGDU: Okay, got it. Thank you. I see that it says SO/AC or NomCom, so we could specify that in that principle. That makes sense. So, we'll note that as an action item, but just wanted to also emphasize the difference between the principles and the criteria. Thanks so much. And I see Benjamin Akinmoyeje, your hand is up. Please, go ahead.

BENJAMIN AKINMOYEJE: Thank you. So, a little bit of update from my group. My name is Benjamin Akinmoyeje, and I'm the rep for Noncommercial User Constituency. So, I had the privilege to present the work of the group to my constituency while we had a workshop. First of all, I did a quick and fast one during the readout, ICANN79 readout, but then we had a workshop, I think, sometime last month, and I took time to share with them.

I shared the five principles that we're working on and all of that. And the feedback I got, everybody seems to, because I'm also getting more content with the discussions and everything. So, the only feedback I got so far is that everybody was okay. I mean, those who responded were okay with the principles. They only suggested that there should be balance. So, how to flesh out balance or how to talk about balance, but it was loud and sound like, in all of that, we should consider balance.

And I'm still going to investigate that more. I just wanted to make sure I don't lose that feedback. And we can twist it however we want, but that was what I got from the members.

I would always have, as NCUC, the opportunity to share the work of the group in NCSG's monthly policy calls, just to tell them where we are, the updates, the things that I get back from them. And I want to say that the template that Chef Ross was really helpful, because I was trying to create something, but when I saw the template and I had to just do a few customizations, it really worked. And also, because we have all that constituency too, was shared some of the text of the group. I was able to build on that for my community. Yeah. Thank you.

EVIN ERDOGDU: Wonderful. It's great to hear that the resources were really useful, Benjamin, and that you had a really productive conversation with the NCUC, I believe. I see a question from Cheryl in the chat, actually. Cheryl, I don't know if you want to ask her, Benjamin, or I can—

BENJAMIN AKINMOYEJE: I don't want to mention, because I don't have the permission to mention who said that, what the individuals said about balance was, as good as some of these principles are, that they couldn't be applied equally across different constituencies, prioritize different things. But what is most important that should be across board should be the balance that ICANN, or our community wants to achieve. We should look for that. And as I said, I also will try to understand more, but I was more excited to share that that term came out quite loud in that

conversation, which I also think that the community is also still looking at the various principles.

One of the ways I used to explain it was for each principle, I used what we have currently existing to say, look, we communicate by having a website, making our mailing list active. We do equitable participation by putting out calls. So, I did examples of different things, modalities we have at the moment that speaks to the various principles. And if there's any of them that we think is not working well, we need to change or the way we are formed, if it's not appropriate and all of those.

So, what was said was, this is all nice and fancy and it's good. And I expect that they will look through these things and have, I'm sure my next presentation wouldn't be as quiet or people would engage more, but what was quick feedback was balance was important. And as I said, I'm also trying to interrogate what balance really means, but that's how I understand it so far. Thank you.

EVIN ERDOGDU: Sure. Thank you, Benjamin. It sounds like a great initial engagement and thank you, Cheryl, for the question. And I see Naveed Bin-Rais, your hand is up. Please go ahead.

NAVEED BIN-RAIS: Yeah. Hello, everyone. This is Naveed. So, I'm representing RSSAC here. So, before our last meeting, we got a chance to present just the five principles that we had to the RSSAC group. But since then, we

didn't get a chance to hold a meeting there. So, their next meeting is going to be on 7th of May, which is within a week time. So, we have requested for a slot to present the principles, the indicators and the criteria there. So, we expect to have better feedback of the community. Hopefully before the next time we meet.

One of the challenges we got is that RSSAC is a small group and we don't have constituencies there. So, it is based on 15 or 13 representatives from the root server plus some alternates. So, we would, going forward, I anticipate the challenge of making those small teams to work deep on those criteria. So, I'll work with my alternate, which is Hiram, to see how we go about that. But hopefully before the next meeting, we would get a chance to discuss that with the RSSAC as well. And we are in a better position to provide some feedback on that. Thank you.

EVIN ERDOGDU: Wonderful. Thank you, Naveed. So, that's great that the process for communicating has begun and we look forward to hearing more from the RSSAC on this work. And just a reminder too, our next scheduled meeting is on the 15th of May. And Tracy, I see your hand up. Please go ahead.

TRACY HACKSHAW: Thank you. Tracy Hackshaw, here. So, as I explained to you, Evin, the GAC is not the usual, well, I guess it's an unusual beast. And it'll be near impossible to call the GAC together, the GAC, to have a session on this. So, a couple of things I've done prior to prior to the call, prior to talking to you. I did speak to the GAC chair about the whole program. And

we're working on sort of an initiative with the GAC itself to sort of socialize this in a more meaningful way.

That, I will say more when it's fleshed out properly, because he has to talk to the ICANN board and so on about it. It's something significant that we will do. It will be highly unusual for the GAC, but he's keen on doing it and we'll try to do it. We've engaged the support staff and we're going to try and put something together to kind of socialize the entire CIP within the GAC as sort of a major initiative. None of the actual groups that function within the GAC fit snugly into this. We looked at the groups that currently are doing work.

The closest one that is sort of doing active work is a capacity development working group, which is actually, I shouldn't say that, there's no the underserved working group which is doing capacity development, which is why it's not a snug fit. So, that's another way we can look at this. Again, just trying to say that working with leadership, GAC leadership to try and get this done is key, because you can't just say it's done and tick a box.

It wouldn't make any sense, which is why we're trying to make it meaningful. But what I did do, I did after speaking with you, well, emailing you and getting some guidance, I did share the slides with the GAC, because of the way it's done intersessionally, because when we have meetings, the agenda, they're basically agendered and you can't slip anything else in like this in those meetings with the board or with setting agendas. And of course, calling the GAC together is quite an enormous task. So, I did share the slides and there's been no feedback thus far, but I did share it within the April timeframe.

And what I intend to do is that I'm going to talk to Nico again intersessionally, to see if there's a possibility of having, I won't say a session in Kigali, but maybe a slot to talk to the GAC on maybe some aspects if you have operational issues, et cetera, see if there's any feedback so I can receive feedback there. I might be able to do a presentation because again, time is tight, but I might be able to get some feedback.

But I think the overall thinking is we'll do this online for the time being, meaning that it wouldn't be in a meeting format, but we will do a continuous improvement activity, that is being worked on utilizing the principles and et cetera, et cetera. But requires some thought, requires some planning and requires some support from the board itself, given what we're trying to achieve with this. So, work is underway, but it's not as straightforward as it might seem to be. Thanks.

EVIN ERDOGDU:	Thank you so much, Tracy, for that comprehensive update. And it's really interesting and exciting, I think, for the group to hear as well, how the GAC is looking at new ways to communicate this work and that there's active plans for an update on the horizon. And I did see Damon's question in the chat as well.

So, currently there are no plans for a hybrid meeting for this group in the ICANN80 policy forum. And we'll discuss this a little later in the agenda, but it is a great opportunity for the groups with their regular meetings during the policy forum to interact and engage on this topic. So, thank you so much, Tracy, again, for this really--

TRACY HACKSHAW: Sorry, I've got one thing I was asked about interpretation, sorry, not interpretation, translation, because as you know, the GAC is not an English speaking, necessarily speaking group. And socializing this requires interpretation of materials. So, this is one of the contingent improvement activities we were discussing full stop, meaning that all the materials that we have should be translated, because we have interpretation of the meetings and on call, most calls, but most of the materials are still only in English for the time being.

So, one of the things we were discussing is trying to involve another aspect of the CI, to involve other aspects, more than the usual suspects who speak at GAC meetings. And that means we have to do a lot of translation of materials. So, I was asked, can this deck be translated and materials? Sorry. Thanks.

EVIN ERDOGDU: Thank you, Tracy. Yeah, this is really great progress to hear from the GAC. And so, the question you're asking is if the resources that were developed can be translated. And I think certainly we can look into that and get that translated so that you can distribute to your groups. And I know some other groups like the ccNSO and ALAC and RALOs have different languages as well. So, that may be useful for your groups as well to distribute. So, thank you. That's really great. And great. So, I don't see someone's, oh, Christelle, go ahead. Christelle Vaval. I was about to call on someone. Thank you.

CHRISTELLE VAVAL: Thank you. So, I'm here for LACRALO. Each month we have an allocated time, five to 10 minutes, Carlos and I. And this time we didn't have time to present during the monthly call of LACRALO. What we did, although in this week, we did a shared document that we shared with the region to ask for their input. We are right now collocating the feedbacks on the documents and hopefully in the next sessions we will be able to share the region's comments and that's pretty much it. Thank you.

EVIN ERDOGDU: Great, thank you so much appreciate this update. So, looking forward to hearing any comments from LACRALO as well. I don't see someone's hand up so I will take the opportunity to call on the next person that I see on the list. So, I do see Caleb actually in the room. I know that you had a conflicting meeting but if you're, oh, and I see Jeffrey's hand up so unless Caleb is able to speak right now, I'll hand it over to Jeffrey. Thank you.

JEFFREY BEDSER: Sorry about the slow hand raise. So, I'm Jeff Bedser with SSAC. We had a leadership meeting last week. I'm also part of the leadership team. So, yeah, I say our leadership is pretty well informed to our progress since I'm the one forming the leadership. The update is that we are actually going through the process internally. We spent two and a half days working on our three-year plan on what our improvements are going to be not only within SSAC and SSAC's functionality but also our

engagement with the community and our outreach and effectiveness within the community.

I can't share many details with that yet because of our consensus process means that we have to have full buy-in from SSAC before we can share anything publicly with what we're going to be doing but pretty excited that it's going to be a I don't know basically a new SSAC, as far as our overall engagement. We're pretty excited to be doing it. I think that's pretty much what I have, Evin.

EVIN ERDOGDU: Wonderful. Thanks, Jeff. That is really exciting. I'm glad to hear that update and we're all now in eager anticipation of what you can reveal at an upcoming meeting. So, thank you and Owen, I see your hand up next. Please go ahead.

OWEN SMIGIELSKI: Thank you. Hi, everyone. Owen Smigielski from the Registrar Stakeholder Group for the transcript and I apologize I don't really have a substantive update yet. We have had some really high priority things going on with the registrar stakeholder groups and things we've been trying to coordinate with registries and some other stuff. So, I have not been able to find time in any of our regularly scheduled bi-weekly meetings.

The next two bi-weekly meetings will probably be canceled as well due to the Contractor Party Summit next week as well as the U. S. Memorial Day holiday, at the end of May and I will also not be able to attend our

meeting next Wednesday due to work travel. Oh, actually no I will be able to make it. So, what I'm probably going to do is, set up an extraordinary meeting to meet with the registrar stakeholder group membership. I've had to pull this topic off the meeting agenda a couple of times just because, like I said, there are some other things that are super crazy urgent that we had to get out.

So, hopefully, I can have something definitely not by the next meeting on the 15th, like I said, because next week is the Contractor Party Summit and everybody will either be traveling to Paris or involved with that, so hopefully I can get something to this group by the end of May. So, I'll work with the registrar stakeholder group leadership because I'm not in that anymore to get something on the calendar so that I can get some feedback from the stakeholder group. Thanks.

EVIN ERDOGDU: Wonderful. Thank you so much, Owen. Yeah, it's busy times ahead in May and June, but always seems to be so many meetings that the community is juggling so we really appreciate the processes you each have and operating within those and we'll try to stick to our cadence for the community coordination group here as much as possible too. Oh, and Sébastien, I see your hand up. Go ahead.

SÉBASTIEN BACHOLLET: Thank you.   Sébastien Bachollet.   The other monthly call with our member in April the 9th of April and we share with them the document. We didn't get through all the slide because it was a long document and we had already a lot of things to be discussed during this meeting, but

we will follow on during the monthly meeting with our members and see how they react on that and in case leadership team will work more deeply, I guess on that too. The question of translation of document, I think it's a good idea we might imagine we can't translate everything but this presentation could be useful in different languages like that a lot more people will be able to follow on. Yeah, that's where we are. Thank you very much.

EVIN ERDOGDU: Wonderful. Thank you, Seb. That's great to hear that it's on the agenda and have heard from of course the other RALO work as well that there's coordination happening within the At-large on these updates too so that's really exciting. Thank you. So, just looking at participants in the Zoom room, I had mentioned Caleb before, but I know he's kind of in between calls but just before this meeting he did share with staff that he has started the process with the NPOC to provide the update. They haven't met yet, but he is also planning to provide an update on the work so far. So, next on the list, I see Chokri. Chokri, would you be able to provide an update?

CHOKRI BEN ROMDHANE: Yes. Thank you, Eva. Thank you. Yes, as you probably know the AFRALO have engaged or started a work group that will review the role of AFRALO. So, this group has already started his work and there is some reviewing or reviewing the objective that will be engaged within this group. We have already a new penholder for this working group and probably within the next meeting of this working group, I will try me or

Brad to present the proposed principle and the criteria that are proposed in the document and share with the member of this group, the content and I'm sure that the content is very useful for our working group.

I will try also to share this content within the next AFRALO call, that will be held in the 16th of May and it was planned for the 1st of May, but this could lead to the 16th of May. So, I will probably me or other or Brad will present the content of this document to the community and get feedback and probably will go back to you and the other member of the working group for this feedback and I'm sure that the criteria that I see in this document, will be very useful for us in this space. Thank you very much.

EVIN ERDOGDU: Great. Thank you so much Shafi. I appreciate that update and we look forward to input from AFRALO and glad to hear that translation is also useful for AFRALO. So, that's a great action item we'll take away. Damon, I see you next on the list. I know you have just joined the group but I know that Manju had also maybe noted in the past that she had been coordinating with the GNSO council there had been an update. I'm not sure how much feedback. There was in advance of this call, but do you know of any further input from the GNSO council that you could relay at this stage?

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DAMON ASHCRAFT: Evin, I have to confess, I do not right now and so, what I would like to do is let me circle up with Manju and we'll get you a more substantive update on our next call.

EVIN ERDOGDU: Sounds great. Thank you so much.

DAMON ASHCRAFT: Sorry about that.

EVIN ERDOGDU: No problem. Thank you and welcome again. Great. So, then I see Marco Martinelli. If you would like to provide an update. I know Lori couldn't make it today.

MARCO MARTINELLI: Yeah, thank you everyone. I'm Marco Martinelli for the record. I am the IPC alternate for Lori Schulman. As pre-announced by Lori, unfortunately, we did not have the chance to present the framework during the latest IPC meeting that was primarily due to the intending annual inter-meeting which the majority of IPC members will be attending. The slide deck will be on the agenda for our next full membership meeting. So, hopefully we will be able to collect feedback soon.

EVIN ERDOGDU: Thank you. I appreciate the work in progress and last but not least, I see Sean Copeland. If you are available now for any updates.

SEAN COPELAND: I am. Thank you so much. I'm Sean Copeland, ccNSO, for the record. So, we have been discussing this in the GRC which is the section within the ccNSO that is charged with this. Unlike ALAC, we don't have a beautiful thing where everybody comes together. That would be wonderful. I will tell you that. We were a little preoccupied with a PVP vote. I will say that, but nevertheless we did discuss it and as mentioned earlier item number five, principle number five, difficult for us.

The other four, we could see with language being a velvet glove that will allow us to have the freedom that we would of course really like in the ccNSO. Generally, I would say to you that we will tie in the principles as they are being developed when we are doing introduction to what we will be doing in Kigali, which will be another World Cafe session where we're actually doing application and just being able to tie everything together. This is where we're going, why and here we are doing it and getting that message out into our community.

That would be a nice spin because most of our membership, as I said, we don't get together like ALAC and we have to rely on communication and getting people to read communication is difficult. Maybe more people read stuff after an ICANN conference and are a little bit more excited, but we do continue to work on and discuss in terms of continuous improvement.

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EVIN ERDOGDU: Wonderful, thank you, Sean. Definitely the ccNSO have been thought leaders in the continuous improvement space and I know that you had extended invitation to the community coordination group in the past for the open space sessions. This kind of World Cafe format which has been really exciting and collaborative open space meeting format to address continuous improvement. That's wonderful to see and also virtually as well, it's definitely a best practice for how a group can organize and work on this important topic.

SEAN COPELAND: It definitely is a learning in progress and we'll figure out our invitations for Kigali just because we're going to be doing it on voting which is always an interesting topic and how we deal with it and the information therein. I do want to reference, yes, a big plus on translation by the way. Thank you.

EVIN ERDOGDU: Thank you, Sean. Sébastien, I see your hand up again. Please go ahead.

SÉBASTIEN BACHOLLET: Yeah, again, I just wanted to ask a question about what he means when he talks about ALAC is organizing meeting and not the ccNSO. I am in a little trouble about what you have in mind is what we organize from the At-large perspective and not done at the ccNSO level. Thank you.

SEAN COPELAND: Sure, may I, Evin? I was referring to when Cheryl was talking about how there's a group that everyone has to be involved in, in ALAC, so you have this touch point where you can maximize your surface of membership when you're communicating and we don't have a tool like that within the ccNSO.

SÉBASTIEN BACHOLLET: Okay, thank you.

EVIN ERDOGDU: Thank you for pointing out that structure and good best practice. Great, so I think we've heard from everyone today that's here which is wonderful and we're also on time which is great. So, unless I missed anyone, we could move to our next agenda item for today. So, if we could go to slide four, Jessica. Great, okay, I see it's there. So, now with this feedback and input from the group, we want to provide an opportunity to look at our work plan this year and next steps.

Just citing the ATR23 final report again which recommended that as part of this continuous improvement program, each structure conducts an annual satisfaction survey of their members and participants and publishes a regular assessment at least every three years. So, to that end, we want to inform everyone that ICANN org is initiating the process of hiring a third-party survey developer that will create a survey for the first continuous improvement program assessment utilizing this framework that's in progress by the community coordination group.

The survey developer will ensure the development of a well-structured survey providing better outcomes for analysis of the resultant data and 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 period. And of course, the existing continuous improvement activities you all have previously shared are informing the development of this framework and this eventual survey assessment. So, if we could go to the next slide, please, Jessica. Thank you so much.

So, as a reminder, this is our overall roadmap. Some of you have asked in the past how the continuous improvement program relates to ongoing work to implement ATR23 recommendation 3.5 for the holistic review. The results of the continuous improvement program assessment and survey would be an input into the holistic review and the board will evaluate the progress of the work to evolve organizational reviews into a continuous improvement program in early 2025.

So, ICANN would want to demonstrate the significant progress on this work by that time. And prior to this board evaluation as you see on the roadmap, the framework will be published for ICANN public comment before adoption by the structures and this community coordination group can address input received and revise the framework where relevant. Thank you.

So, if we could go to the next slide, please. Thank you. So, these are the general phases of the work plan for the community coordination group this year. As you can see, we're beginning the third phase but of

course we'll provide time during our next meeting to provide continued input from the groups that haven't yet received input. But we want to flag some of these scheduling considerations which a few of you have already mentioned given the ICANN80 policy forum.

The ICANN meeting provides opportunities for the community to engage on the work on the draft framework and for the ICANN org reviews team to engage with the community groups on the progress and facilitation of this work. So, the policy forum is from the 10th to the 13th of June in Kigali, Rwanda. And the next scheduled meeting for the continuous improvement program community coordination group is on Wednesday the 15th of May. But the ICANN80 prep week will be from the 28th to the 30th of May.

So, that conflicts with a group's meeting on the 29th. So, we suggest that we postpone that meeting to the week of the 3rd of June. And so, following that on the near horizon the next few meetings will refine the input from all the community groups during their meetings in May and June. And phase four in July and August the group would reach consensus on criteria and indicators applicable to your organizational structures. And the draft framework will eventually be published for public comment. We're hoping October or November of this year.

There's always a lot of work going on in the community especially when many of you will be traveling to ICANN meetings. So, we'll do our best to stick to our schedule as much as possible to ensure we keep on track with the group's work plan to develop the framework by the end of the calendar year if not sooner. And we're always open to suggestions for the cadence of the work. So, I'll just pause there. If there are any

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questions before we move on to AOB. Sebastien, I see your hand is up but maybe it's for AOB.

SÉBASTIEN BACHOLLET: Yeah, but I don't know why you put it in AOB because it's related to this discussion here. We are at the question of the of the timing. I would like, if you can put the time frame but not the one where's again not the one starting in November but the one starting now, because we okay just to be short and I think we have heard a lot of different groups who are already doing continuous improvement programs therefore, I really feel that we need to gain nine months and start the CIP assessment period number one at the beginning of the fiscal year 25, because like that, we will be able to have some back and forth about what we are doing in this and what will be done in at least two or three groups who will be doing the in-depth assessment during the first year.

The other will be doing that the second year and the last one, the third year and like that as we don't know when we will have a really, sorry, for real but holistic review and as much input could be given to the holistic review will be better therefore, I really feel that we don't need to wait the first of January. The other reason I will add is that we can stick like that with the fiscal year and for budget reason I think it's also easier for all of us. It's why I really suggest that we start the first of July 2024 the first CIP assessment period. Thank you.

EVIN ERDOGDU: Thank you so much, Seb and, yeah, just to note of course I've just placed under AOB because during the last meeting you requested to raise this

item with the group. So, thank you for sharing the information about like the work and the timeline and I see Cheryl's hand is up. Please, go ahead.

CHERYL LANGDON-ORR: Thanks for that, Cheryl Langdon-Orr for the record; just to follow on from Sebastian's suggestion and I obviously I'm particularly keen to make sure that when the post-pilot holistic review, holistic review is done that there is an appropriate level of baseline material for it to be working with, but I also recognize that some of our entities are more advanced than others in this CIP programming and some of course, have existing improvement programs which we will probably be able to respond to an assessment with greater methodology and with more information than others.

So, you could if you're going to follow Sebastien's suggestion, at least perhaps be to test with some real data whatever the survey tool is if it is indeed ready for testing by that beginning of the financial year. So, just say that one three or more of us entities could volunteer to be the first cab off the rank but in a in a sort of a beta testing phase and that might be useful in general. Thank you.

EVIN ERDOGDU: Thank you, Cheryl. And I see Owen's hand is up. Owen, please go ahead.

OWEN SMIGIELSKI: All right. Thank you. This is Owen Smigielski for the transcript. So, I guess well I appreciate the enthusiasm and wanting to you know get ahead and start moving this. I have some concerns about kind of creating a disparate process where not all groups are aligned, not all groups have even done you know completed their initial reviews and stuff like that as Cheryl pointed out, some are more advanced than others and I would just, again appreciate the enthusiasm and desire to kind of go forward.

I think it's just something better to kind of coordinate it, so that everybody's doing everything all at the same time. The entire community is aware of it, there's no confusion about who's doing what, when and where and how it's going to align and getting out of cadence and stuff like that. I think it would be good to just kind of do a whole effort where the entire community does something similar or all following the same timeline and plan. Thank you.

EVIN ERDOGDU: Thank you, Owen, and definitely part of the reason the community coordination group exists too is to facilitate this work. Justine, I see your hand up and then Sébastien afterwards as well.

JUSTINE CHEW: Thanks. This is Justine. I don't know whether Sébastien wanted to respond to Cheryl's and Owen's comment. So, if he does, he can go ahead of me.

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SÉBASTIEN BACHOLLET: Thank you, Justine. Cheryl, I agree. I know no problem with that but I just would like to underline that the CIP assessment period, each one is three years and each year you have three, two to three groups, who have to be more, I would say in-depth work. Therefore, the reason it's because we can't have everybody doing the things at the same time for budget reason, for cadence reason and therefore, it's why it's a program of three years and this program of three years, your group.

We need to decide who will be the first year, who will be the second year, who will be the third year, but I think that it's will be useful, it's as Cheryl said, it's to have back and forth between what we are doing here and what we can do for two or three groups in as a CIP assessment period and be better at the global level with a good example of what it's being done at each level groups. Thank you.

EVIN ERDOGDU: Thank you, Sébastien and Justine, I'm not sure if you wanted to still share a comment or--

JUSTINE CHEW: Yes, please. Okay, I don't have a particular view about moving the timeline back or sticking to it at the moment. My comment was more in terms of as it stands, you have phase three running over quarter two and quarter three of 2024 and then phase four, if I remember correctly the next slide, you have us going out for public comment, if my memory serves me correctly.

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My comment is just in terms of like even the phase three, quarter two, quarter three. Could we by the next meeting or maybe sometime in the future, immediate future, have more specific dates about, when we're going to have certain deliverables? So, for example, when you say that, what in phase four quarter, whatever it is that we're going out for public comment, then you have to work backwards in terms of preparing what it is that needs to go out for public comment. And for that, the group all of us each group needs to know kind of like a cut-off date by which we have to have everything finalized in order for it to go into the materials that is going out for public comment. So, that's my point. Thank you.

EVIN ERDOGDU: Thank you, Justine. A great point and we're happy to share more details we can provide that information along with further details about the third-party survey developer as well. And Larisa, I see your hand up. Please, go ahead.

LARISA GURNICK   Thank you, Sébastien and everybody that added comments into this discussion. My thought here is that the idea of highlighting or testing with some groups that are more ready to go than others, sounds like a really good idea certainly. I don't see that we could do that come July 1st of this year, but perhaps the bigger message here and the opportunity for us to work with all of you, is to see about kind of expediting the tasks as Justine requested.

I think that's a really great request. So, we can share all the steps in the project management work plan, if you will to make sure that

everybody's on the same page about how we see ourselves getting, let's say, from today to the posting of the CIP framework for public comment, so that the schedule can be tightened and also be reflective of what all of you and your groups feel you can commit to. Once we have a CIP framework, that everybody feels good about. I think that's where the opportunity to test could come and produce some useful indicators.

I guess for the rest of the team, so once the framework is ready, we can have the survey questions, sort of developed pretty quick as a result of that. We hope we're certainly doing the preparations behind the scenes to make that happen and then, that sort of test questionnaire or survey could be tested out by those of your groups that are ready, that feel that your work has progressed efficiently to where you would like to be part of the kind of the testing group and that would certainly give us an opportunity to work out the kinks and figure out what's working and what's not working in a very practical sense.

So, I really, really like that idea, Sebastien, to kind of leverage the fact that some groups have been doing a lot more and are probably ready to go, could be ready to go sooner. But I think also to Owen's point, we also envision that it would be really important to get that common understanding and agreement on what this is going to look like and how it's going to roll out before we start the assessment. So, I hope that makes sense. I guess, a hybrid proposal is what I'm imagining here. Thank you.

EVIN ERDOGDU: Thank you so much, Larisa. And Sebastien, I see your hand up. Please, go ahead.

SÉBASTIEN BACHOLLET: Yes, thank you. Sorry, Larisa, but I don't get why we can't start the 1st of July. We don't need to do the survey the 1st of July. We have one year to do that, as it's a one-year cadence for each group. And when you hear that SSAC is already doing the Continuous Improvement Program, they can start today. We are not supposed to have one framework where we agree on each and every point altogether. We need to have a baseline and on that, each group will build on.

It seems to me that ICANN org want to have a single framework, but no, the framework will be a baseline for each of us, each group, and then we will build on that with our specificity. Of course, RALO, it's not the same as the ccNSO. ALAC, it's not the same as the SSAC and so on and so forth. Therefore, they will have some specificities and that's what we will be able to build, in fact, on the first round of Continuous Improvement Program development. And if the goal is to have something rigid at the end of the work of this group, we will be in trouble soon.

Therefore, I really feel that we need to be more flexible. And the other point is really, really, I think ICANN multistakeholder model need to show that we're able to move quicker than we are doing it for many reasons. And we still not have the pilot holistic review starting after how many years of ATRT3 recommendation. Therefore, please, we can do that. It's just a decision. And if there are two groups who are willing

to start the first of July, we can do it. And I think it will be better for the work here and for ICANN in general. Thank you very much.

EVIN ERDOGDU: Thank you, Sébastien, very much. Larisa, I see your hand is up.

LARISA GURNICK   Yes, thank you. I noticed that there's quite a few references to the pilot holistic review. So, I'd like to provide an update. I'm probably about two hours short of the board resolution being made public. So, bear with me, but within the next several hours, it will be posted. The board did take an action to initiate the pilot holistic review just two days ago on April 29th. And that when you will see it, you will also know that, that will trigger a quite a few activities that will involve all the SOs and ACs in terms of the process that every group will go through to nominate and appoint people to serve on the review team.

And the preparations are well underway to ensure that the pilot holistic review will be able to start in September of this year. And at the direction of the board, there's a request that it be that the org project manages it in such a way supports the work of the community review team in such a way as to complete that work in hopefully under 14 months. And resources and various other elements to help the group get up and going as quickly as possible once the group is assembled. All of that is in the works. So, apologies that I can't appoint you just yet to the official record, but we will make sure to share it with this team just as soon as it becomes available within the next couple of hours. Thank you very much.

EVIN ERDOGDU: Thank you so much, Larisa. I'll add that to the action items that we have for today. And on that note, we will take the action item to provide more concrete dates and deliverables for the next meeting on the 15th of May, working backwards from the public comment timeframe. We'll also adjust Principle 5 to add the specific wording for each structure and do a language services ticket to translate the existing resources. And we'll also provide some time on the next meeting's agenda to give more updates from the different groups as a few are still scheduling meetings. Great. Thank you very much.

Are there any other comments or questions? And if not, I know we did allocate a little longer session. Maybe we could do that for the next meeting as well. We'll follow up with our action items. And thank you all so much for your work and the progress of the development of this framework. And we're really excited to expedite it and move forward with next steps in this process. It's really significant work for the ICANN multi-stakeholder model, and you all have an important role to play. So, thank you very, very much. And yes, we'll see you in a couple of weeks. Thank you. Bye.

SÉBASTIEN BACHOLLET: Bye, everyone.

[END OF TRANSCRIPTION]