

Continuous Improvement Program Project - Meeting Report

1. Meeting Agenda - 15 MAY 2024	
<ol style="list-style-type: none"> Continued: Community feedback on the draft CIP Framework in progress, sharing of best practices for input from groups — CIP-CCG Representatives (20 minutes) Presentation on ccNSO engagement on Continuous Improvement as a model for CIP-CCG volunteers — Sean Copeland, ccNSO representative to the CIP-CCG (40 minutes) CIP-CCG Work Plan and Milestones — Evin Erdoğan, ICANN org and Representatives (25 minutes) AOB and next steps — Evin Erdoğan, ICANN org (5 minutes) 	
2. Attendees	
CIP-CCG Members:	Alan Greenberg, Amrita Choudhury, Benjamin Akinmoyeje, Bill Jouris, Bram Fudzulani, Caleb Ogundele, Carlos Dionisio Aguirre, Cheryl Langdon-Orr, Chokri Ben Romdhane, Erum Welling, Irina Danelia, Jeffrey Bedser, Marco Martinelli, Natalia Filina, Nenad Orlić, Rao Naveed Bin Rais, Sean Copeland, Sébastien Bachollet, Tijani Ben Jemaa, Tommi Karttaavi, Tracy Hackshaw
ICANN Organization:	Alice Jansen, Berry Cobb, Evin Erdogdu, Jean-Baptiste Deroulez, Jessica Puccio, Larisa Gurnick, Yvette Guigneaux
Apologies:	Chris Disspain, Damon Ashcraft, Justine Chew, Lori Schulman, Manju Chen, Santanu Acharya, Wisdom Donkor
3. Discussions	
Topic 1	<ul style="list-style-type: none"> ICANN org provided an overview of the agenda, and noted completion of action item from the last meeting to translate the slide deck and talking points into all 5 UN languages. Those resources are placed in the collaborative Google Drive for CIP-CCG use in engaging with their groups. Tijani Ben Jemaa (NomCom) presented feedback from the NomCom on the five draft principles. NomCom does not have constituencies, so the NomCom proposed changing the wording in Principle #4 to distinguish “structures”.

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- Cheryl Langdon-Orr (ALAC) and Caleb Ogundele (NPOC) agreed with the proposal to adjust the wording in Principle #4. It was suggested to distinguish between internal and external accountability relevant to the ICANN Organizational structures, including between those with subgroups and without subgroups.
- Alan Greenberg (NARALO) stated that none of the Principles apply to 2/3rds of the groups represented in the CIP-CCG, as many of them are subgroups of their Organizational structure. He noted that the current principles refer to the ACs, SOs, and NomCom but he would suggest adding constituencies as they are represented in the CIP-CCG. He added that the RALOs in the At-Large community and 7 constituent parts of the GNSO should be mentioned in the Principles.
- As described in the [Terms of Reference](#) for the CIP-CCG, “The CIP Community Coordination Group will be populated by volunteers from each Supporting Organization (SO), Advisory Committee (AC), and their stakeholder groups and constituencies, and the Nominating Committee. Given the CIP Community Coordination Group’s purpose and to ensure inclusivity while keeping the group sufficiently small to allow for meaningful discussions, each SO, AC, GNSO Stakeholder Group and Constituency, and Regional At-Large Organization (RALO) [will] appoint one (1) representative to the Group, for a total of 22 representatives from across the ICANN Community”.
- Cheryl suggested language that would address the comments from the CIP-CCG regarding Principle 4: “structures of (where applicable) of the SO, AC or NomCom”. Erum Welling (RSSAC) provided further feedback about stakeholders applicable to each structure, not only their internal subgroups. Cheryl suggested an adjustment noting this feedback to: “internally to its stakeholders or structures (where applicable) and externally to the wider ICANN community”.
- ICANN org will distribute proposed language to adjust Principle 4 (and other principles as relevant) on the CIP-CCG list, to be finalized in between the 15 May and 5 June CIP-CCG meetings.
- Erum also shared feedback related to Principle 4 regarding the RSSAC, noting that they recently held 6 sessions of the Root Server System Governance Working Group (RSS GWG). These sessions examined and identified the relevant stakeholders, utilizing the project management tool, RACI chart (Responsible, Accountable, Consulted, Informed).
- Naveed Bin Rais (RSSAC) agreed that terminology to apply to all groups would be beneficial, and shared that the RSSAC’s questions

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	<p>regarding the CIP-CCG's work and CIP overall centered on the timeline.</p> <ul style="list-style-type: none">• Alan noted that Organizational Reviews as articulated in the ICANN Bylaws only describe the SOs, ACs, and NomCom, but stated that it was not all inclusive at the time the Bylaws were articulated. He suggested that the ICANN community and CIP-CCG have the option to "do things right" and call out all the groups accordingly.• Cheryl suggested that the CIP-CCG examine applying this change in wording to the other principles, as relevant.• Benjamin Akinmoyeje (NCUC) proposed a webinar for sharing the presentations to his group. Bram Fudzulani (AFRALO) echoed Benjamin's suggestion that they would like assistance, because of the knowledge gap of the working group for CIP within AFRALO and potentially some other groups. They proposed perhaps a survey of the group as to who would benefit from a webinar or need extra assistance in this topic.• ICANN org responded that they will prepare related resources for the next phase of the CIP-CCG's work to finalize criteria and indicators of the framework (beginning 5 June), and also shared the anticipated Reviews Program webinar during ICANN80 Prep Week.• Marco Martinelli (IPC) presented the CIP-CCG progress report at the IPC General Membership Meeting on Monday, May 13. Specific feedback from the IPC has been deferred until after the INTA Annual Meeting from May 18-23 and the WSIS High Level Forum May 27-28. General feedback from the members was that the slide presentation was a bit too detailed regarding the process and they did not feel that they had sufficient time to answer within the context of the meeting. Their comment is that the slides present more like a final report than a questionnaire. All agreed that the IPC would defer the answers to a later time when the members can digest the slides. Marco has volunteered to distill the slides, provide more emphasis on the questions and more guidance for constructing meaningful answers. The IPC are considering a separate membership meeting on this topic alone, and noted their appreciation of the staff's work on the slides and know that they will be very useful for the final report to the community.
Topic 2	<ul style="list-style-type: none">• Sean Copeland (ccNSO) presented on the ccNSO's engagement on Continuous Improvement as a model for CIP-CCG volunteers. He presented on an Open Space format (OST) the ccNSO used for the first time during the ICANN78 AGM in Hamburg, and compared it with a World Cafe format, which includes a more structured agenda.

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	<ul style="list-style-type: none"> ● Both are designed to solicit open feedback from members and promote voices that are usually quieter in the ecosystem. The form allows for constructing new ideas for continuous improvement. ● Sean recommended to ICANN org that resources be devoted towards bringing in a third party to help the community with leadership skills in facilitating continuous improvement, should they utilize an OST or World Cafe session format. ● Cheryl shared that she is a fan of the OST and World Cafe sessions that Sean has organized with the ccNSO, and encouraged “selling” the concept within the ICANN community. She asked several questions, including – how Sean understood this as the approach that would work for this continuous improvement, how he convinced those to try this model out. ● Sean noted anyone within the ccNSO could participate, and was happy to note that others from the ccNSO (besides the GRC) and community members external to the ccNSO came. He noted that these sessions require more planning, it took about 4 weeks to prepare the invitation for the Hamburg session. ● Benjamin asked about how to capture the output from the sessions, as it happens immediately and organically. Sean noted the staff support and how information was captured on materials and virtually, before and after the sessions. ● Cheryl asked Sean whether he sees the OST/World Cafe as a tool in a tool kit, or a solution to problems. She asked if he would like to see it universally applicable at all levels, across the ICANN community? ● Sean shared his perspective that volunteer burnout is absolutely real, and he looks at this as a tool in a tool belt. These 2 tools are really effective for supporting the concept of grassroots, multistakeholderism. It may not work for all issues, but he would like to see it used more broadly. Ideally, it would be used across all ICANN community groups, but this would require a lot of planning. ● Several CIP-CCG members shared that they would consider these OST/World Cafe sessions within their own groups, especially those dedicated to continuous improvement. Sean suggested that the CIP-CCG could be a “unified lobby group” to advocate for these session formats.
Topic 3	<ul style="list-style-type: none"> ● ICANN org walked through the overall timeline for the CIP-CCG, including milestones and deliverables throughout the calendar year

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	<p>2024.</p> <ul style="list-style-type: none"> ● Cheryl, Amrita Choudhury (APRALO), and other CIP-CCG volunteers commented they appreciated the detailed dates to help with their internal planning. Amrita asked about the deadline to change the language in the principles, specifically principle 4. In accordance with the work plan, the target for the CIP-CCG to finalize the principles is 5 June, and changes would be distributed on the list beforehand. ● Sebastien Bachollet (EURALO) shared that he would like the first CIP assessment period to begin ASAP, ideally on 1 July. ● Cheryl noted her support of working with a third party survey developer, and noted that some groups may be in a position to start earlier with a beta testing of the survey. She expressed that even among the groups that are more advanced in their planning, such as ALAC/At-Large, a 1 July start date for CIP assessment is unlikely. She suggested September or October being more likely, and other CIP-CCG members expressed agreement. ● ICANN org noted the input received during recent CIP-CCG meetings on the overall timeline for the CIP-CCG to organize their work, and that the majority of the CIP-CCG support the current timeline for calendar year 2024. Where possible, the timeline would be expedited as the groups progress on the framework. 		
4. Decisions Reached			
	Language to be adjusted in Principle 4 (and other principles as relevant), to distinguish stakeholders and subgroups present in certain Organizational structures.		
	CIP-CCG to proceed with the work plan and timeline in 2024. Where possible, the timeline would be expedited as the groups progress on the framework.		
5. Next Steps			
	Action Item	Assignee	Due Date
1	ICANN org will distribute proposed language to adjust Principle 4 (and other principles as relevant) on the CIP-CCG list, to be finalized in between the 15 May and 5 June CIP-CCG meetings.	CIP-CCG	5 June 2024

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2	CIP-CCG to finalize principles by 5 June.	CIP-CCG	5 June 2024
3	ICANN org to share ICANN80 Prep Week webinar information on the CIP-CCG list.	Evin Erdogan	30 May 2024
4	ICANN org to share the slide deck on the ccNSO continuous improvement OST/World Cafe sessions on the CIP-CCG list.	Evin Erdogan	17 May 2024
6	ICANN org to prepare supporting resources for Phase 3 of the CIP-CCG's work plan, to finalize criteria and indicators.	Evin Erdogan / Larisa Gurnick / Jessica Puccio	5 June 2024