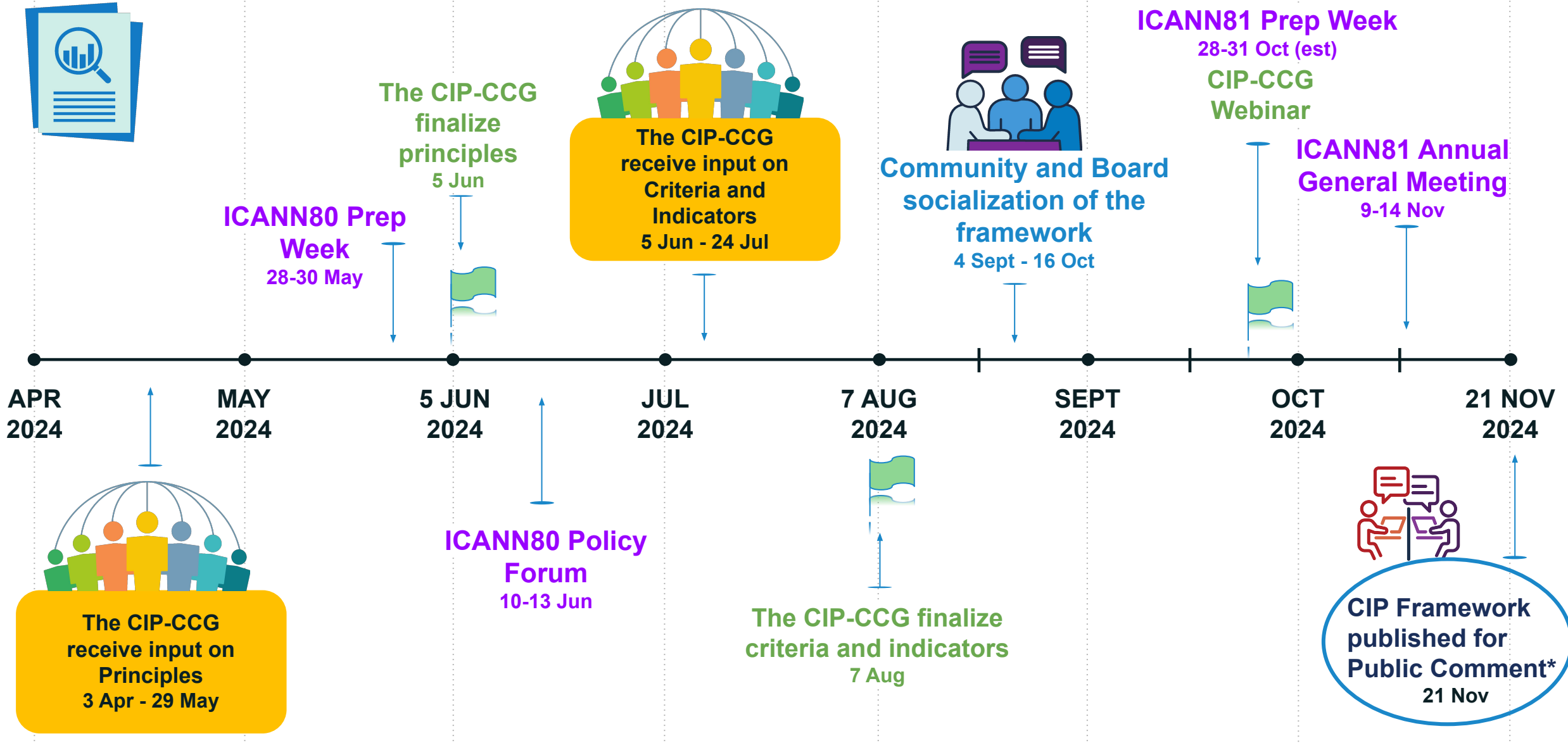


24 July Meeting - Agenda

- **Continued: Phase 3 (5 June - 21 July): Community feedback on the draft CIP Framework in progress, sharing of best practices for input from groups — CIP-CCG Representatives (45 minutes)**
- **Next Steps: ICANN org Survey Developer and Illustration of CIP framework for Public Comment proceeding — Larisa Gurnick, ICANN org (10 minutes)**
- **AOB and next steps — ICANN org (5 minutes)**

CIP-CCG Roadmap (2024)



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 org Survey Developer

- This work is progressing and as part of developing the survey, **ICANN org needs your input** on who (or how) each SO, AC and your substructures would envision distributing the survey.
- This would include identifying **who** your members are, and having an email address.
- You should consider how to define **active vs. inactive members** and whether different types of surveys for each would be useful.

[ATRT3 Final Report, p. 72](#) detailing “**Annual satisfaction survey of members/participants**”:

- Each SO/AC/NC shall perform a comprehensive annual satisfaction survey, or equivalent mechanism, of its members and participants. The focus of the survey should be on member and constituent’s satisfaction (and issue identification) vs their respective SO/AC/NC but can also include satisfaction with ICANN org services such as staff support, travel services, translation services, etc.
- For SOs and ACs that are composed of substructures, this should apply to their individual substructures and the results of all sub-structures shall be aggregated to generate a result for the given SO or AC.
- The results of these would be public and used to support the continuous improvement program as well as input for the Holistic Review. If the survey results note a significant issue this shall be the trigger to initiate appropriate measures to deal with any such issues.