

**I C A N N**  
**ANNUAL GENERAL**

**63**

**BARCELONA**

20-25 October 2018



# ccNSO Review

Review Working Party Meeting @ ICANN63 Barcelona  
25 October 2018



# Agenda

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- ⦿ ICANN MSSSI

- Welcome, introductions
- Overview: Roles & responsibilities, review process, review scope

- ⦿ Meridian Institute

- Introductions
- Overview: Methods and timeline
- Interview progress update
- Next steps for the review
- Questions, AOB

# Roles & Responsibilities Until Submission of Final Report

## Review Working Party

- ✓ Input into review scope and IE selection criteria
- Community outreach support
- Input into data collection – online survey and interviews
- Provide clarification and factual corrections throughout the review

## Independent Examiner

- Lead RWP calls
- Assess effectiveness of prior review improvements
- Review of documents, records
- Observe proceedings
- Develop and conduct surveys / interviews
- Formulate factual observations and implementable recommendations
- Engage with stakeholders for clarification and correction
- Prepare report(s)

## OEC

- Provide oversight
- ✓ Approve scope of review
- ✓ Confirm selection of independent examiner
- Monitor review progress

## ICANN org

- Facilitate review process
- ✓ Prepare RFP, run competitive bidding process
- ✓ Select independent examiner in accordance with selection criteria
- Monitor timeline and resources
- Support outreach and engagement
- Manage public consultation and public comment processes



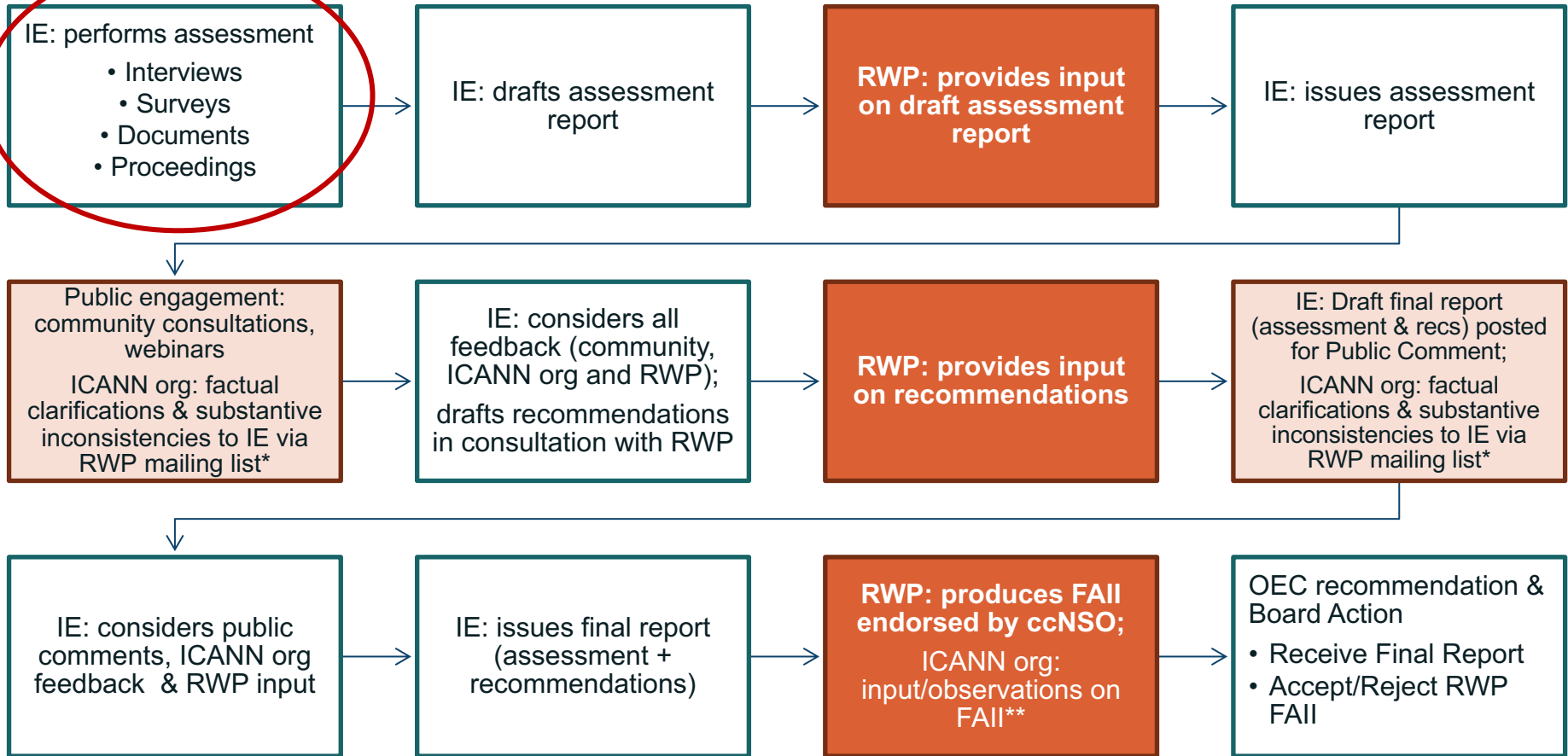
# Organizational Reviews: Two-Phase Approach

Independent Examiner = IE

Review Working Party = RWP

Organizational Effectiveness Committee = OEC

Feasibility Assessment & Initial Implementation Plan = FAIL



\*The RWP list is a publicly archived email list, to which the IE team, the RWP members, and ICANN org support staff are subscribed. Feedback will also be posted, as a redline document, on the community wiki page for that review.

\*\* Documented via Board Paper.

# Review Scope

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- ⦿ The scope of work will include the following key elements, as mandated by the ICANN Bylaws, Article IV, Section 4.4:
  - An assessment of whether the ccNSO has a continuing purpose within the ICANN structure;
  - An assessment of how effectively the ccNSO fulfils its purpose and whether any change in its structure or operations is desirable to improve the ccNSO's effectiveness; and
  - An assessment of the extent to which the ccNSO as a whole is accountable to its organizations, committees, constituencies, and stakeholder groups.



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# ccNSO Review

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Presented at ICANN63

# About Meridian Institute

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## OUR MISSION

1

We help people solve complex and controversial problems, make informed decisions, and implement solutions that improve lives, the economy, and the environment.

2

We design and manage collaboration. As a neutral third-party, we bring people together who understand the issues and have a stake in their resolution.

3

Our work leads to actions that make a difference.



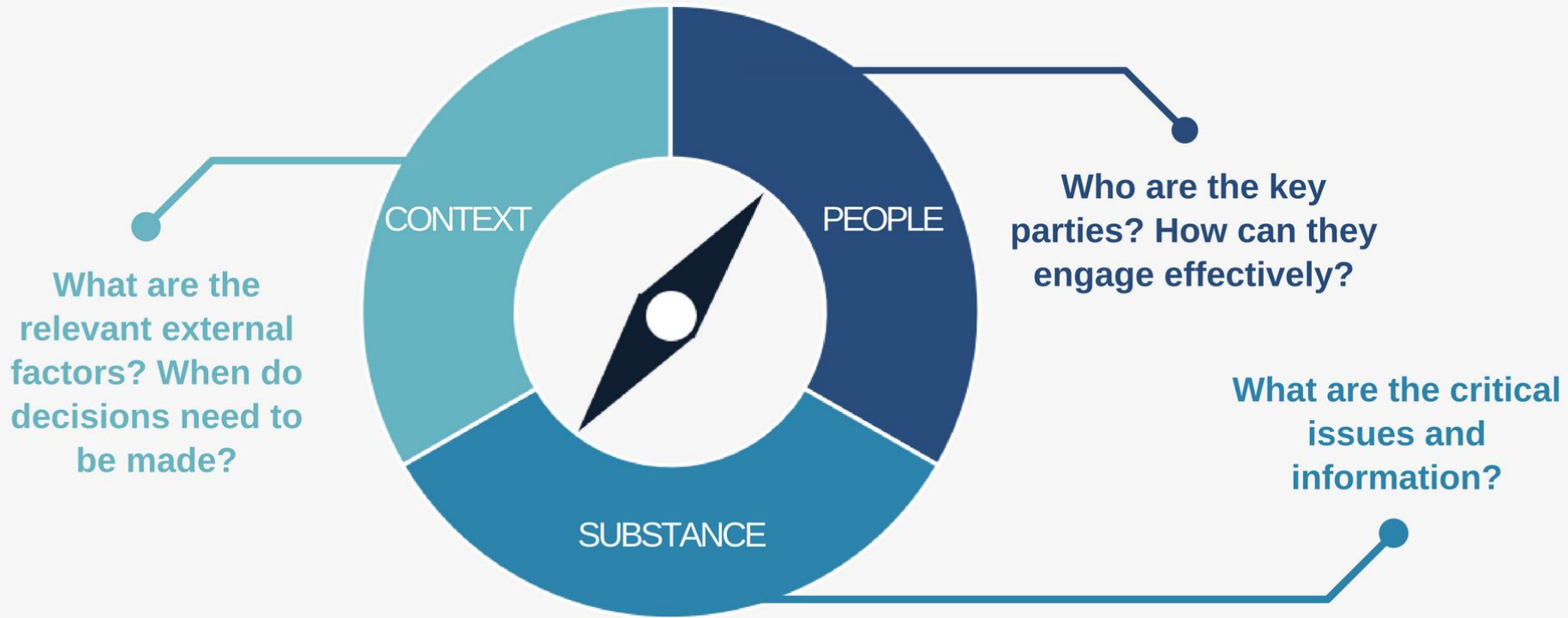
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# How We Approach Our Work

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# Core Values

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- As a trusted third-party, we do not have predetermined outcomes. We customize approach to address the unique needs of the people and institutions involved, the issues, the context, and the timeline
- We are often hired for our ability to help partners navigate through rough or untested waters
- We bring objectivity to our work as independent, process experts, strategic advisors, and as a trusted 3<sup>rd</sup> party
- Impartiality, integrity, inclusiveness, and respect for differences are integral to our organizational culture and work. We bring these values to every project we undertake



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# Overview | ccNSO Review



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# Overview: Methods

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Our multi-modal approach to data collection and analysis:

1. Review of documentation related to the ccNSO's mission, functions, and operations
2. Review of documentation related to ccNSO processes and activities since the last ccNSO review
3. An online survey among existing and former ccNSO participants and members
4. Structured interviews with a subset of former and existing ccNSO members and participants
5. Data validation
6. Regular reporting to the RWP



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# Overview: Timeline

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	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	April	May	June
Data collection	█									
Review		█								
Assessment report					█					
Final report									█	



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# Data Collection: Document Review

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Begin to assess the ccNSO's activities and processes against the stated mission, functions, operations, and processes provided in the documents.

- ICANN Bylaws
- ccNSO Rules of Procedure
- ccNSO mailing list archives
- Surveys from previous ccNSO meetings
- ccNSO statements and responses
- Documents, presentations produced by the ccNSO
- Letters to the ICANN Board of Directors
- Previous draft and final reports from ccNSO reviews
- Literature related to comparable Supporting Organizations or other bodies



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# Data Collection: Interviews

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Interviews with a subset of ccNSO members and participants, and members of other Supporting Organizations and Advisory Committees.

- Structured, 1-hour interviews (phone and in-person)
- In-depth, qualitative data collection and analysis
- Approximately 40-50 interviews
- Both factual and interpretive
- Key themes of questioning and analysis:
  - ccNSO purpose
  - Effectiveness of ccNSO's structure and operations
  - ccNSO's accountability to constituencies, stakeholder groups, organizations, and other stakeholders



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# Data Collection: Online Survey

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Online survey of diverse constituents – ccNSO members, other members of Supporting Organizations, and Advisory Committees.

- Quantitative and qualitative questions
- Capture a broader set of responses
- Survey questions developed following the interview phase
- Conditional branching
- Survey tool: Survey Monkey
  - Ability to pause and return
- Survey pre-testing with RWP members or others



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# Data Analyses

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- Observation of deviant cases
- Open coding and axial coding of interview data
  - Identify main categories of data
  - Identify core concepts within categories
- Quantification of survey results
- Factual validation



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# List of Interview Groups

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- ccNSO Council chair & members
- ccNSO Review RWP members
- Subset of ccNSO members
- ICANN ccNSO support staff members
- Other ICANN Supporting Organization & Advisory Committee chairs:
  - ASO
  - GNSO Council, Stakeholder Groups & Constituencies
  - ALAC and RALOs
  - GAC
  - RSSAC
  - SSAC
- Customer Standing Committee chair



# Interview Demographics to Date

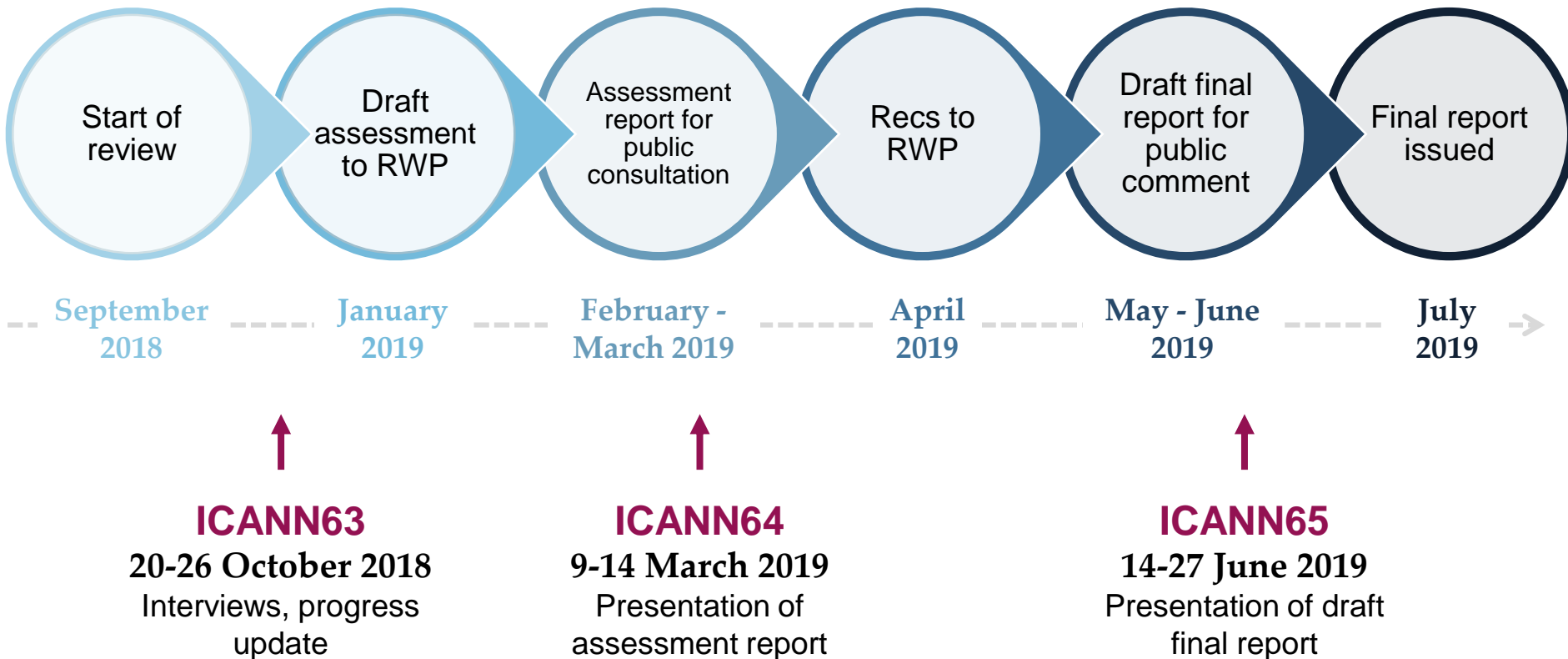
<b>Gender</b>		
	Female	13
	Male	22
<b>Region</b>	Africa	5
	Asia/Pacific	8
	Europe	12
	Latin America	4
	North America	6
<b>Sector</b>	ccTLD Manager	16
	Civil Society	5
	ICANN Org & Board	5
	Other Private Sector	9
<b>35 Total Interviews</b>		



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# Detailed Timeline



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# Immediate Next Steps

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Activity	Timing
Wrap-Up Interviews	Mid-November
RWP provides feedback on draft survey questions	Early-November
Survey launch	Mid-November through early-December (3 weeks)



Thank You.

We welcome your questions,  
comments, and feedback.



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