
ICANN86 Seville | PF – ccNSO: GRC Work Session with Meetings Programme Committee
Monday, June 08, 2026 – 14:45 to 16:00 CEST

CLAUDIA RUIZ

Hello, and welcome to the ccNSO Guideline Review Committee session. My name is Claudia Ruiz and I, along with my colleague, Joke Braeken, are the participation managers for this session. Please note the following guidelines to participate in this session. I will post them in the chat for your reference and please note this session is being recorded and is governed by the ICANN Community Participant Code of Conduct, the ICANN expected standards of behavior, and the ICANN Community Anti-Harassment Policy.

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SEAN COPELAND

Thank you so much, Claudia. Right off the bat, welcome to the civil version of the GRC meeting, and does anyone have any updates to their statement of interest? Okay, let's get right into it.

I would like to welcome the members of the MPC that are here and online. You guys are the first people to go through this process of review of this format, and your feedback and your participation, of course, is greatly appreciated and important, as this is setting the stage for what will happen with every other working group, including our own. So with that, we can start to look at item 1B on the agenda, which is the clean version of the document that's been put together for your group. Bart do you want to take that from here?

BART BOSWINKEL

I will share the guideline, the clean version. So you all had the opportunity just for maybe for Everton and Fernando, so you as a group, the MPC, say, produced a draft, it was circulated to the GRC, was discussed, I would say, two times, and now is the time for final comments from the GRC. As you will see, and we can scroll through it in a minute, so there are hardly any comments, with one exception that was a comment from, not a comment from Alejandra, it was a comment from Irina around calling, why use the term ongoing business, it was activities, and that's the only change you will see, regular activities, and that's in section two, there you are.

For the rest, the GRC had no comments whatsoever on the draft, so that was good work from the MPC. So, and with this, maybe I'll open the floor, if there are any final comments regarding the charter of the ccNSO sessions programming. And just for those who are not familiar with it, it's a rename of the meetings guideline, because it doesn't just cover the ccNSO members meeting, as they used to be but it's now for the full week, and it includes the role and responsibilities of the various groups involved in developing the full program of the ccNSO, not just during this week, but also during, say, the other two types of meetings, so there is a bit of a renaming, etc.

So, maybe any comments from the members of the GRC on this last version of the document. I don't see any hands. So, with this, let's, can we go to section two, there you are, this is the red one. Alejandra, ooh Irina, sorry, apologies. Does this cover your concern, because you raised it at the time, so we can accept this? That's good. So, yeah, no, I think Alejandra, she did it. So, with this, maybe a few words from your end, Everton.

EVERTON RODRIGUES

Thank you, Bart. Well, I think that the overall process has been very well conducted, and I'm really happy to see that not only the MPC has been very important, has a very important role for the ccNSO, but also that we have been able to work with the GRC to improve this activity and this committee specifically in a premier way, but just in a format that will make the whole community profit from

what is being improved. So, that's just the least that I could say, but regarding the reviews or the document itself, I'm very satisfied with the current result. Thank you very much.

BART BOSWINKEL

Thanks. So, it's up for a vote for the GRC, back to you, Sean.

SEAN COPELAND

So, just a closing comment on it, I do want to say before we do our little vote, I was struck by the amount of work and process done both from the MPC as a member of the MPC, but also behind in the staff that was actually surfaced in this document, and I think for the community at large, the document appendix or annex A ends up being incredibly useful and gives a really good idea of the time consideration and the work effort that goes into this. So, all around for everyone, I think an excellent job.

So, with that, if we are all content with this, are we ready within the GRC to say let's pass this back up to Council? And green ticks is our way if you approve of that, and red checks if you don't, and if you wish to abstain, you can do that as well.

PABLO RODRIGUEZ

Sean, a virtual green tick.

EVERTON RODRIGUES

I have a question. So, well, is it appropriate for me to vote or to abstain in this matter? Okay, then I'll vote. Thank you.

SEAN COPELAND

I'm only seeing green tracks, so I'm going to take that as a good sign.

BART BOSWINKEL

So, maybe as a next step, this document will now go for Council for review, and from the Council, it will go back to the GRC and maybe to the MPC if necessary. Otherwise, it will go from the MPC to the GRC to the community, and once it's had that part, I think for the MPC, it implies that you can start working on the charter. Yeah, using this as a baseline because experience has shown to date we don't expect many comments. So, as a starting point, I think it's a very solid basis to update your charter as well and detail some of the areas where the role of the MPC is defined. Proceed your part. No more questions.

SEAN COPELAND

All right. Moving on to the next part of the agenda. Let's look at the CIP implementation plan. For this one, go to the clean version, I believe.

BART BOSWINKEL

Yeah, it's an updated version. What is important, please go, can you go to page number five? That's where we need to start. There

you go. So, this is highlighted. For those of you who are not familiar with the working methods of the ccNSO Council, the ccNSO Council is now looking at its planning and the ccNSO planning. And one of the major working items going forward will be the Continuous Improvement Program. So, that's why we say you see this. I'm focusing on the implementation phasing.

A second point is this year we did the Council or the triage committee followed a different approach. They start looking at, I would say, the constraints or the capacity of the ccNSO and the capacity constraints of the ccNSO. And that will drive the work going forward. And one of the issues that's emerged is very clear. First of all, we see a limited decline in the number of volunteers. So, that's part of the capacity, the resourcing side.

The second point is that the secretariat, as it currently is structured, is at capacity, if not over capacity. In the document you will see on the Council document and it's public, you will see, yeah, the secretariat spends too much time on work. And there is just an increase in workload. There is no way to manage this.

And then the third factor, and yeah, you all be part of the battery something. I don't know how it's pronounced. It's what will happen is as of the first of October up to probably March, May, there will be a recalibration, as it's called, of the secretariat. The secretariat will need to adjust to a new structure and to the new personalities or the one person coming in replacing me. And that will have an impact on its output, no matter how you slice or dice

it. So, that's something to take into account as well as a constraint on the capacity.

As a result, what will happen, and because the secretariat is already at or over capacity, one way of increasing the capacity is changing your working methods as a ccNSO. This is how the community, so the CCs, volunteers together with the secretariat, get their stuff done. And that's something, yeah, we need to find out how it's currently really done. And secondly, how do you want to do it going forward? And that will take time.

Now, I'm getting back to the continuous improvement. If you think about it, revisiting your working methods or revisiting working methods is probably the core of continuous improvement, is at the core. If you look at the principles the GRC has been discussing, it is right at the center of principle two and three, one around the effectiveness and the second one around the efficiency. So, now I can get back to the implementation phasing. And if you map all this, map it out.

So, the first step for you, and for us as a GRC, is to really get the implementation or the foundation in place. And the foundation is this document, it's agreed upon, Council approved, so everybody's on board of, say, what's in this document. The second thing is the indicator list, which we developed, is updated to make it really smart, etc. We'll discuss it next, it's the next phase.

And then, I would say, the monitor and evaluation protocols need to be in place as well, because as you will see, and we will discuss it

today, if the monitor and evaluation protocols are not in place, just a list of indicators doesn't mean zilch. You need to know how and when to do your research with respect to, and how to report back on the results of your research and filling the indicators. And that's right in the middle of the M&E protocols. So, this is how it links all together.

And then, finally, is engagement plan. This is really how to involve the community, the broader community, in this whole exercise and in the continuous improvement. So, the thinking was that this would be closed by the end of July, so for the GRC. And that gives us the opportunity to at least go back to the Council in July to really, I start, I think the way to give them a heads up, even stronger, to say, this is coming your way, and you need to at least support it, or if not adopt the whole planning together with the list of indicators and principles. So, this is the real framework of the ccNSO.

Once this is adopted, and you can see the start is in October, then there will be, I would say, a pilot phase of prototyping. It's really testing, say, the whole, the setup of the Continuous Improvement Program. And the suggestion is, and that's something for you to discuss, or what you need to agree upon, is that it will focus in its testing phase on principle two and three. So, the effectiveness and efficiency of the ccNSO. Because the results of that initial phase were starting in August up till January, that the initial phase, well, first of all, it's for the GRC or whomever is going to manage the program, it's important to test whether the list of indicators it said

really works, and the M&E protocols really works. So that's, I would say, the initial purpose or the first level goal.

The second level goal is the results. If all goes well, and these indicators are reasonable, will feed into, I would say, the improvement of the working methods, which is foreseen to take place in the March-June 27 timeframe. So, the results of the Continuous Improvement Program, the outcome of checking everything else, so the testing will be used in the improvement of working methods activities by the Council and the leads, etc., and we'll touch upon it at a later stage.

And once this is done, as you can see, so that's expected to be closed in June next year, because then it's the time to revisit the work plan again, and then if, and it gives the GRC time to update the list of indicators if needed. Then in July, you really launch, in July 27, really launch the full program of the continuous improvement. So, it's then you go really, you diverge and encompass everything. And that will take, yeah, a couple of months.

And then in February, June, again, revisiting and reporting back to the community, etc. And then you would have closed the first cycle of your Continuous Improvement Program, the three-year implementation, and you're ready and you set the baselines, which is very important, etc. So, then you've got all the building blocks, building blocks in place for, to live happy afterwards, put it this way.

So, that is the background of updating the phasing. So, let me ask, are there any questions, comments around the phasing? Because this is really important. This is also your commitment to the process. So, are there any questions, comments around the phasing? Go ahead, Alejandra.

ALEJANDRA REYNOSO

Thank you, Bart. Just wanted to add the comment that, from the changes proposed, I think it was brilliant to add this space of, okay, how did we do with the pilot? And then, well, review anything that we need to change or update, and then do the full rollout. I think that needed to be there. So, thank you for having me.

BART BOSWINKEL

Any other questions, comments? Go ahead, Chris.

CHRISTIAN WHEELER

I would just add that for the final deliverable for July 2028 would be that final status report published for public comments, just flagging that. Thanks.

BART BOSWINKEL

Questions around the phasing. You've seen this before. You had the opportunity to read it. So, this is really matching now the work plan as well that will be discussed by the Council. I don't see anything, no comments.

SEAN COPELAND

Okay. So, let us do a check marks on this to pass this along to Council. And again, as AJ mentioned, having the pilot program is going to be very efficient for us and focusing in on the principles two and three to actually test that out. It will take a little bit of work on our end, but I think we are up for it. So, again, green check marks if you're online. I will look for your hands in here if it's easier for you. Nicky, are you able to cast a vote? All green.

BART BOSWINKEL

Thank you. So, probably this is already included more or less as a timeline for the Council. So maybe something for you, Sean, to report to the Council when it's discussed, just as a heads up that the GRC is on board with the timing as well. We can go to the next item on the agenda for today. That's the update to the 28 SMART & SPICED Assessment document. Yeah, here we go. And just for those not too familiar with this, can you just go to page number two?

Let's scroll down, scroll down, scroll down. No, that's the other document, please. The update of the criteria. No, the other document, please.

Yeah, otherwise, I'll get into it. Can you go back to the agenda? Update indicators. Yeah, that's the one. Otherwise, what you could do is, can you go back to the M&E protocol document? No, sorry, the CIP implementation document. Yeah, plenty of time. So, you

know I don't want to go in. Yeah, can you go back to the agenda?
Let me see if I can log in. Well, maybe it's the easiest way.

ALEJANDRA REYNOSO

Excuse me, I think Sean shared the link in the Zoom chat, so maybe that's the one.

BART BOSWINKEL

That's the one, yeah. Scroll down. And apologies. There we go. So, what you see in front of us is a little bit of a red line, but let me explain the headings. So, these are the five principles again. So, principle one, the ccNSO is always fulfilling its purpose. Then the criteria that was developed by, say, in Mumbai, or not in Mumbai, Dublin to start, and then you reviewed it as a GRC, and then you have the list of indicators, the original list of indicators, which is in the second column. And then the third column is the updated one to make them either fully smart or fully spiced, as they are called. Most of them is smart. And then the final column is the suggested tool or measurement method. That's on the fourth one.

So, the basic idea is that, say, at the end of the day, that you reach consensus on the updated indicator list, because they are fully smartly defined and or fully spiced, defined. And based on that, then it's ready to be launched, effectively. So, what you see in front of us, and Alejandra ran through them, I've updated the list based on the suggestions, some suggestions. Alejandra ran through them and either made some comments and or updated the text.

And maybe, do you want to run through them? Or maybe that's a better idea. You know what you've changed and why you've changed it. That makes it easy. And then maybe the response from you as fellow GRC members, what you think, and then we can move on quickly. Because you've agreed upon the original list of indicators. So, this is just a refinement step of the original list. But over to you, Alejandra.

ALEJANDRA REYNOSO

Thank you, Bart. Yes, as a general observation, my suggestions here are either to remove things that are, like, the indicator should say what we want to do. And what I tried to remove was the how, because I think that's a different step. Like, maybe we can take that into consideration later, but it doesn't have to be part of the indicator itself.

And other general observations were regarding things that we will actually be able to do or not. And things that are duplicated as, for example, sometimes we say we're going to do one thing. And then in another indicator, we say how frequently, but then we shouldn't mix the two of them. If we're already saying we're going to do it, and then we're going to do it at a certain frequency, just to clean it up. That's a general observation.

And we can start with the first one. It says a current purpose and goals document. And then in parentheses, it says review within the last two years. That's the part that I'm suggesting to remove, because later we say how frequently this should be reviewed. And

then it's publicly accessible on the ccNSO website. Then I added a comment to the last part, which says confirm in the annual governance audit. I think that's part of the methodology or the tools for measuring it, instead of the criteria itself. So that would be the first one. I don't know if we go one by one, or you want me to go through them all?

BART BOSWINKEL

Are there any questions on what the observations from Alejandra? I don't see any hands up. No. Maybe. Yeah. What is your preference?

The other way around is, have everybody reviewed this document? You did. So are there any additional observations from the ones from Alejandra? No. Go ahead, Irina.

IRINA DANIELIA

Irina speaking, I just find these adjustments valuable. And I agree.

BART BOSWINKEL

So that was why I'm asking. It's probably the easiest way. And because this is all, that's why we do the prototyping. Anyway, this is not set in stone. It will be reviewed again. May I suggest, if you agree, that if there are no additional comments, that we accept Alejandra's proposals, and that we move on to the next item on the agenda. Because then this way, we've closed it. It's very clear what needs to be done. And that's it. And so it will be reviewed over time anyway. And I would say the perfect is the worst enemy of the

good. Thanks, Alejandra, for reviewing. So just accept them all. Just for the record.

SEAN COPELAND

Yeah. So you guys, just do a green check. Then to accept the omnibus passage of the corrections or adjustments. Stephen and Nikki. You can raise your hand, Stephen. I'll take it. Are you okay with a green check?

BART BOSWINKEL

Thanks. Maybe one observation which is interesting as a starting point. In some of these indicators, you don't see any set dates, the XX percentage. The reason for doing this is whatever percentage you would insert now is completely fictitious. You have no baseline. So the first step would really be, and that's why you need the prototyping to test this and everything else, initial data gathering, to set and have an idea on what these percentages should or could look like, and what they are currently, and what is your level of ambition. Inserting ambitions right now is frivolous. So just make that observation. You will see this in the next. We're going to. That's the M&E protocol.

Yeah. We can go to the next one, which is in the, if you go back to the previous one, what was it called? CIP implementation plan. Yeah. That's the one. Thank you. M&E protocols. Again, can you scroll down to section one? It's on page two. Just in preparation of this call, I've highlighted some areas just to stress why this

document is needed. And I think we just reviewed, or you just reviewed the indicator and the list of indicators. And you can see it right here as well, the list of indicators is really abstract. It is just there.

Only through these protocols, so these measurements, way of measuring, they become alive. So this is how you and the GRC, and in the future the ccNSO, intend to gather your information. So you've got the tools listed, but this is the frequency, the type of information, etc., and what you want to do with that information. So that's the real protocol and why it's important to have a document like this side by side to the list of indicators.

So that's one. The underlying thinking of this document, and I've stressed this as well, is that continuous improvement is, I think, fundamentally about learning and to do better, and do better. It is not about accountability. It is because indicators can be used and are used a lot for accountability purposes only.

So in some of them, so what you will see throughout this protocol is who and when data should be gathered, and then who will they be sent to, and who will receive it, and who is expected to take action upon the outcome, especially if there is a gap, and not what type of action, but definitely this is the full learning circle. It is you measure something, there is a gap, and what are we going to do to address the gap?

This goes back to the original principle of continuous improvement framework that you developed and that we use, for example, with

the board voting, is how can we improve stuff? You measure first which process, and then you take action, and then test again. That's the circle. So that's the learning circle you go through, and that's throughout this document as well, and I just wanted to stress this. Let me just briefly take you through the document, and then we'll open the floor for questions.

Again, there is a little bit about SMART & SPICED, but you've been bored to death with that distinction. What is important is the roles and responsibilities. The continuous improvement framework, and maybe that's something to realize, by now you will, but it's for the Council and the broader community, it will change the way things are done. There are roles and responsibilities, not just for the GRC, but also for other committees, members in general, the GRC, and the Council, and definitely for the secretariat. So that's why it's included, and you should be very aware of these additional roles and responsibilities for the various groups. So that's on page number three.

And we'll get to the recommendation and the question in a minute. Then the cycle, etc., that depends very much, it's also related to the implementation phase, data quality standards, that's next as well. If you look at page number six, the cadence, can you go to page number six? This is where you can see this whole mechanism of learning through feedback loops. When and how things are, especially when, who, and whom to report to, and to take action.

And so you see there is a cadence of quarterly getting data, not the first year, but afterwards as well. So this is really the monitoring things, and it's almost like building dashboards. Should not take too much time, but you need to do it to have a cadence. Then the annual reporting, this is -- yeah, go ahead.

ALEJANDRA REYNOSO

Just to make a quick comment that it shouldn't take much time after it's the first time it's put in place, like the first one, it's like the one that will be time consuming and then updating it will be easier.

BART BOSWINKEL

You need to do two things, you need to first see where the data is, and once you know this, then it should be simple, but you also need to determine what are the levels. The first time is, and that's why you need to test it.

Then the annual reporting, and then the biannual, which is almost in the cadence of the broader Continuous Improvement Program under ICANN's work. And so then closing the loop, this is consultation with the community about things. Action triggers is not very relevant, first year implementation. Again, set up end of July base collection data, so that's August, January, so that's what you were talking about. We'll discuss it briefly.

And then at the end on page number eight, there is basic questions of your role and whether you're committed and want to do it according to the proposal, because there are alternatives possible

as well, of course. But it's really about, say, what is the role of the GRC at this stage? And do you want to have a sub-team or etc.? You need to start thinking about how you, as a GRC, want to take this on, if you want to take this on.

So that's the document that's in front of you. Let me ask first, are there any general observations, comments around this document, and what is proposed, and not the document itself, but the proposals, before we go into the details? Anybody?

Okay. So, maybe we start at the final questions on, because these are, I think, the critical ones, on page eight, on the item number 10, and then we move backwards. I think the real general one, so the suggested questions for the GRC. First of all, the question for you, probably as a committee, do you want to play a critical role in managing the Continuous Improvement Program and propose this to the Council?

Because if you don't, there needs to be some, another group. But you are the group that will have to maintain the whole system. So the question for you as a GRC is, are you willing and committed to do this? Because if not, then we have another issue.

SEAN COPELAND

I'm going to suggest that we are, but I will ask the membership of the GRC before I take such a unilateral decision. Can't hear me.

ALEJANDRA REYNOSO

You need to speak closer to the mic so we can hear you, please.

SEAN COPELAND

I was saying, I don't want to take a unilateral decision. I agree with Bart that it is within the scope of the GRC, but I would like the membership to agree to that. So if you guys could give a green check, a thumbs up or what have you to that concept. Or if you have questions, ask the question.

ALEJANDRA REYNOSO

I have a comment while I agree on this. I think in the past we have mentioned also that maybe the GRC should be renamed in the sense of not Guidelines Review Committee, but Governance Review Committee, because that would make more sense and it would encompass all these things, because otherwise it seems a little off, but just a reminder.

SEAN COPELAND

I don't think that's a bad idea. I would suggest that would have to come from Council on high though.

BART BOSWINKEL

Then remove the word review as well.

ALEJANDRA REYNOSO

Definitely.

BART BOSWINKEL

Okay. Thank you. So that makes life a little bit easier. So that's something to take into account by end of July probably as well, when proposing this to the Council. Secondly, given that you have other work items as well, and this is more structuring the work going forward. So up till now, what you've seen is the GRC, you have the full GRC meeting one Monday, and then you have a subcommittee or the sub-team focusing on the CIP meeting the other week.

Now, for your information, and this is one of the outcomes of the planning discussions, that's at least from a secretariat perspective, less tenable as going forward. So having a meeting every week, or at least on Mondays, we need to probably think about how you want to approach this. But the other point is, do you want to continue as a full GRC with reviewing and being involved with the CIP, or do you want to create a subcommittee that reports back and etc. for the Continuous Improvement Program, or as a full one? That makes sense to do both. I don't have a suggestion.

SEAN COPELAND

No opinion.

IRINA DANELIA

It seems it would be easier to continue as a full GRC, as this split was so many times mixed recently. So that just doesn't make much sense. But happy to take other decisions.

BART BOSWINKEL

Okay, then say in really building this, I think it might be advisable that say within the GRC, it could be the chair, could be a new role, takes on the person who is really the linking pin, almost a program manager or two persons, or how it's suggested is the monitoring and evaluation lead person within the GRC, who say is the counterpart for the secretariat and was also the counterpart for the Council. As a committee, it's almost you want one person to be the almost the lead in this Continuous Improvement Program. That is the suggestion, put it this way. Or should it be, again, the full committee? And if so, if you agree, who should be that person who is volunteering?

SEAN COPELAND

I think there should be a single person doing the coordination. And if I was going to look at anybody in the room, and please forgive me, I would look down at Irina as the person for this, if is willing.

IRINA DANELIA

Thanks, Sean. Honestly, I would be happy to take this, but I have a really very heavy workload in my main job. And I just cannot be sure that at least till the end of this year, I will have enough capacity.

BART BOSWINKEL

Totally fair.

IRINA DANIELIA

I would love to promise, but I'm not sure, just being honest.

SEAN COPELAND

Totally, totally good. Does anyone else want to step up to do that role? I will do it as default if nobody wants to do it. Do you want to do that? Okay.

BART BOSWINKEL

Good, thank you. The next thing is, now we can go scroll back to page, I would say, because that is part of the work, is go to page of section number seven, it's page number six. The cadence, because this drives the work of the committee. So at least the first couple of months, Irina, you're not out there, and Pablo, you're not on your own. The reason is we will be working on the implementation planning, etc., like approving this document, updating everything. And the next two steps are the stakeholder engagement plan and reporting back to Council. So that's definitely until the end of July, August-like, and it only really starts to work in August. So that's a good thing.

But then once it starts, then you've got the cadence of data gathering, and that's the cadence that you see in front of you. So that's to the quarterly data gathering, and that's, yeah, it's probably, part of it will be the secretariat's work, and they will report to the leads, in this case, to Irina and Pablo, and then they can distribute it. So you have a clear chain of reporting.

And then you've got, say, the annual cadence, but that's not relevant at this stage, because we will first test the prototypes in up till January, etc. And the information there, that's really driving both your own review and the review by the Council, the working methods together with the working group committees leaders.

So if you look at it from this perspective, and now we can go back to page number eight, the second question, or the first question, page number eight. There we are. So is this cadence acceptable, and especially looking at Irina and Pablo, and also a Joke, and Claudia, and myself. Now it's really the period between, I would say, August and January, getting information. That's the data gathering, and a little bit the implementation. So this is when the work really starts. Go ahead, Pablo.

PABLO RODRIGUEZ

As long as December is not between August and January, it's going to be fine.

BART BOSWINKEL

So back to you, Sean, to close this bit around this question.

SEAN COPELAND

Okay, then taking on a whole, are we ready --? Oh, go ahead.

IRINA DANELIA

Sorry, Bart, on which page is the cadence?

BART BOSWINKEL

The cadence is on page number six, but it needs to reflect the phasing of, so the test, the prototyping. And it really is, I would say, the quarterly, the first quarterly one, and testing the two, the two principles.

IRINA DANELIA

Just one comment on that, end of December and January are very busy with, and so busy stuff.

BART BOSWINKEL

Maybe what I could, what I suggest to do is, based on today's discussion, and questions, and agreements, update this document, and circulate it to the full GRC for its next meeting, because we still have time until the end of July, so it really can sink in. So we don't have to rush this, but everybody is comfortable.

IRINA DANELIA

I would rather aim to finish everything by, let's say, December 10.

BART BOSWINKEL

Or somewhere at the end of January, early February. That's, okay. Ambition. That's this one. And then the next one. It's an interesting one. You heard me introduce the topic, and the link between the Continuous Improvement Program, and the discussion at the level by the Council on improving the working methods. One of the suggestions, and if you talk about, and there's this improving of

working methods, is really a topic for continuous improvement. And what is effective and efficient working methods, you can't define it very smartly.

So, yeah, it has a specific meaning in the eye of the beholder. So the suggestion, and this would be my suggestion, that this is really over my grave, is turn this into, I would say, a World Cafe session in Lisbon. Because it will, it all joins, say, the council work, and it will start the whole discussion about the improvement of the ccNSO working methods, and links, and you will feed into it.

And I think you are, together with maybe one or two councilors, perfectly positioned to organize that World Cafe in Lisbon. So that's in March. And by then, the new Secretariat should be able to organize it properly as well. As a proposal, and please check.

SEAN COPELAND

You guys know I love these things. Can we do World Cafe? I'll be green tracks on that one. I want, like, lots of support.

BART BOSWINKEL

I'm out of steam. I don't have prepared anything. And just one point, Irina and Pablo, if you want to understand the role of, say, the monitoring evaluation lead, it's on page three, the bottom paragraph. Go ahead.

PABLO RODRIGUEZ

Just wanted to make the comment that regarding the World Cafe, it's a fantastic way of getting people on board and capturing those ideas. So I'm all for it, and supporting an initiative to coordinate such an event in future meetings. Thanks.

SEAN COPELAND

I think we accomplished a lot here today, you guys. And so I suppose I will take this all to Council on Thursday to give them an update. With all of that, is there any other business that anyone wants to bring to the table?

BART BOSWINKEL

Maybe one point. It's more about, I know, say, in other roles. Alejandra, you will give an update. Let me rephrase it. Are you comfortable, Alejandra, present the continuous improvement phasing to the community on Tuesday morning? As it seems tomorrow.

ALEJANDRA REYNOSO

As in tomorrow?

SEAN COPELAND

I am.

ALEJANDRA REYNOSO

Should we check the slides with the group or?

BART BOSWINKEL

You do have time now. Unless you want to discuss something else, weather outside or something. That would be nice. Yeah.

ALEJANDRA REYNOSO

Yeah. If we can pull them up, the welcome slides is in number 20. I think that's a good start. Thank you very much. So that was the slide just to say that we were starting with a governance update. And as part of the GRC as well, it's announced that we have new guidelines posted already in our website and alert people that a new guideline is coming their way for the review, that it's the nominations guideline that we recently said we would send to the community. So this is a heads up to expect it and to, well, give us any feedback.

In the next one, please. It's a summary of the process where we are, as in the guidelines review committee. It's the one leading the continuous improvement of the ccNSO. And well, there's a framework which we agreed to implement. We had the World Cafe in Dublin that fit into this process. And these were the principles that we were discussing. In the next one, please, is the phases that we were talking about. So I think it illustrates the time commitment as well.

So the first two phases, then where we do, let's say a pause, but it's not a real pause. It's where we gather the feedback and feed into the process. And then the final two phases. Not going into detail

now. We already heard this. I'm just checking with you if this makes sense. And the rest is on the work plan. So this is the part on the GRC. Okay, yeah, no problem. We can continue.

So in the next one, these are the ccNSO purpose and goals. And this is what drives everything in the ccNSO. And we align every activity we do to this. So in the next slide, these are all the activities that the ccNSO is currently doing and looking forward to do. So as you can see, it's a very impressive list, very ambitious. And as Bart has mentioned, we are already at a capacity constraint on taking this forward. And also we need to think of the future changes that are upcoming.

So to make this happen, if we go to the next slide, first, we need volunteers from the community to participate. This is the distribution up to May on the 120 volunteers we have in many, many activities. The ones illustrated in the bars graph are just the committees and working groups, but there are other appointments, external appointments and Council and everything. But it's just 120 so far. So this is a factor that we need to take into consideration while looking into the work plan.

And if we go to the next one, it's an analysis as well. The next one, please. Oh, it's coming. There we go. On the secretary and their role in all the work. So currently the secretariat has three members plus ad hoc assistance from other staff, but mainly three. And when we just look at the work on the groups, that is the committees and the working groups and the study groups, there is currently a little

bit of an overhead of work in the sense of every, not every, but most of them have prep work, prep call, then prep call work deriving from the prep call, the actual call, and then work after the call.

So that multiplied by the number of working groups and the cadence or the frequency on which they meet, it's something to take into consideration for three persons. Plus all the additional work that includes maintaining the website, the wiki, assisting other groups and internal ICANN work. So this is something that we need to take into consideration when we are looking at the activities of the ccNSO.

And as we know, Bart is retiring and the secretariat will need to recalibrate to adjust to the new person that is coming. So therefore, if we go to the next slide, we will need to prioritize and to improve our working methods so that we are able to do what we want with what we have.

So finally, in the last slide, it's the portfolio of activities around the purpose and goals of the ccNSO and already highlighting some things to take into consideration as in, okay, in the policy work, we have some study groups that are in line on getting started. Maybe don't launch them until the secretariat recalibrates. If there's a need to prioritizing, the priority should go to the information sharing function of the ccNSO. That's our main, I would say, thing.

And on the foundational work, there's a suggestion as well of deferring committees effectiveness reviews until June next year. So it gives time for the secretariat to recalibrate and then reassess.

But nevertheless, there's also a recommendation to improve our working methods. That's what we were talking recently on doing this World Cafe on how we can improve the way we work. And here it's a workshop that will be done jointly, well, governance committee, we are renaming it right now, unofficially, and the triage committee, so that we can find a better way to do what we want to do with what we have. And that's it in five minutes or less.

SEAN COPELAND

Thank you, AJ.

ALEJANDRA REYNOSO

Any comments? Should I remove anything? Looking at the secretariat, seeing changes at the last minute? It can be done. It's possible

SEAN COPELAND

It makes sense.

ALEJANDRA REYNOSO

Okay.

SEAN COPELAND

Okay. Well, then, I suppose I shall say thank you to the gentleman at the back of the room who we see every couple months. Joke, are you okay? And Claudia, thank you so much. And Bart, I think that

this is going to be perhaps the last time you and I are doing an in-session GRC meeting.

And I would like to personally thank you for the tutelage and the conversations behind the scenes that you and I have had over the years. It's been incredibly valuable and incredibly appreciated. I know when I started doing this role, it was a daunting role for me to take on and you made it much more easier and enjoyable. And I thank you very, very much for that. And with that, I yield back your last four minutes. Thank you so much.

[END OF TRANSCRIPTION]