ccNSO Review

Presented at ICANN63

About Meridian Institute

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.
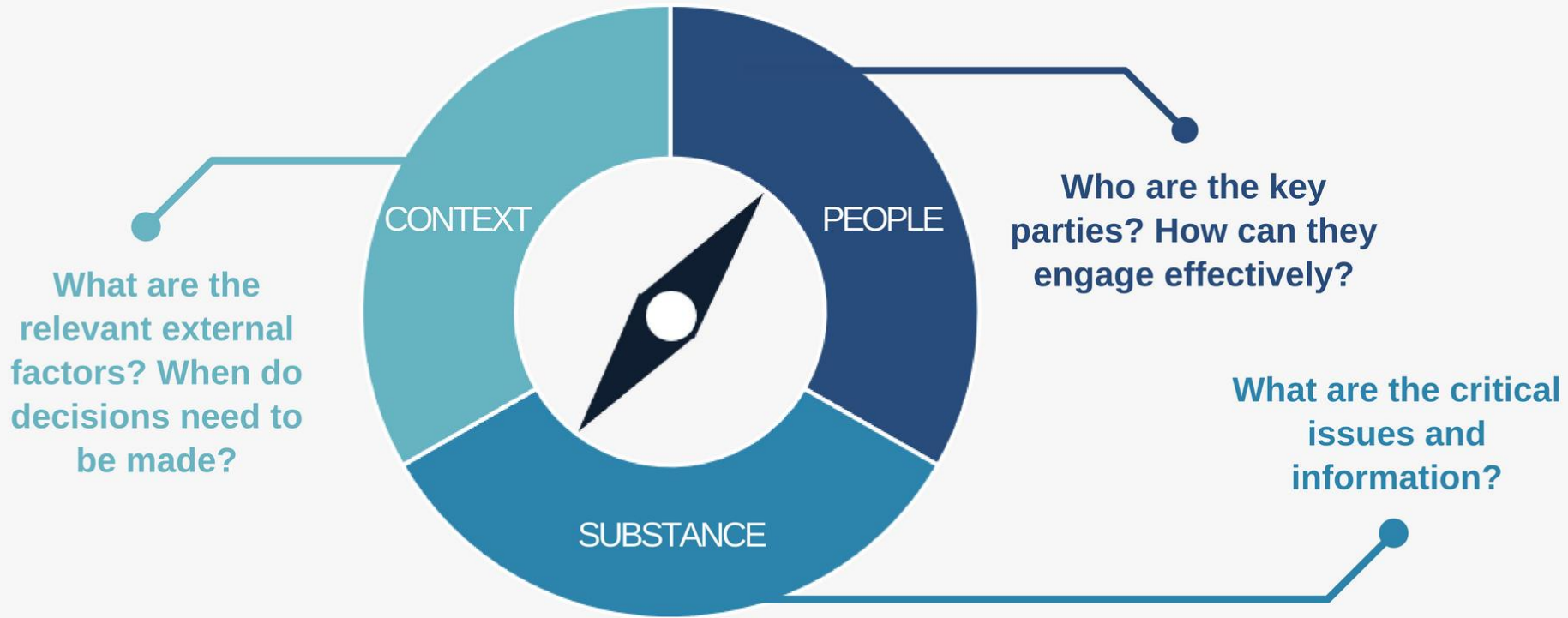
3 Our work leads to actions that make a difference.

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How We Approach Our Work

What are the relevant external factors? When do decisions need to be made?

CONTEXT

PEOPLE

Who are the key parties? How can they engage effectively?

SUBSTANCE

What are the critical issues and information?

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Core Values

- 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 3rd 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

Overview: Methods

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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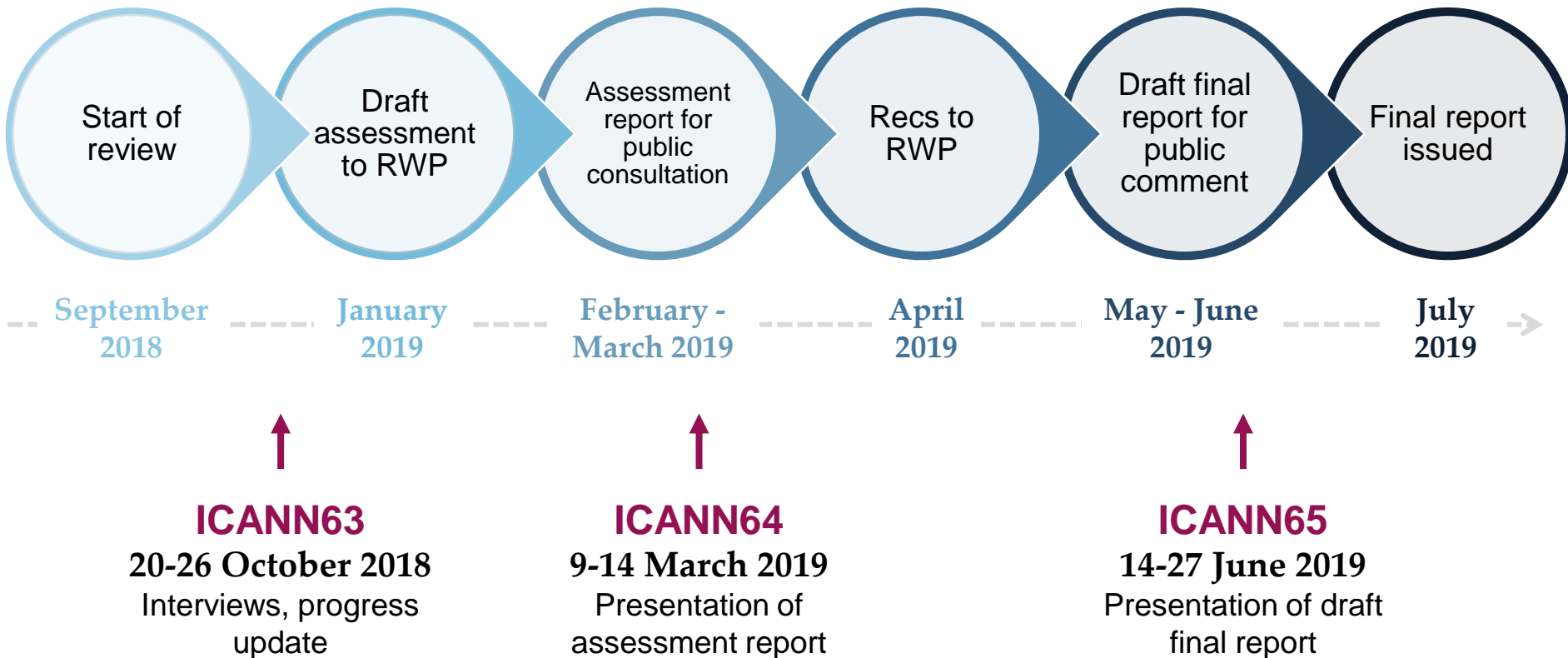Connecting People to Solve Problems

Overview: Timeline

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

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Detailed Timeline

Start of review

Draft assessment to RWP

Assessment report for public consultation

Recs to RWP

Draft final report for public comment

Final report issued

September 2018

January 2019

February - March 2019

April 2019

May - June 2019

July 2019

ICANN63
20-26 October 2018
Interviews, progress update

ICANN64
9-14 March 2019
Presentation of assessment report

ICANN65
14-27 June 2019
Presentation of draft final report

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Data Collection: Document Review

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

Data Collection: Online Survey

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

Data Collection: Interviews

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 Analyses

- 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

- 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

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Thank You.
We welcome your questions, comments, and feedback.