
BARCELONA – ccNSO Review Working Party Meeting
Thursday, October 25, 2018 – 09:00 to 10:15 CEST
ICANN63 | Barcelona, Spain

JENNIFER BRYCE: Good morning, everybody, and welcome to the ccNSO Review Working Party Meeting at ICANN63 in Barcelona on today's date, 25 October. My name is Jennifer Bryce, ICANN Organization, and I will pass it to my left if we could all just introduce ourselves for the record, thank you. And Martin Boyle is online joining us in the Adobe Connect room. Bart.

BART BOSWINKEL: Bart Boswinkel, ccNSO Support Staff.

JOKE BRAEKEN: Joke Braeken, ccNSO Support Staff.

STEPHEN DEERHAKE: Stephen Deerhake, ccNSO AS Domain Registry.

MIRJANA TASIC: Mirjana Tasic, dotRS.

MAMOTHOKOANE TLALI: Momothokoane Tlali, dotLS.

Note: The following is the output resulting from transcribing an audio file into a word/text document. Although the transcription is largely accurate, in some cases may be incomplete or inaccurate due to inaudible passages and grammatical corrections. It is posted as an aid to the original audio file, but should not be treated as an authoritative record.

UNIDENTIFIED SPEAKER: [Inaudible] fellow.

KATRINA SATAKI: Morning, Katrina Sasaki, dot.LV.

MALLORIE BRUNS: Good morning, Mallorie Bruns, Meridian Institute.

KRISTY BUCKLEY: Kristy Buckley, Meridian Institute.

JENNIFER BRYCE: Thank you very much. So on today's agenda, a quick introduction and overview of roles and responsibilities, the review process, and review scope from myself, ICANN's Multistakeholder Strategy and Strategic Initiatives Department. This is Jennifer Bryce. And then I will hand over to Kristy and Mallorie from Meridian Institute who will provide an overview of their methods and timeline, give a quick update on the interview progress to date, next steps for the review, and then, of course, welcome any questions on AOB.

So first and foremost, roles and responsibilities of each of the parties up until the submission of the final report. So today, we're having a Review Working Party meeting. The Review Working Party has already input to the scope and IE selection criteria. Obviously, we have our IE-appointed Meridian Institute. Throughout the review process, the Review Working Party will be providing input into the data collection,

online surveys, and interviews. And I think Kristy and Mallorie will provide some more information about touch points that they intend throughout the review process. And, of course, provide clarification and factual corrections throughout the review, and help with community outreach support where necessary.

The role of the Independent Examiner generally will lead the Review Working Party calls and conduct the reviews. So, assess the effectiveness of prior review improvements, review documents and records, observe proceedings, conduct the interviews and surveys, and once all that is complete, formulate factual observations and recommendations. Which, of course, we encourage to be implementable. And then engage throughout the review with the stakeholders including the Review Working Party and other community groups to welcome clarifications and corrections at any point.

Throughout the process, the ICANN Organization Multistakeholder Strategy and Strategic Initiatives, mostly that means that we'll facilitate the review process. We've already, obviously, prepared the RFP and run the bidding process and selected the Independent Examiner. We will monitor the timeline and resources, and support outreach engagement, and manage the public consultation process. Our role is not to provide any input to the substance of the review. Our role is simply to help facilitate the review process.

And then the OEC oversees the review process and monitors the review against the requirements of the bylaws.

BART BOSWINKEL: This is the fifth time some people see these slides. Is there a need to repeat it every time?

JENNIFER BRYCE: It's a good question and I try to go through it as quickly as I can. I think people can't always attend every meeting so it's good to remind people of these.

BART BOSWINKEL: Change the starting time for new members and old hands.

JENNIFER BRYCE: Thank you. So we're now at the review phase. We're conducting the review. We are at the beginning circle here of each of these milestones. The orange ones are where the Review Working Party will especially provide input, and it's mostly before the draft assessment report, recommendations, and the feasibility assessment.

So obviously, those are the key touch points, but throughout, there will be bi-weekly meetings where required. And the white boxes there represent each of the kind of in-between stages where actions for the Independent Examiner or for ICANN Board or ICANN Organization.

So I think the main thing to highlight on this slide that I haven't already covered is that fact that there will be an opportunity to

provide input to the draft assessment report and recommendations before the draft final report is published.

The scope of the review, quickly, is included in the ICANN Bylaws and so it includes the following key elements which is an assessment of whether the ccNSO has continuing purpose within the ICANN structure, an assessment of how effectively the ccNSO fulfills its purpose and whether any change in structure or operations is desirable to improve the ccNSO's effectiveness, and assessment of the extent to which the ccNSO as a whole is accountable to its organizations, committees, constituencies, and stakeholder groups.

With that, unless anybody has any questions, I'll pass over to the Meridian Institute who will introduce themselves and provide a bit more information about the review process. Thanks.

KRISTY BUCKLEY:

Good morning, everyone. My name is Kristy Buckley. I am a senior mediator and program manager at Meridian Institute. I'm serving as the Project Director for the ccNSO review. And I'm joined by my colleague, Mallorie Bruns.

MALLORIE BRUNS:

Hi, I'm a senior mediator and program manager at Meridian Institute as well. And Kristy and I have a team of two additional staff from Meridian Institute that are helping with the review. Sara Suriani is a

project coordinator and Annika Freudenberger is one of our Meridian fellows who will also be assisting.

KRISTY BUCKLEY:

So for those of you that have seen this presentation already in previous RWP meetings or a variation thereof or at the ccNSO session on Thursday, apologies for any repetition of information and I'll try to make it interesting. Thank you for coming so early in the morning.

So for those that don't know us maybe yet, Meridian is a non-profit organization that provides facilitation, analysis, and strategic advising, and independent third-party services. Our mission is to help people solve complex and sometimes controversial problems, and to help diverse groups from civil society to funders, companies, research institutions to collaborate, make informed decisions, and come to consensus solutions.

We approach our work by keeping in mind three major dynamics that have been empirically grounded in a diverse range of multistakeholder and multilateral processes. So these dynamics include the people and the group dynamics. So who are the key parties and the stakeholders? How can they effectively engage in what's happening within that group?

The second is the substance of what is being discussed or negotiated including what data and information is needed and seen as trusted to help parties have informed discussion or make informed decisions. And then the third dynamic we refer to as context which takes into

account what is happening outside of the process that is relevant, that may be influencing parties behavior or decisions, and that needs to be taken into account.

I will say that there is a relationship between these three dynamics and that in our experience a challenge in one of these dynamics can often be overcome by leveraging the other two.

Our core values are serving as a trusted third-party. We really try to customize our approach to address the unique needs of the people and the institutions involved. Impartiality, integrity, inclusiveness, and respect for differences are really integral to our organizational culture and our work. And we bring these values to every project that we undertake.

So getting into now our role with respect to conducting the ccNSO independent review. We really see our role as approaching the review in a collaborative spirit. And we see our role as facilitating bottom-up multistakeholder feedback with the aim of informing continuous improvement of the ccNSO. We are essentially sort of holding up a mirror to help inform that continuous improvement.

So the next few slides have to do with the methods that we are using. We're taking a multi-modal approach to data collection and analysis which includes document review, conducting interviews - many of you have been interviewed this week. If you would like an interview and you didn't get a chance, please contact Jennifer. We'll hope to arrange that after ICANN63. And we'll also, shortly thereafter, be

conducting an online survey. We aim to validate the data that we're receiving to ensure accuracy and to analyze that data to inform our reporting.

Throughout this process, we'll work collaboratively with colleagues in the Review Working Party to ensure accuracy in that any recommendations are specific, measurable, achievable, relevant and time-bound, otherwise known as SMART.

This is a quick overview of the timeline which Jennifer provided a bit more detail, but we're still on the data collection mode, conducting the review. We'll be drafting the assessment report starting in January. And I've got another slide that provides a bit more detail about specific milestones in the timeline.

So as I mentioned, one of the three inputs is the document review. This is a list of the documents that we will be reviewing to determine, get a sense of ccNSO's mission, functions, operations, and processes. We are also conducting interviews. These are semi-structured interviews. We have to conduct the minimum of 40. We are already, as you will see later in the slides, up to 35 so we're getting close.

And, as you know, there are three objectives with the review. So one is looking at continuing purpose. The other is looking at structure and operations of the organization. And then the third is looking at accountability.

For the online survey, it's just another input. It will be developed following ICANN63 and shared with the same group of people that

were invited for an interview. And if you did do an interview, you're also welcome to complete the survey. There will not be the same exact questions, but a variation thereof probably with more of a focus on quantitative data as the interviews were more heavily focused on qualitative.

The data analyses include observing deviant cases and perspectives, fact checking any information against available documentation and in consultation with the Review Working Party, and then, of course, coding the data to identify main categories or themes that emerged. And within those categories, identifying main concepts and variations of concepts therein. As I mentioned, the survey results will provide more quantifiable data analysis which combined with the more qualitative data from the interviews should provide a more holistic view.

So this is a list of interview groups that have been contacted in case they would like to engage in the interview. And the same group will be contacted for the online survey.

So this slide really shows basically a recap of interview demographics to date. So this is basically who we interviewed this week or who we have scheduled to interview by the end of today. So we have 13 females, 22 males. So a bit of an imbalance there. And as you can see, we've conducted 35 interviews overall. The numbers in the right-hand column just show the distribution in terms of diversity within gender, region, and sector.

I would say that based upon these numbers, it looks like Asia Pacific, Latin America, and Africa could use some additional outreach. We have been asking at the end of each interview if anyone has recommended individuals or entities that they think we should interview. And I would welcome this group, if you have any specific names or suggestions, especially from the regions where we're a bit low in terms of getting those views, that would be really helpful. Either during this meeting or following up afterward.

Over the course of the interviews, we've got about 20 additional suggested. So we are in the process of figuring out how to contact those people and invite them for an interview. And I believe Jennifer is going to help coordinate that. Most of those interviews will be done by phone or Skype, and we aim to wrap them up by mid-November.

So before I move on to the next slide, any other observations on the demographics of the interviews or any suggestions that you have thus far?

MALLORIE BRUNS: And in terms of the sector, just one clarification, the ICANN Org five individuals, that's a combination of staff and Board members.

KRISTY BUCKLEY: Yeah, that should say ICANN Org plus Board members. Any questions or observations on this so far? Okay. Oh sorry, yes, please.

MIRJANA TASIC: Yes, I have one. I was chairing this review session during the first-day meeting of the session. Will go you back at the slide, the first slide with the title Data Collection, please? I was a little bit confused with literature related to comparable supporting organizations or other bodies. I don't know what it means.

KRISTY BUCKLEY: That's a good question. I guess it would be any documentation - so, of course, the Bylaws cover all of the ICANN community, not just the ccNSO. So we're looking across the whole set of Bylaws, and again, not just the ones that pertain to ccNSO. I would say that it also includes looking at some of the CCWG work including their recommendations on accountability which was suggested by the RWP that we look at that. So that bullet is intended to kind of include any other suggestions that we may be receiving.

MIRJANA TASIC: But, you know, I understood it that there are some other organizations around the world who are doing things similar to what we are doing, and I was interested to see who those organizations are. That's just it. Thank you for your explanation. Thank you.

KRISTY BUCKLEY: Sure, yeah. Any other questions? Okay. So moving on, this is a bit more of a detailed timeline that just shows the major milestones. So you can see that we're basically still in between these first two circles

of starting the review and the draft assessment report to the Review Working Party will come out in January. And within that little period, we've got all the data collection and the analysis.

And in terms of immediate next steps, so we plan to wrap up the interviews by mid-November ideally. We'll draft the survey questions and share them with the Review Working Party for feedback in early November. We plan to launch the survey in mid-November and we currently plan to leave it open for three weeks, although we recognize that we may need to extend it depending on the response rate in the final days. I believe the next Review Working Party meeting is in the first full week of November, so the week of 5 November, although it has not yet been scheduled.

And maybe just a quick word about what you may expect to see in the draft interview questions that Meridian will share with you all. We anticipate that some questions within the survey will inquire about potential solutions to topics that emerged from the interviews. So this will provide the community an opportunity to share insights on continuous improvement in relation to key themes and topics that emerged and help us to get a sense of what possible solutions seem most appropriate and to resonate with the community.

And part of the reason why we have not yet drafted those questions is because we wanted to wait until the interviews were more or less finished so that the survey questions could be informed by the interviews. Any questions on the timeline or next steps?

Okay. Thank you for coming first thing in the morning, especially after the Gala. We look forward to working with our RWP colleagues going forward and welcome any questions or comments you might have. Thanks.

JENNIFER BRYCE: Thanks, everybody.

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