

Feedback on feedback | ICANN68, Kuala Lumpur

Virtual ccNSO Members Meeting

Introduction

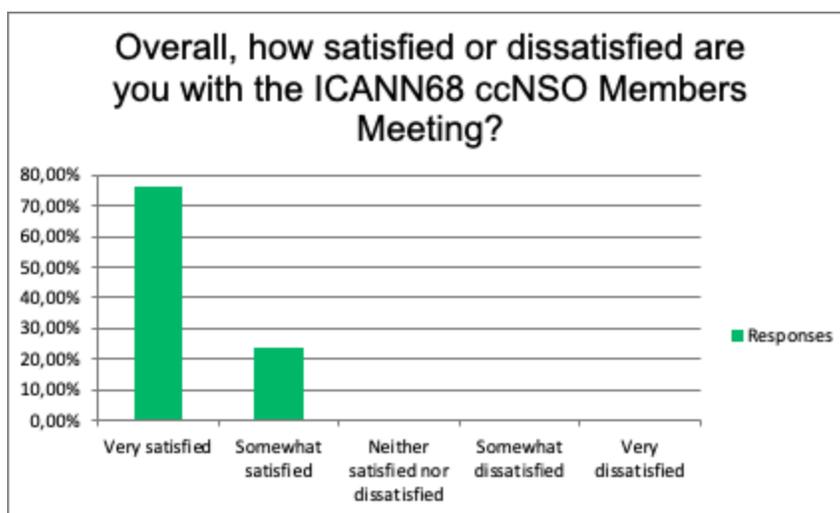
This document aims to evaluate the community feedback received regarding the Virtual ccNSO Members meeting at ICANN68, and provides the feedback from the ccNSO Meetings Programme Committee (MPC) in response. Read more about the ccNSO MPC here: <https://ccnso.icann.org/workinggroups/mpwg.htm>

Feedback from the community on the ICANN68 ccNSO Members Meeting was collected via an online satisfaction survey with questions similar or identical to previous satisfaction surveys. The survey was shared via email, social media and via an announcement on the ccNSO website with the ccNSO Members and ccTLD community on day 2 of the ccNSO Members Meeting. The survey closed 2 weeks later, mid July 2020. 25 answers have been received. For comparison: we received 30 answers for ICANN64 in Kobe, 20 answers for ICANN65 in Marrakech, 25 answers for ICANN66 in Montreal. The ccNSO did not meet as part of ICANN76. Consult the ICANN68 satisfaction survey results here: <https://www.surveymonkey.com/results/SM-MWRWGF7/>

On behalf of the MPC members, many thanks to all those that provided feedback: your input is valuable to us, and helps us in shaping future ccNSO Member Meetings. The first ever virtual ccNSO Members Meeting, held at ICANN68, was an experiment: the MPC appreciates the dialogue about the experience. Although this year's virtual conferences are a temporary response to a crisis, there may be elements worth keeping. The MPC would like to make the experiment an investment in the future by actively surveying attendees — both about what they found missing from in-person meetings and what they found uniquely attractive in the virtual conference format.

Feedback by the ccNSO MPC on the community feedback

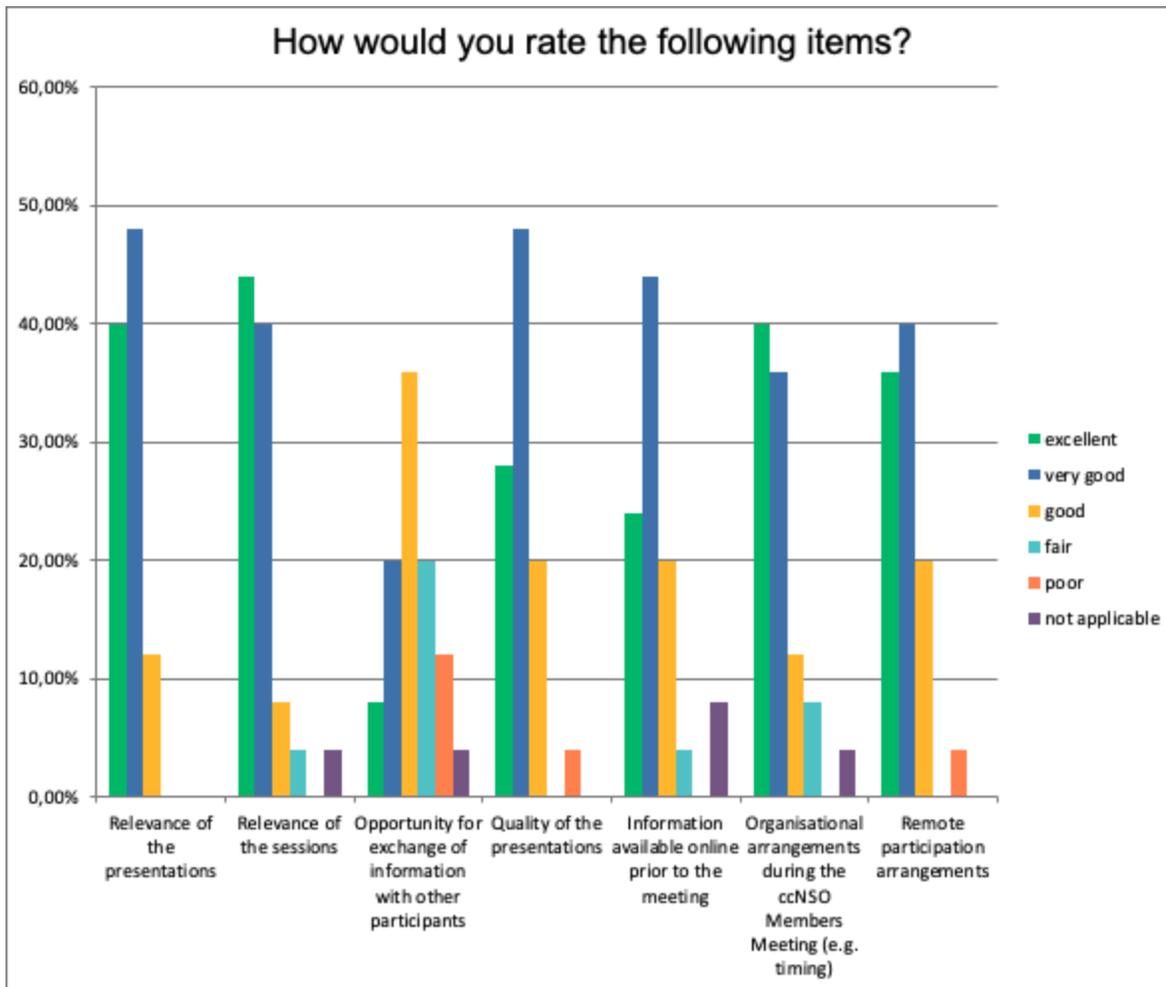
1. Overall, how satisfied or dissatisfied are you with the ICANN68 ccNSO Member Meeting?



Response

The Meetings Programme Committee values your appreciation. The MPC carefully evaluated the input received, and further feedback is included in this document. Thank you to all those that answered the survey: your input is very valuable to us, and we will continue to strive to meet the needs and expectations of the ccTLD community.

2. How would you rate the following items?



Additional comments received:

- *It would be better to be able to see who is in the zoom room.*
- *Virtual meeting are ok, but can never substitute F2F. But I think it is an excellent supplement.*
- *The Secretariat really set the bar high. I am implementing some of the ideas and approaches at the AFTLD Secretariat, well done. Maintain that standard of excellence.*
- *Not being able to view all the participants listed in the zoom limits communication and interaction.*
- *Enabling chat between participants would have made a huge difference for me.*

Response

Overall, the individual items in the table above were rated positively, and the MPC members are grateful for this encouraging feedback. The feedback received allows the MPC to believe the direction of travel of the ccNSO Members Meeting is the right one, even though we fully recognise there is room for improvement.

The opportunity for exchange of information was rated somewhat less positive. The MPC recognises that virtual meetings cannot replace face-to-face meetings. Moreover, due to security concerns, all meetings held during ICANN68 were held in zoom webinar rooms. Those rooms typically allow for less interaction, since the participant list is not visible, nor can participants use the chat box. It remains to be seen which principle will prevail for ICANN69: maximum security and low level of interaction in webinar rooms, or reduced level of security and increased level of interaction in a regular zoom room.

3. What aspects of the ccNSO Member Meeting went particularly well? (texts are copied as written in the survey)

- *Pre-briefing notifications sent were really useful.*
- *the session on governance models was great, even though it can be argued not to be a ccNSO topic*
- *Content and lightweight schedule was good.*
- *Each session contained a lot of interesting information.*
- *There was great attendance from the community. The meeting was well moderated and engaged both panelists and participants. All questions were answered live and those in the Q&A were read out and answered fairly. The poll at the end of the presentation reflected that the session was indeed needed, and finally great and relevant content from panelists. The meeting finished and started on time*
- *It was really good to refine the topics (governance model/COVID-19) and concentrate on them at the session of 150minutes with break.*
- *ccNSO cocktail*
- *adapting to fully remote and then adapting on the fly to webinar format*
- *Time management; moderation in general; outreach and the subsequent turnout*
- *The cocktail with different rooms and the meeting with board members.*
- *DNS Abuse*
- *The flow of the sessions was very well designed and managed*
- *DNS Abuse in Covid-19 time*
- *Reflecting on this, having a more focused agenda, stripping out some of the regular updates into just written briefings and some ahead of the meeting, and also more focus on the prep sessions, all meant that actually the meeting was very good I felt. We should take some of those learnings into f2f meetings in the future.*
- *All sessions were very informative and well thought out. I loved the power of collaboration despite the challenging timezones*
- *"The timing, planning, sending questions in advance and asking members to prepare send in questions in advance worked well.*
- *Moderation also worked well. ICANN Staff provided good support. "*
- *Choice of sessions, choice to have 'updates' done in writing, panels were way better prepared than in f2f meetings, tech worked as it should, staff support was amazing*
- *The cocktail experiment was a highlight.*
- *The Governing models and ccNSO: Members Meeting Q&A ccNSO Appointed Board Members sessions*

Response

Thank you! A special thanks goes to the moderators and session chairs: they had a key role in engaging the audience via question rounds, their enthusiasm and chairing skills, in an extra challenging fully remote environment. Even though the MPC dedicated to selecting a limited number of sessions, a lot of preparatory work went into organising those sessions. Thanks to all those involved for agreeing to help shaping the sessions, and to the presenters for sharing their experiences in sometimes challenging times of the day and night.

4. What aspects of the ccNSO Members Meeting need improvement? (texts are copied as written in the survey)

- *Nothing. But the side discussions post sessions are something which are missed.*
- *Timezone was challenging*
- *More interaction*
- *offer translation*
- *more time to allow more discussions*
- *More networking spaces.*
- *Interaction and involvement of the audience in a discussion*
- *ability to see who is participating when relying on the Zoom archive, as opposed to watching in real time.*
- *IGLC*
- *Personally I find that it is really helpful to have a meeting invite in my calendar with all of the remote links there. Particularly when time zones are complicated and the zoom links might change etc. Having an email was helpful as a back up but when you receive hundreds of emails a day it's sometimes hard to find the details quickly.*
- *None that i can think of but let us continue with this process of reviewing our processed and procedures, it is working well for the ccNSO*
- *since we talked about cross-pollination between gTLDs and ccTLDs, there is a huge absence in understanding GNSO policy PDP and ICANN WG*

- *allow chat between participants, allow everyone to see participants list.*
- *Keep up the good work!*
- *Informal interaction will get better as we evolve.*

Response

The ccNSO Meetings Programme Committee and Secretariat aim to ensure the ccNSO Member Meetings remain interesting and relevant, and are conducted in an efficient manner. This became extra challenging at ICANN68, since the Policy Forum was held for the first time in an exclusively virtual environment. Following a consultation with the community, both via a remote consultation round and a survey, the MPC decided to adopt among others the following criteria, when selecting the sessions as part of ICANN68:

- Is the meeting/session necessary?
- Is the meeting/session necessary as part of ICANN68?
- Is the topic interesting for ccTLD managers from at least 2 different ICANN regions?
- Seen the remote set-up, is the session short and concise?
- What does the overall ccNSO schedule look like? Is meaningful participation possible, without overloading the participants?

The ccTLD News Session was held for the very first time in a virtual format as well, prior to ICANN68. Seeing the positive feedback and high level of interest from the community, 2 sets of Virtual ccTLD News sessions will be held prior to ICANN69 as well. Regarding the calendar invites: The ICANN public schedule allows participants to export the sessions they are interested in, into their own calendars. The Secretariat sends out calendar invites to Working Group members, if they meet as part of the ICANN meeting. Translations would have big budget impacts for the ccNSO, however ICANN org has started to explore the option of real time transcription, which would considerably help non-native English speakers as well.

A small reminder about the purpose of the ccNSO:

The Country Code Names Supporting Organisation (ccNSO) is a body within the ICANN structure created for and by ccTLD managers. Since its creation in 2003, the ccNSO provides a platform to nurture consensus, technical cooperation and skill building among ccTLDs. Moreover, the ccNSO is one of the Decisional Participants of the Empowered Community (EC). The sole purpose of the EC is to exercise its rights and perform its obligations under ICANN's Articles of Incorporation and the ICANN Bylaws. The ccNSO Members Meeting is an ideal platform to inform the community about current and possible upcoming activities of the ccNSO as Decisional Participant and other topics related to the ccNSO's role within the ICANN environment.

5. Which agenda topics do you like to see addressed at the next ccNSO Members meeting? (responses are copied as written in the survey)

- *IDN domains - implementations and how it works.*
- *new IP,*
- *dns and Big data*
- *How Registry deal with DNS Abuse*
- *business continuity for ccTLDs: Adjustment to policies and marketing models for ccTLDs during a crisis or disaster*
- *ccTLD news*
- *Best practices for smller-sized registries*
- *approaches of ccTLD registries to sharing of zone files with LEAs and others e.g. cybersecurity groups; approaches to registrant information validation*
- *I would do a statistics session on the first day, as means of sharing open fresh Information that may be a good reference for questions and opinions.*
- *Sustainability of ccTLDs, this is an important topic for the Africa Region. It is a suitable topic following the topic on Governance models of ccTLDs*
- *Updates from individual ccNSO members - continuation of the cctld's governance models, history of ccTLD transfers, more info on ORG issues, like WS2*
- *I think the governance sessions can be repeated with different ccTLDs. It was excellent.*
- *More about IoT and domain names*
- *DNS Security*

Response

Community members are welcome anytime to suggest topics they like to see included in the next agenda of the ccNSO Members Meeting, by writing an email to ccnsossecretariat@icann.org. The MPC and the secretariat will strive to put together a relevant

programme for the ccNSO members and the broader ccTLD community. Some of the suggested topics will be covered, but not necessarily during the ccNSO Members Meeting or during the ICANN meeting week.

Regarding the suggestion to focus more on technical topics: the ccNSO Members Meeting has a different audience and purpose than Tech Day, and overlap should be avoided. However, occasionally the same topic can be approached from different angles: from a policy-related angle during the ccNSO Members Meeting and from a tech-angle during the ccNSO Members Meeting. Tech Day has been a part of ICANN Public Meetings for several years and provides a forum for both experienced people and newcomers to meet and to present and discuss technical registry topics, security, and DNS-related work.

The draft agenda for the ICANN69 ccNSO Members Meeting in October 2020, aims to accommodate the request by the community to focus more on trends, registration numbers and marketing related impact following the pandemic. Also, there will be several opportunities to interact for instance with the candidates for the ccNSO Council elections, the candidates for ICANN Board Seat 12 and the current occupants of Board seat 11 and 12 and ccTLD-related ICANN Board members. The MPC expects to share a draft ccNSO schedule for ICANN69 by the end of August.

6. Other comments (responses are copied as written in the survey)

- NA
- *I think the ccNSO should look into adjusting times to be a little bit suitable to increase participation. Otherwise, kudos to the ccNSO council, secretariat and the meetings programme WG for a job well done!*
- *Really appreciate efforts/support of ccNSO Team of ICANN Organization.*
- *Not at the moment.*
- *Thank you to ccNSO leadership and staff - this went about as well as can be expected.*
- *n/a*
- *The success of the ccNSO meetings were due to the amount of pre-meeting preparation. Bravo to Bart, Joke, Kim and Ria for all of your efforts.*
- *Thank you for the great work*
- *Thanks all - great effort.*
- *Not at this time*

Response

Thank you! The numerous efforts by volunteers are a fundamental aspect to the success of the ccNSO, being driven by and for the community. General information sharing on what is happening in the ccTLD environment is a core focus for the MPC when drafting the agenda of the ccNSO Member Meeting.

The ccNSO Secretariat shares as much information as possible once it becomes available, including details on the schedule, how to participate remotely, the agenda, preparatory material (if any) and a summary of the sessions covered during the ccNSO members meeting. All materials are posted on the ccNSO wiki, ccNSO website, shared via email and social media, and included in the ccNSO monthly newsletter. Moreover, the ccNSO Chair will again hold a webinar, prior to ICANN69, targeted at newcomers from the ccTLD community and those that want to learn more about the ccNSO. The aim is to allow participants, including those that are relatively new to the ccNSO, to have an informed discussion while attending the ccNSO members meeting and to provide an overview of the structure and what is currently happening in the ccNSO. Interested parties are encouraged to subscribe to the monthly [ccNSO newsletter](#), to ensure staying informed on all relevant updates.

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ccnsosecretariat@icann.org