

Evaluation Report on Chris Survey 2011

Background

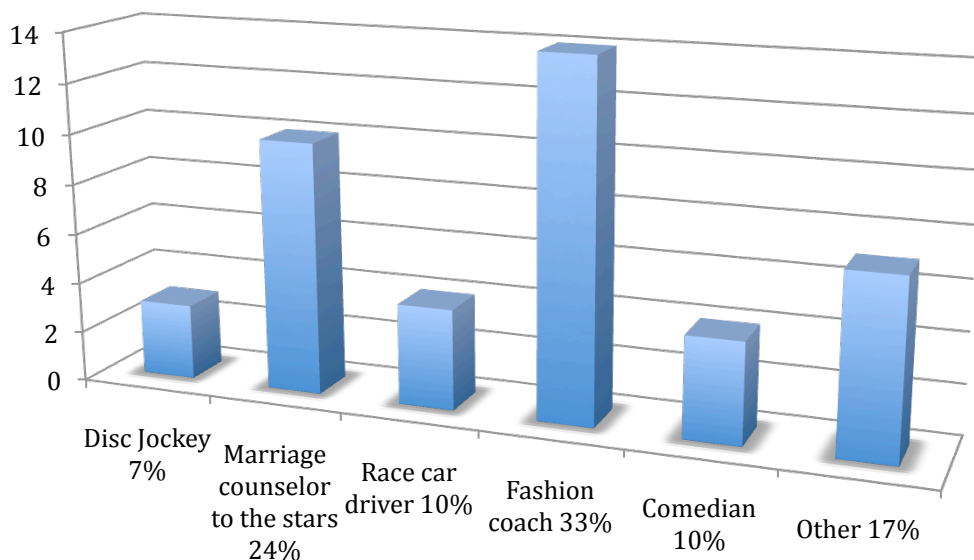
In January 2011, with Chris's departure to the ICANN Board after his long service on the ccNSO Council, the Council decided that it would be essential to survey the community to find out how they perceived Chris. There was a strong sentiment that the findings would not only be an important contribution to documenting ccNSO history, but it was also felt that the results would become a central source of information and reference for ICANN Board members in their future interactions with their new board member.

The ccNSO Secretariat was tasked to design a comprehensive survey on Chris. Due to the complexity of the subject, several external experts¹ had to be consulted in order to develop a representative questionnaire.

The survey was conducted between 27 January and 11 February 2011. The ccTLD community, including non-ccNSO members and Regional Organisation representatives, was invited to share their thoughts and feelings on this matter. In total 42 replies were received.

¹ Donna Austin (ICANN) and Bernard Turcotte (ICANN) were the main external contributors.

1. What profession would Chris have chosen, if he had not decided to become a ccTLD manager/lawyer?



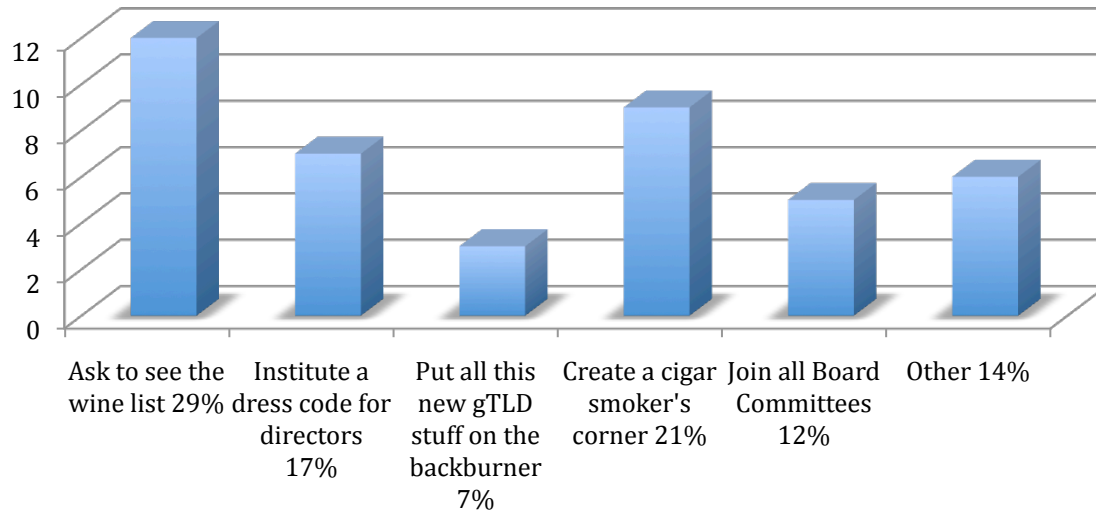
A clear majority of the respondents (33%) thought that Chris would have chosen to become a Fashion Coach, had he not become a lawyer/ccTLD manager. This may indicate an expression of appreciation for Chris's stylish appearance at the ccNSO meetings. His ability to match shirts with handkerchiefs and other accessories has clearly been noticed.

A large percentage (24%) also thought that Chris would have fitted into the role of a Marriage Counselor to the Stars. The high percentage is most likely a reflection of Chris's refined manners, discretion and fondness for VIP treatment, which match many of the needs stars have in their daily life.

Under "Other", respondents indicated professions such as "Magician", "Pop Star Manager" or "Head of State, preferably Monarch". The latter assumption is taking Chris's instinctive royal manners into consideration and is most likely also referring to Chris's British origin and the Brit's well-known natural fondness for monarchies.

The full list of responses to "Other" can be viewed in the Appendix, page 9.

2. What will Chris do first when he joins the ICANN Board?

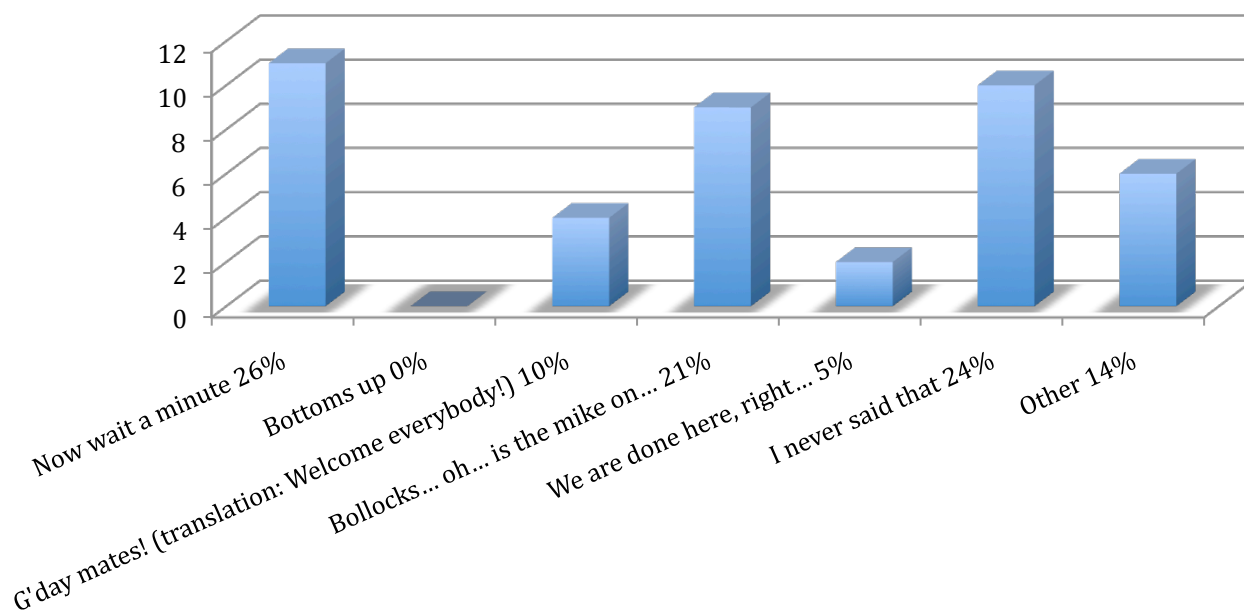


The ccTLD community strongly feels that Chris will stay true to his core principles when joining the board, demonstrated firstly by requesting to see the wine list (29%) followed by establishing a cigar smoker's corner (21%). Chris's sense for fashion is also predicted to hold, as 17% of the respondents represent the opinion he will prioritise shaping up the fashion level of his fellow board colleagues when joining the board, by the institutionalisation of a dress code for directors.

Under "Other" there are some suggestions that Chris will contribute with some kind of surprise, such as "defeat[ing] Bertrand in a 'who talks more and is wittier contest'", or "Have a wine bottle with Rod".

The full list of responses to "Other" can be viewed in the Appendix, page 9.

3. If you hand over a microphone to Chris, what words will you first hear?



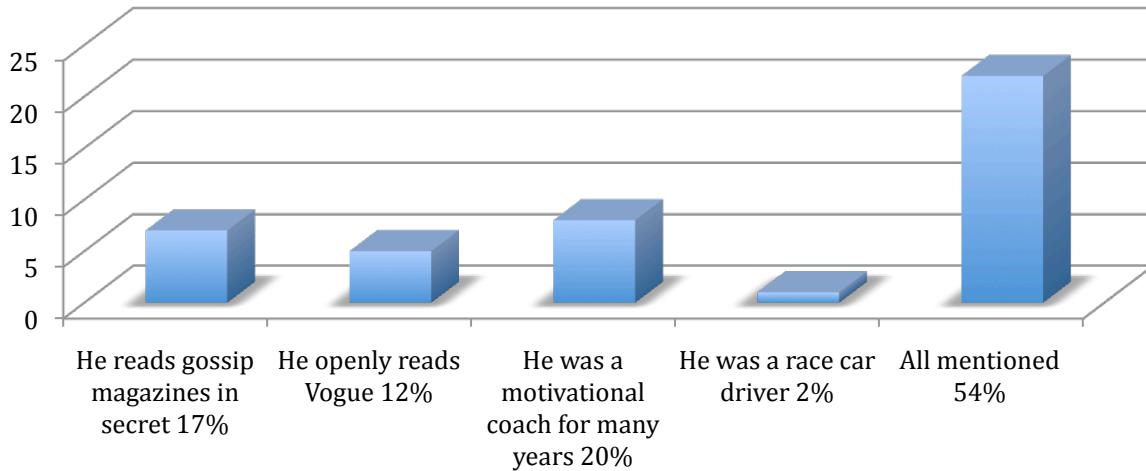
Most respondents thought that Chris would prefer starting a sentence saying: “Now wait a minute” (26%), closely followed by “I never said that” (24%), if handed a microphone. This indicates that Chris is keen on sorting out misunderstandings that can occur during discussions and debates as soon as possible.

Notably, only 5% think that Chris would prioritise spare time (“We are done here, right”) or drinking (“Bottoms up” - 0%) over work, which speaks volumes of the respondent’s faith in Chris’s determination.

Under “Other” many respondents indicate that Chris is prone to start a sentence by asking a question (“When is the ICANN Board update?”; “Does this mic work?”; “Gabi, what’s next?”), which shows Chris might have a slight inclination to forget things. It could possibly also be a sign of a humble side to his character.

The full list of responses to “Other” can be viewed in the Appendix, page 9.

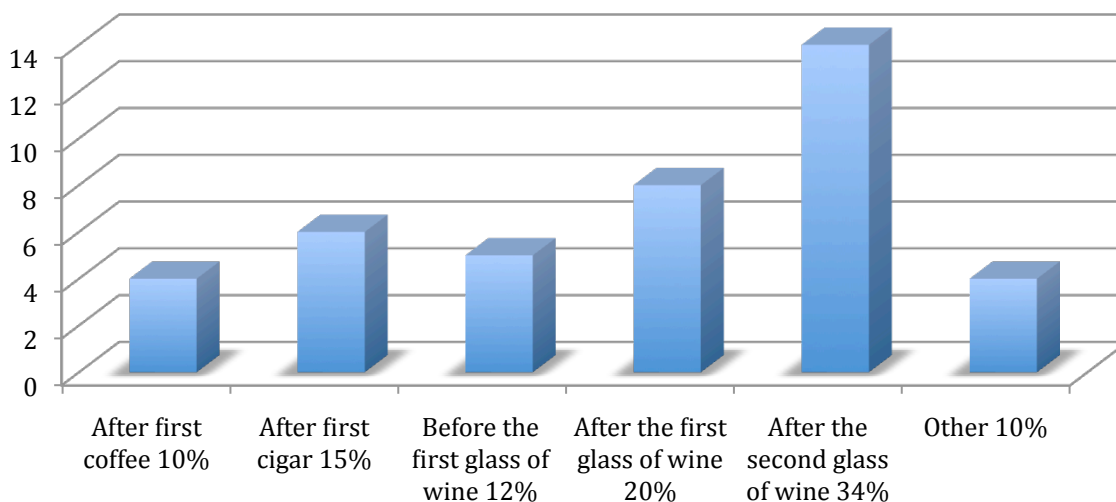
4. Which of the following statements about Chris are true?



The results to this question clearly show that the ccTLD community recognises Chris's wide range of skills and interests:

The vast majority believes that all of the listed hobbies and interest would apply to him. In particular, many appreciate his skills in motivational coaching, but many also believe he pays a great interest to celebrities and fashion – a trend that confirms earlier survey question results (see in particular responses to question 1 and 2).

5. When is the best time for scheduling a conference call with Chris?



Almost half of the respondents believe that it is beneficial to schedule conference calls when Chris has been able to consume some wine: “After the second glass of wine” (34%), followed by “After the first glass of wine” (20%). Under “Other” one respondent suggests that two glasses of wine might not be enough (“After many glasses of wine”), another respondent indicates that a call scheduled “Before, during and after a glass of wine” would be most successful.

The full list of responses to “Other” can be viewed in the Appendix, page 9.

6. How would you describe Chris in one word?

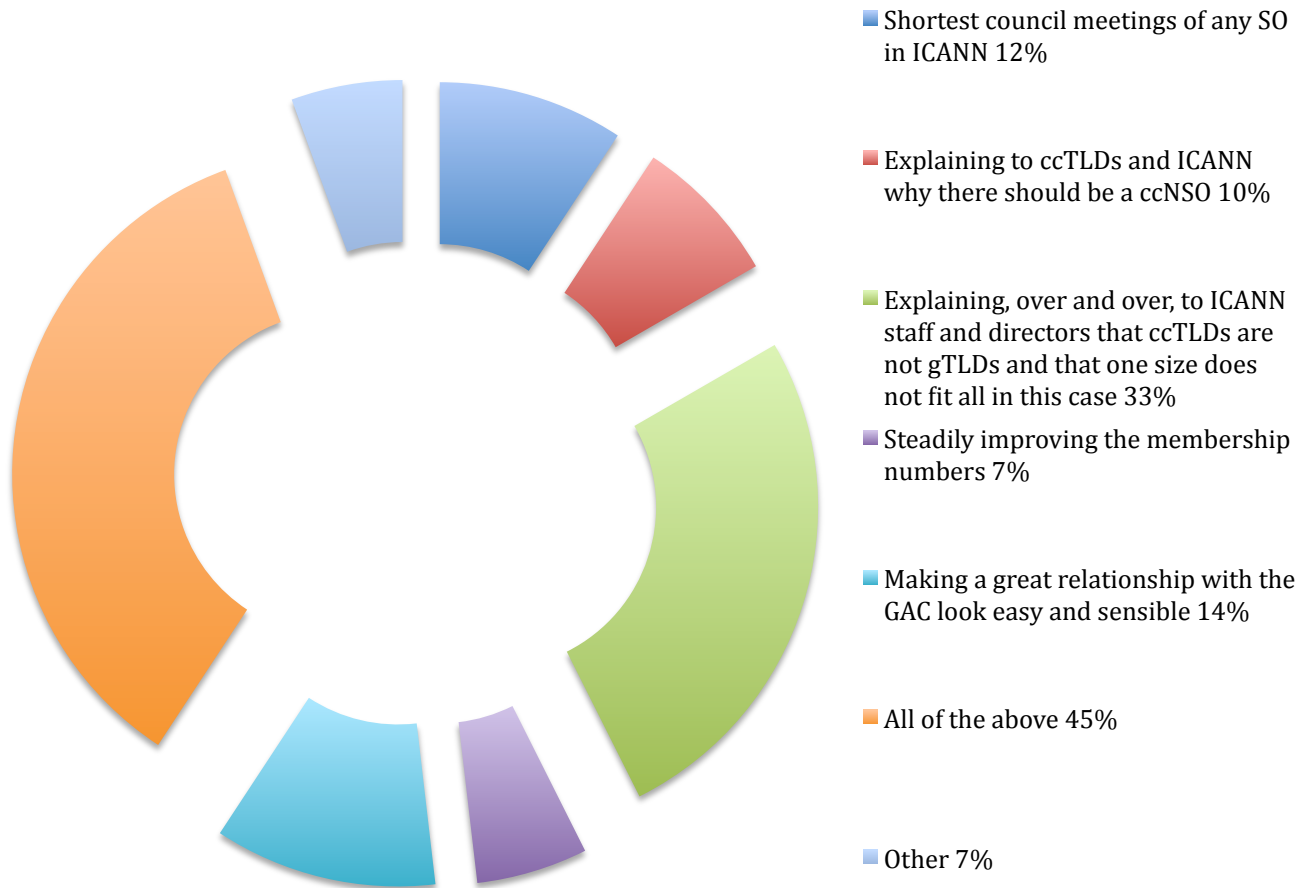
The attributes, with which the ccTLD community describes Chris, are surprisingly similar in their nature. Words, such as “Gentleman” or “Debonair” were overrepresented. Other related descriptions are: Dignified, Elegant, Smart, Eloquent, Passionate, Inspirational, Bon Vivant.

The only contrasting examples would be the affixes “Purple” or “Cute”, which indicate that people also can see other sides in Chris, beyond his sophisticated appearance.

Furthermore, descriptions such as “Hyperactive”; “Do-it-all”; “Everywhere” are indications that Chris is having an out of ordinary level of energy.

See the Appendix, page 10 for a full collation of ccTLD Community descriptions of Chris.

7. What's the most important contribution Chris has made to the ccNSO?



The ccTLD community has no doubts that the ccNSO has Chris to thank for its success. Almost half of the respondents indicated that all of the listed options could be viewed as Chris's "most important contribution".

The most frequently mentioned single contribution was Chris's work in "Explaining, over and over, to ICANN staff and directors that ccTLDs are not gTLDs and that one size

does not fit all in this case” (33%), followed by “Making a great relationship with the GAC look easy and sensible” (14%), which is a sign of appreciation for Chris’s inborn diplomatic and eloquent skills.

Some other of Chris’s talents were also highlighted under “Other”, where “Selecting the wine list” and “Improving the dress code of the ccNSO” are mentioned.

The full list of responses to “Other” can be viewed in the Appendix, page 10.

8. Give Chris some advice for the future!

Replies, suggesting that once on the ICANN Board, Chris should not forget about the ccTLD needs, are clearly overrepresented: “Don’t forget your ccTLD friends and their interests and needs”, “Do not lose touch with the ccNSO views /.../”; “Continue to defend the ccTLDs” are just some examples.

There are also hands-on recommendations on what actions Chris should take on the board, interestingly very often linked to fashion: “Use a tie at the board meetings”; “wear more colours on”; “Make sure to keep wearing pink socks – the Board needs a little more colour. /.../”.

Others suggest that the ICANN Board is an inappropriate place for a supreme personality like Chris: “ICANN is not good enough for you”; “/.../ The ICANN Board??!! Oh no, be sensible! Please don’t!!/.../”; “Quit the board!”.

Contradicting this, others suggest: “Nail’em down, man!”; “Keep the style up in the new arena!” and “I think the Chairman’s job is vacant soon...”.

A further group is wishing Chris back as ccNSO Chair: “Proposed for ccNSO Council Chairman again”; “I hope to see you as a Chair of the ccNSO again”.

See the Appendix, page 11 for a full collation of ccTLD Community advice for Chris.

APPENDIX

1) What profession would Chris have chosen, if he had not decided to become a ccTLD manager/lawyer? [Other]

- 1) All of the above
- 2) An actor in low budget dramas or in straight to video movies:-)
- 3) Head of State, preferably Monarch
- 4) Magician
- 5) MC on Cruise Ship
- 6) Pop star manager
- 7) Professional Magician

2) What will Chris do first when he joins the ICANN Board? [Other]

- 1) All of the above
- 2) All of the above
- 3) Have a wine bottle with Rod
- 4) He'll make a mistake and asks Gabi if the Board meeting can start
- 5) (Rightly) defeat Bertrand in a who talks more and is wittier contest (as a close runner-up in the former and a clear winner in the latter discipline)
- 6) Say: "Mates, you're in for a surprise!" to his peers (and keep his word)

3) If you hand over a microphone to Chris, what words will you first hear? [Other]

- 1) Does this mic work? Ah yes, great. Hello all, forgive me but ... (you're in for a surprise..)
- 2) Gabi, what's next?
- 3) There are 2 issues at play here....or maybe 3....possibly 4.
- 4) We'll be starting in 5 minutes
- 5) We'll wait a few more minutes
- 6) When is the ICANN Board update?

5) When is the best time for scheduling a conference call with Chris? [Other]

- 1) Any time
- 2) After many glasses of wine
- 3) Before, During and After a glass of wine
- 4) Midnight, full moon, when he's at his sharpest

6) How would you describe Chris in one word?

- 1) A lawyer
- 2) A talented diplomat
- 3) Animated
- 4) Aussie
- 5) Bloody-marvelous!
- 6) Bon vivant
- 7) Bonzer
- 8) Brilliant
- 9) Chairmanperson
- 10) Cute
- 11) Debonair
- 12) Debonair
- 13) Dignified
- 14) Do-it-all
- 15) Dramatic
- 16) Elegant
- 17) Eloquent
- 18) Everywhere
- 19) Fantastic...!
- 20) Gentleman
- 21) Gentleman
- 22) Hyperactive
- 23) Inspirational
- 24) Mate
- 25) Onehelluvaguy
- 26) Open
- 27) Passionate
- 28) Perfect
- 29) Persuasive
- 30) Pragmatic
- 31) Purple
- 32) Smart
- 33) Smoking (lol)
- 34) Steady
- 35) Still a British gentleman
- 36) The Man
- 37) Tyrant :-)
- 38) Very interesting person and a great example

7) What's the most important contribution Chris has made to the ccNSO?

[Other]

- 1) All of the above AND having build the ccNSO into a well functioning, sensible, influential SO that truly serves its purpose and has the respect op the community!
- 2) Improving the ccNSO dress code
- 3) Selecting the wine

8) Give Chris some advice for the future!

- 1) Be as much lawyer as possible
- 2) Continue to defend the ccTLDs
- 3) Dear Chris. The ICANN Board???! Oh no, be sensible! Please don't!! (And his reply will be: "I hate being sensible, it's dull")
- 4) Do not lose touch with the ccNSO views of the world, particularly when you become ICANN Chair and the Chateaux Margaux 2005 is a good purchase at the moment
- 5) Don't change
- 6) Don't forget your ccTLD friends and their interests and needs
- 7) Don't forget the ccTLDs
- 8) Don't panic
- 9) Get married ;-)
- 10) Good Luck and keep the spirit high!
- 11) ICANN is not good enough for You
- 12) I hope to see you as a Chair of the ccNSO again
- 13) I think the Chairman's job is vacant soon...
- 14) Keep the style up in the new arena!
- 15) Keep up the passion!
- 16) Learn from those who have gone before you – by doing the complete opposite!
- 17) Limit gTLD growth
- 18) Make sure to keep wearing pink socks – the Board needs a little more colour. And don't tell the ccNSO that it needs pay more once you have been on the Board for a little while:)
- 19) Nail 'em down, man!
- 20) Proposed for ccNSO Council Chairman again
- 21) Quit the Board!
- 22) Remain true to yourself!
- 23) Remember – it's wine not whine
- 24) Run for a position in government. We need government people with Chris's attitude, experiences and approach
- 25) Share the wine
- 26) Show ICANN and the World that cc volunteers know more about end user internet needs than the commercial gs who would exploit them
- 27) The Board is NOT the ccNSO...!!!!
- 28) Use a tie at the board meetings
- 29) Wear more colours on...
- 30) Your passion for ICANN business will see you succeed on the ICANN Board as well