Feedback on feedback | ICANN72, Seattle

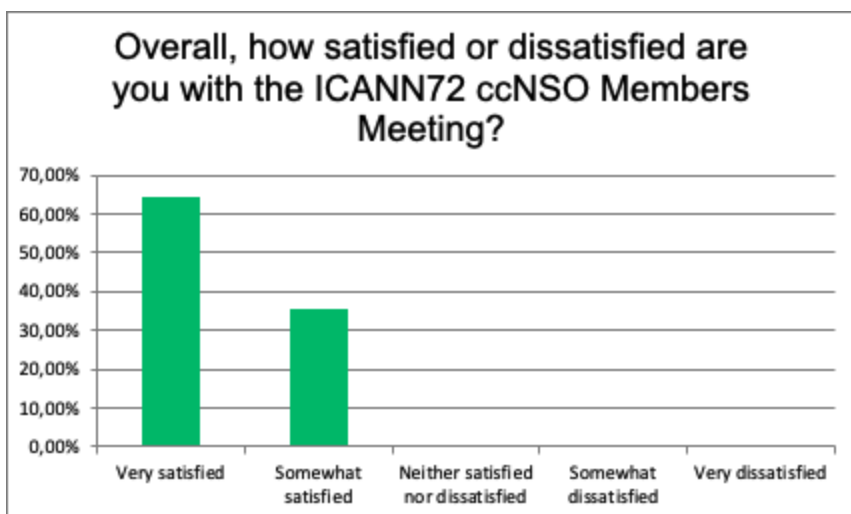October 2021 | Virtual ccNSO Members Meeting

Introduction

This document aims to evaluate the community feedback received regarding the Virtual ccNSO Members meeting at ICANN72, 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 ICANN72 ccNSO Members Meeting was collected via an online satisfaction survey with questions similar or identical to previous satisfaction surveys. The survey was shared with the ccNSO Members and ccTLD community via email and via an announcement on the ccNSO website. The survey was open for 2 weeks and closed 10 November 2021 (23:59 UTC). 14 answers have been received. For comparison: we received 21 answers for the virtual ICANN69 Annual General Meeting, 30 answers for the Virtual ICANN70 Community Forum and 16 answers for ICANN71. Consult the ICANN72 satisfaction survey results here: https://www.surveymonkey.com/results/SM-MQ2GQNJ29/

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. ICANN72 marked the fifth virtual ccNSO Members Meeting. Although the 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 and what they found uniquely attractive.

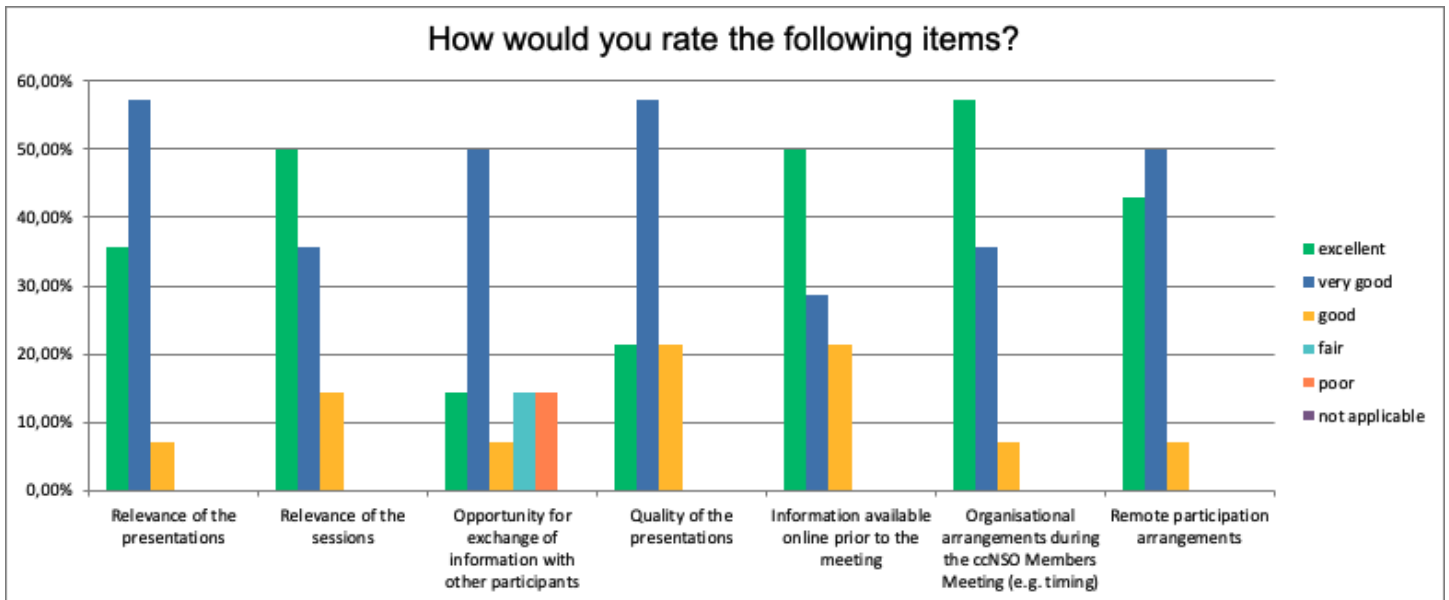## Feedback by the ccNSO MPC on the community feedback

1.   Overall, how satisfied or dissatisfied are you with the ICANN72 ccNSO Member Meeting?

Response

The ccNSO MPC welcomes the high satisfaction rate, recognising the limited number of responses to the survey. Thank you to all those that answered the survey: The MPC very much appreciates the dialogue about the experience, and we will continue to strive to meet the needs and expectations of the ccTLD community.
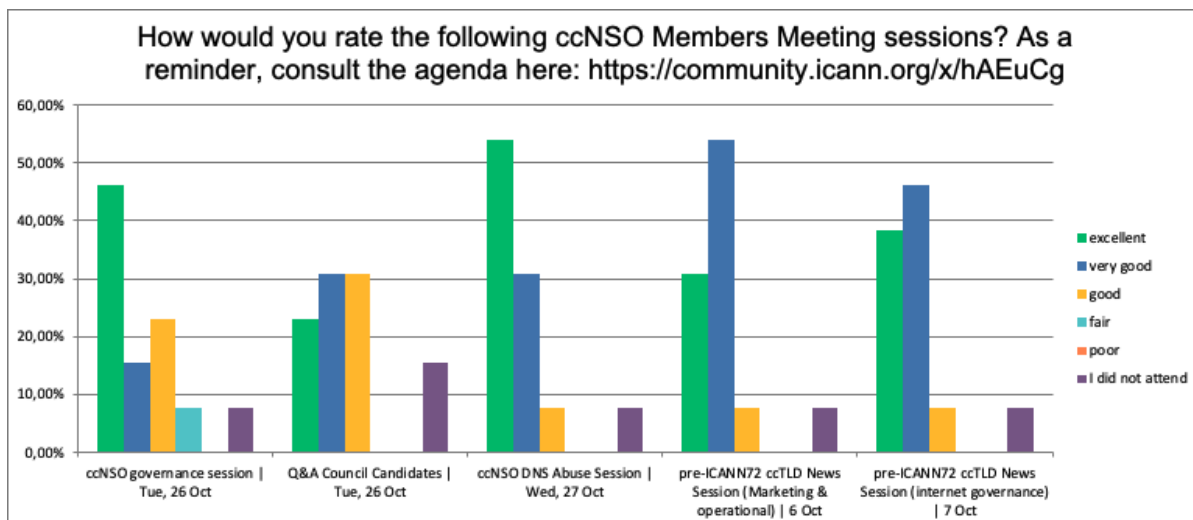
2. How would you rate the following items?

Additional comments received (texts are copied as written in the survey):

- *none*

Response

The MPC is pleased to see that the high satisfaction rates are well distributed among the various sub-items for the sessions. Regarding the opportunity for exchange of information with other participants: this was given lower ratings. The ccNSO also avoids webinar-Zoom rooms whenever possible, to ensure participants can request the floor easily, and can use the chat-function. Both the MPC and ICANN org invested time and effort to enrich virtual meeting arrangements, yet the nature of virtual communication unfortunately hinders interaction.

3. How would you rate the following ccNSO Members Meeting sessions?

Additional comments received (texts are copied as written in the survey):

- *Must return to F2F ASAP.*

Response

Thank you! The sessions required considerable preparation, and the MPC is pleased to see that the intense prep time reflected on the quality of the sessions. Thank you to all presenters, session chairs and moderators for their invaluable contributions! We fully realise the time zone the meeting was held was not convenient for all. Therefore, a big thanks to all those that attended the live sessions, and a reminder to those interested: the recordings have now been posted on the ICANN public schedule.

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

- *ccnSO DNS Abuse session*
- *Participation by zoom*
- *All*
- *DNS Abuse*
- *Chairing by Alejandra.*
- *The DNS Abuse session was really very good.*
- *DNS Abuse session was very good and informative.*

Response

Thank you. Regarding the DNS Abuse Session: Part 1 of the session aimed to collect input from the various presenters (including representatives from GNSO, GAC and several ccTLD Managers), regarding the does and don'ts for the ccNSO, in terms of DNS Abuse. After a 30 min break, part 2 of the session continued with a moderated discussion with the audience and Zoom polling, to further assess the impact and effort of the various recommendations from part 1. The audience consisted of ccTLD representatives, but not only. All attending the session could participate in the zoom polling, therefore the poll results do not reflect a mere ccTLD perspective. Further information about the next steps regarding the DNS Abuse session can be found further below, in the response to the feedback from question 6.

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

- *I missed a time for joy :-)*
- *improvements are continuous*
- *IDN and Universal Acceptance*
- *Must return to F2F ASAP.*
- *Communication with members (not exclusively managers) and ccTLDs non-members should be improved.*
- *a way to network virtually*

Response

ICANN announced that ICANN73 will convene as a Virtual Community Forum Meeting due to the continuing impacts of the COVID-19 pandemic. The resolution and full rationale from the ICANN Board of Directors can be found here. Recognizing the importance of resuming in-person meetings as soon as it is practical to do so, the ICANN Board reaffirmed its intent to hold the ICANN74 Policy Forum, scheduled for June 2022 in The Hague, Netherlands, with in-person and virtual participation.

Membership in the ccNSO is currently open to all ccTLD managers responsible for managing an ISO 3166 country-code top-level domain, and soon IDN ccTLD managers will be able to join as well. The ccTLD manager is the entity or organisation listed as such in the IANA database. The ccNSO is a body within the ICANN structure created for and by ccTLD managers, open to all ccTLD representatives, regardless of their membership status.

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 or OISC Chair typically hold a webinar, prior to the ICANN meeting, 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. The MPC is exploring additional ways to reach the right audience for its sessions, and welcomes any suggestions you may have.

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

- *Not necessarily for ICANN 73, but something that is important is if we could think about how to model a kind of ccNSO future leaders school*
- *Need to return to F2F in 2022, regardless of pandemic.*
- *Role of ccNSO in DNS Abuse*
- *dnssec automation - more cases on that*

Response

Thanks to all offering ideas.
Regarding DNS Abuse: During recent ICANN meetings, the ccNSO has organised various sessions where ccTLD Managers shared their experiences with respect to mitigating the impact of Domain Name System (DNS) Abuse for Top Level Domains. During ICANN72, the approach was different: the second ccNSO members session explored the potential role of the ccNSO in the area of DNS Abuse, in addition to what is already happening at the local and regional ccTLD level. The ccTLD and broader community suggested activities the ccNSO should undertake pertaining to DNS Abuse. Based on the guidance, the ccNSO Council will plan the ccNSO involvement in the discussions that could assist ccTLDs and the broader community. The plan will be discussed at the Council workshop in December, followed by an intersessional community webinar in January 2022. Launch is targeted by ICANN73.
Tech Day typically focuses on technical topics, such as DNSSEC and others, whereas the ccNSO Members Meeting sessions focus more on operations, hot topics, governance-related aspects and policy issues.
Regarding the outreach: The ccNSO Outreach and Involvement Committee (OISC) was established as a standing committee and will have a permanent nature, to ensure:

- A continued and ongoing coordinated approach regarding the existing and potential outreach and involvement efforts by and targeted at the ccNSO and ccTLD community
- ccTLDs awareness of and involvement in the aforementioned efforts.

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

- *Clear mistake not to have held meeting as F2F.*
- *Fabulous job, ccNSO Team!*

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. See you at ICANN73!