

ccNSO - Work Prioritisation Approach

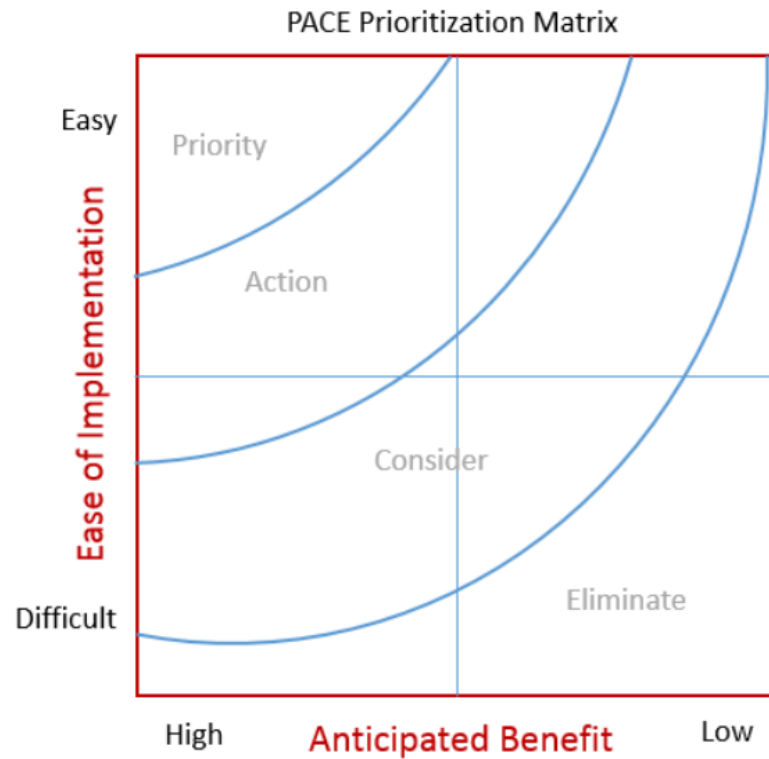
This document

This document sets out a proposed application of the “PACE” methodology for prioritising the work of the ccNSO. It is sent to the ccNSO Council for consideration.

What is “PACE” methodology?

PACE means “Priority, Action, Consider, Eliminate” and it is a way of triaging work requests.

You assess potential work items against the following matrix in PACE ([source](#)):



Prioritise: work that is **easy** to do and has **high** benefit.

Action: work that is still fairly easy but has lower benefit.

Consider: after P and A tasks, is the benefit/ added value worth the difficulty?

Eliminate: low benefit but high cost, should eliminate these if possible.

To assess whether an item adds benefit, the Triage Committee will use a standard to assess the benefit (the Strategic Framework) to the value and purpose of an item for the ccNSO and/or the ccTLD Community. This standard was agreed by the ccNSO Council and tested during the Council February 2022 Workshop (see Annex A for the detailed overview).

The ccNSO provides a global platform for ccTLD managers to:

- 1. Undertake policy and policy-related work*
- 2. Cooperate and learn*
- 3. Engage with other stakeholders*

Moreover, the ccNSO is the supporting organisation within ICANN specifically for ccTLD managers and the decisional participant through which the ccTLD Managers act.

Applying this methodology in the ccNSO

To define the base plan ccNSO Triage Committee will use the following approach:

1. Assess the existing portfolio of work and assign ratings to each of the tasks/work items.
 - Use a sortable lists of work items in the plan each assigned to each of the strategic categories: Policy work, providing a platform (Cooperate and learn), Engage with other stakeholders and ccNSO ongoing, ICANN bylaw mandated work items.
 - Items that are mandated (going concern) will be identified with the tag “Must Do”.
 - Check list questions:
 - What do we do if “must do” work takes up all our capacity?
 - For Mandated work the effort required, will be included

- The Mandated work is captured under Foundational Activities

2. Assess current work items according to PACE Methodology, using the following scale:

- Easy and difficult (EFFORT required)
 - Can an individual complete the item versus Effort requires a committee or other group process
Tags to be used are:
 - Community Resources: HIGH (WG or Committee, with unrestricted membership)
 - Community Resources: LOW (Only one(1) or two (2) appointees.
 - How long does the effort take to complete? Duration of the task/work item.
Tags to be used are:
 - Expected Duration: SHORT (less than 6 months)
 - Expected Duration: LONG (longer than 6 months)
- High and low benefit/Impact
 - Always from the perspectives of ccTLDs?
 - From the perspective of ccNSO as an institution?
 - From ICANN's perspective?
- To assess impact/benefit the Strategic – The Strategic one pager provides the basis: If a work item has no bearing on any the four of the goals it should not be included (i.e may even have a negative impact/benefit).
 - The level of benefit/impact can be rated as high, medium, low. Note if divergent views on impact/benefit it is definitely needed to have a conversation to ascertain value.
 - Tags are:
 - Impact: High
 - Impact: Middle
 - Impact : Low

3. Review progress and report to the Council on a quarterly basis.

4. Assessing and adding (if needed) new work items to the base plan, using he methodology as described above.

How will this work in practice, what to expect?

A ccNSO planning cycle could look something like this

Item	Who	When
Develop, review and approve a ccNSO Strategic Plan	Triage Committee -> all committees -> ccNSO Members -> Council	At the start of process (completed) After ICANN 5 year strategic plan confirmed?
Develop and approve a ccNSO Rolling Two Year Work Plan	Triage Committee -> Council	For approval at June Council.
Quarterly review and update <ul style="list-style-type: none">● Check priorities and progress● Recommend any adjustments	Triage Committee -> Council	For discussion at the ccNSO Council meeting before the start of the quarter (so it shapes work in the quarter)

Notes:

- The idea of a Two Year work plan, updated each year, is that the speed at which the ccNSO works is not fast enough to require a shorter plan.
- The quarterly check will force the ccNSO to pay attention to how things are going versus planned, often enough to be able to adjust things appropriately.

Annex 1

Strategy-on-a-page - Purpose and Goals -

This document: <https://docs.google.com/document/d/18kS42BvVyOhLnoVcMB0yKkCJ9dwpqcvwXloiCiK1t3Y/edit>

This is a **paper** for the ccNSO Council to consider and shape, prepared by the Triage Committee.

<p>Our purpose: In July 2020, the ccNSO Council agreed that from their perspective, the value and purpose of the ccNSO for the ccTLD Community and other stakeholders is as follows: The ccNSO provides a global platform for ccTLD managers to: 1/ Undertake policy and policy-related work 2/ Cooperate and learn 3/ Engage with other stakeholders Moreover, the ccNSO is the supporting organisation within ICANN specifically for ccTLD managers and the decisional participant through which the ccTLD Managers act.</p>		
<p>Goal: Evolve the global policies that serve ccTLDs in the ICANN environment, consistent with ccNSO values and the needs of ccTLDs.</p> <p>Outcome: Policies are suitable for ccTLD needs.</p>	<p>Goal: Support the growth and development of ccTLDs around the world through the exchange of information and ideas, and building strong relationships.</p> <p>Outcome: ccTLDs experience ccNSO as a positive force in their evolution.</p>	<p>Goal: Contribute to ICANN's broader work on its core mission and responsibilities, to advance ccTLD perspectives and interests.</p> <p>Outcome: The ccTLD voice is part of key work by ICANN beyond the limited scope of the ccNSO itself.</p>
<p>Foundation/s:</p> <ul style="list-style-type: none">• Clear tracks of participation to nurture and grow ccTLD participation in the ccNSO• Clear, modern, transparent processes and information sharing to support an open and effective organisation• High quality support from ICANN staff to facilitate the operations of the ccNSO		