

# ccNSO Members Meeting in San Juan ICANN61, March 2018 · Feedback on feedback

## Introduction

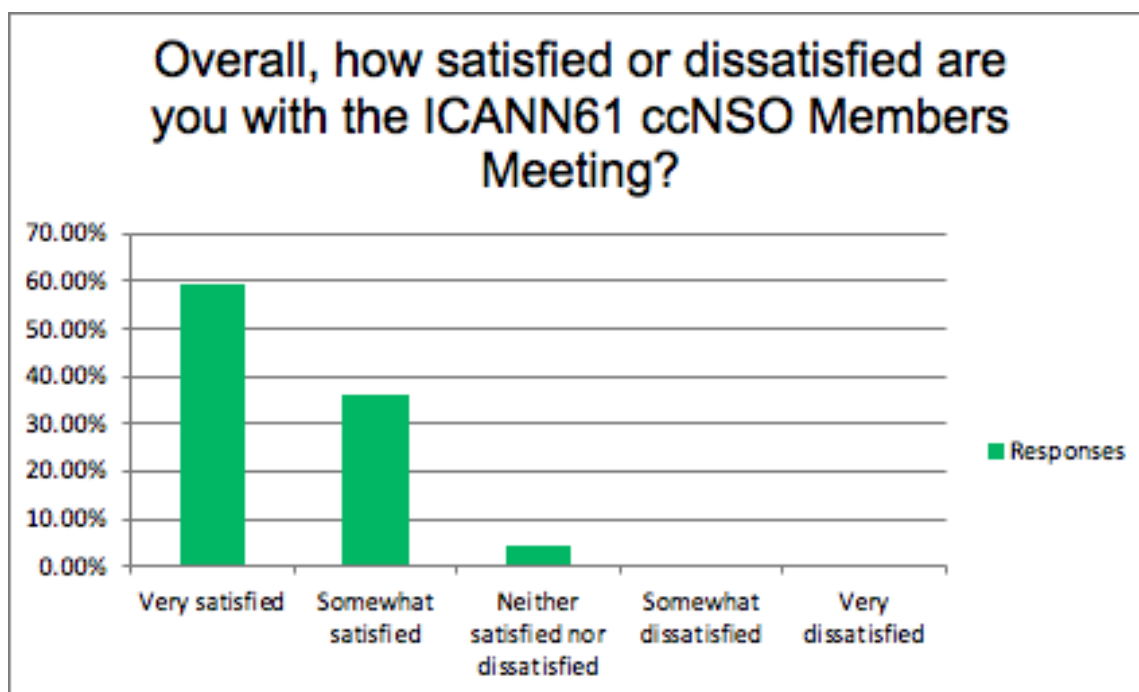
This document aims to evaluate the community feedback received regarding the ccNSO Members meeting in San Juan, and provides the feedback from the ccNSO Meetings Programme Working Group in response. Read more about the ccNSO Meeting Programme WG here: <https://ccnso.icann.org/workinggroups/mpwg.htm>

Feedback from the community on the ICANN61 ccNSO Members Meeting in San Juan was collected via an online meeting satisfaction survey. The survey was shared via e-mail, 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 on Wednesday, 28 March 2018, 23:59 UTC. 22 answers have been received, compared to for instance 26 for ICANN58. Previous surveys resulted in on average 10 responses. Consult the survey results here: <https://www.surveymonkey.com/results/SM-S3DPBTP58/>

On behalf of the Secretariat and Programme Working Group members: many thanks to all those that provided feedback. Your input is valuable to us, and helps us in shaping future ccNSO Member Meetings.

## Feedback by the ccNSO Meeting Programme Working Group on the community feedback

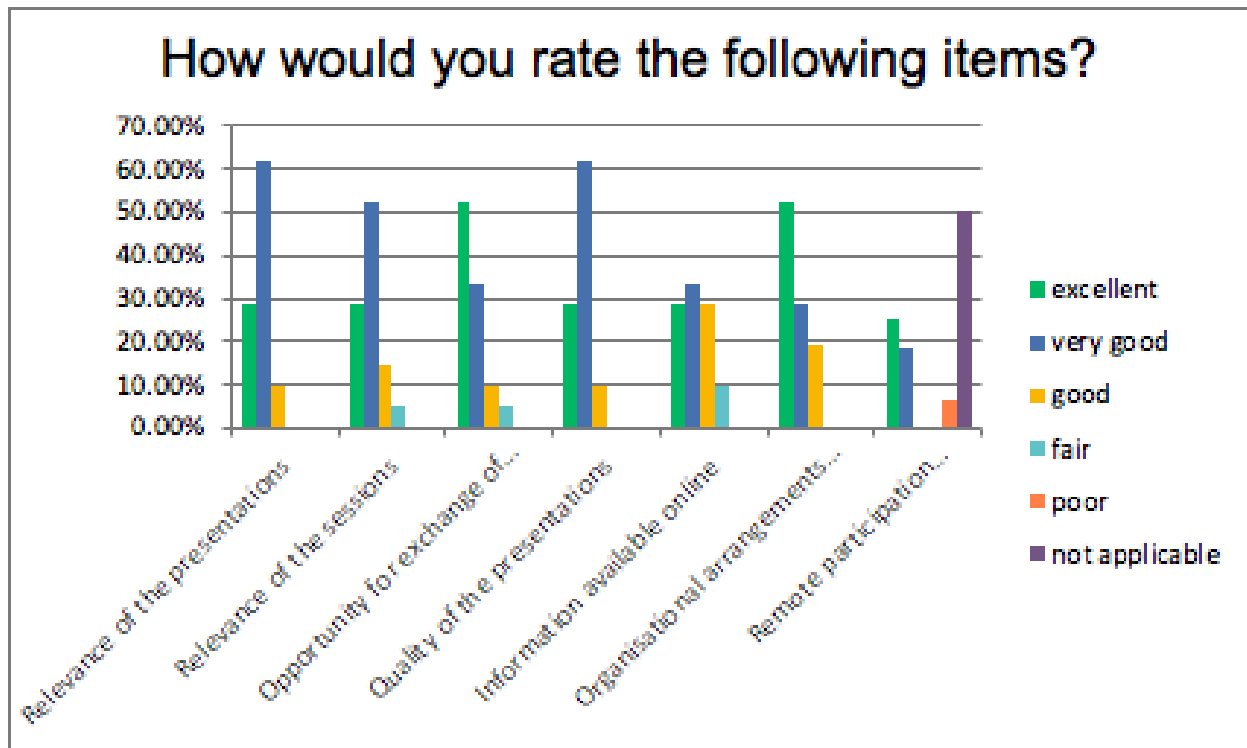
Overall, how satisfied or dissatisfied are you with the ICANN61 ccNSO Member Meeting?



## Response

The Meeting Programme WG values your appreciation. We will continue to strive to meet the needs of the ccTLD community.

## How would you rate the following items?



## Response

Overall the individual items in the table above were rated positively. Many thanks for this. The ccNSO Meeting Programme Working Group believes the direction of travel of the ccNSO Members Meeting is the right one, even though we fully recognise there is still room for improvement.

## What aspects of the ccNSO Member Meeting went particularly well?

- The discussion on the impact of natural disasters and the mitigation of their impact, including next steps
- GDPR session, ccTLD new session, the cocktail
- Interaction with the audience during the break-out session on the meeting strategy review

## Response

Thank you! Within the Programme WG we believe sharing best practices and concerns and/or recommendations from various players is fundamental. We take this opportunity to thank all the presenters for sharing their experiences with the community.

The ccNSO secretariat organized in San Juan an on-site briefing session with the session chairs, prior to the ccNSO Members Meeting, where session chairs are invited to engage even more with the audience, to ensure sufficient interaction and involvement. The opportunity for interaction should be considered during the agenda setting. The session chair or moderator play a fundamental role here as well.

Networking opportunities are part of a good meeting, and special thanks goes out to the sponsors of the ccNSO cocktail, who made this possible.

## What aspects of the ccNSO Member Meeting need improvement?

- Especially during day 1, there were too many “update” sessions. Not all of those updates were relevant, or even real updates.
- Suggestion to provide WG updates in written
- Remote participation during day 2
- Use the face-to-face meetings for discussion and interaction with others
- Advice native English speakers to speak slowly, for those that are not that fluent in English
- Start with a “meet and greet” session

## Response

- The ccNSO Members Meeting typically allows for discussion and interaction with the audience, combined with some updates. The ccNSO Meetings Programme WG and Secretariat will aim to have a good balance between discussions and updates to ensure the ccNSO Member Meetings remain interesting and relevant and conducted in an efficient manner.
- Regular written Working Group updates are an excellent idea, which is currently being explored by the ccNSO Secretariat. Hopefully this extra service makes it easier as well for non-native speakers to follow the discussions.
- The issues with AdobeConnect had and are still having an impact on the ICANN community overall. The ccNSO Secretariat will do its best to mitigate the impact as far as possible. You are kindly invite to participate in the ICANN Meeting Tool Survey: <https://www.surveymonkey.com/r/NM82XJS>
- Your feedback will help us to evaluate the current remote conferencing tools (zoom and webex).
- The ccNSO is a platform for and by ccTLD managers, and the exchange of information, best practices, and knowledge is a cornerstone of what makes the ccNSO so valuable. The numerous efforts by volunteers are a fundamental aspect to the success of the ccNSO, being driven by and for the community.
- During the introduction and welcome on day 1 of the ccNSO Members Meeting, the chair of the programme WG and the ccNSO chair took the opportunity to welcome newcomers to the ccNSO. This tradition will be continued at ICANN62, in Panama.

## **Which agenda topics do you like to see addressed at the next ccNSO Members meeting?**

Among others, the following suggestions were raised:

- GDPR
- Policy development to protect end-users cyber real estate in regions facing natural and/or man-made disasters
- Role of the ccNSO in WT5
- Role of ccTLDs in ITU meetings
- Security, big data, dnssec, ksk rollover
- Guidelines for operation and governance

### **Response**

General information sharing on what is happening in the ccTLD environment is a core focus for the Programme WG when drafting the agenda of the ccNSO Member Meeting. Tech Day is open to all community members with an interest in technical or operational topics, including security. Some topics are being addressed both at Tech Day and at the ccNSO Members Meeting, whereas the focus during the latter is more on the managerial and policy aspects. A good example is “The risks linked to the use of emoji in domain names”. The same could be done for a future session on disaster mitigation: TLD-OPS and the Tech WG and the programme WG might explore ways to do so for ICANN62.

The Programme WG recognizes the fact that attendants appreciate the exchange of information and best practices, but at the same time appreciate even more the opportunity for discussion. The ccNSO Meetings Programme WG welcomes the idea to allow for sufficient discussion time and interaction opportunities in the agenda of the next ccNSO Members Meeting.

ICANN62 is the policy forum, the 2nd public ICANN meeting in the three-meeting annual cycle. The duration is four (4) total days. The ccNSO Meetings Programme WG and the secretariat will strive to put together a relevant programme for the ccNSO members and the broader ccTLD community.