

Feedback on feedback ICANN63

ccNSO Members Meeting in Barcelona | October 2018

Introduction

This document aims to evaluate the community feedback received regarding the ccNSO Members meeting at ICANN63 in Barcelona 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 ICANN63 ccNSO Members Meeting was collected via an online satisfaction survey with questions similar or identical to previous satisfaction surveys. 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 24 October 2018 (day 2 of the ccNSO Members Meeting). The survey closed on 7 November 2018, 23:59 UTC. 23 answers have been received, similar to the number of responses for ICANN62.

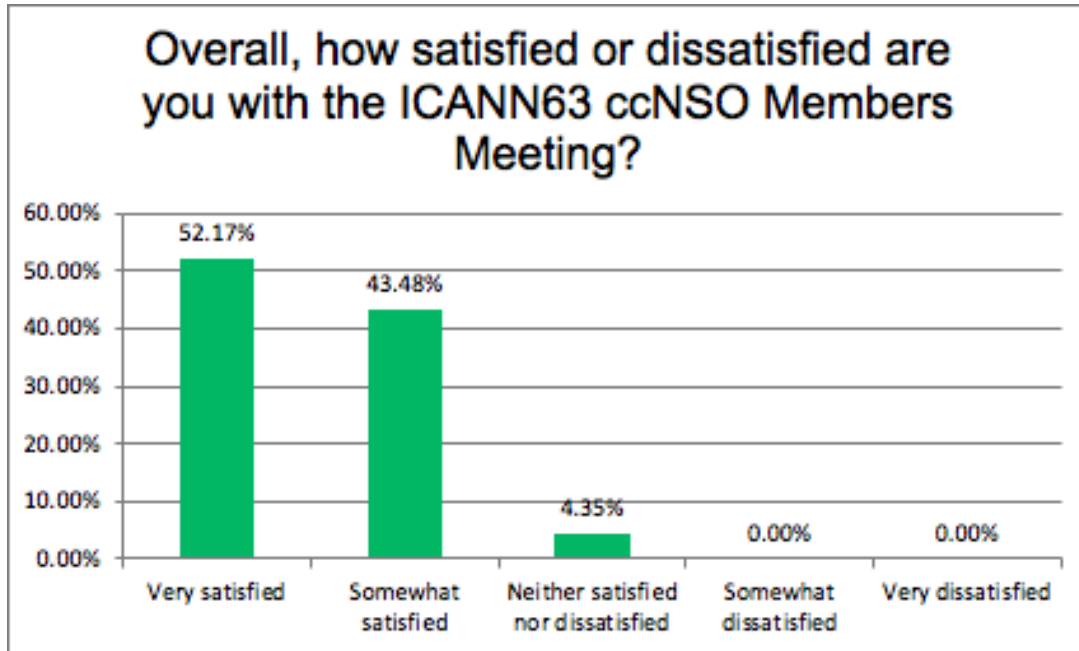
Consult the ICANN63 satisfaction survey results here:

<https://www.surveymonkey.com/results/SM-BXJ2QHB8V/>

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.

Feedback by the ccNSO MPC on the community feedback

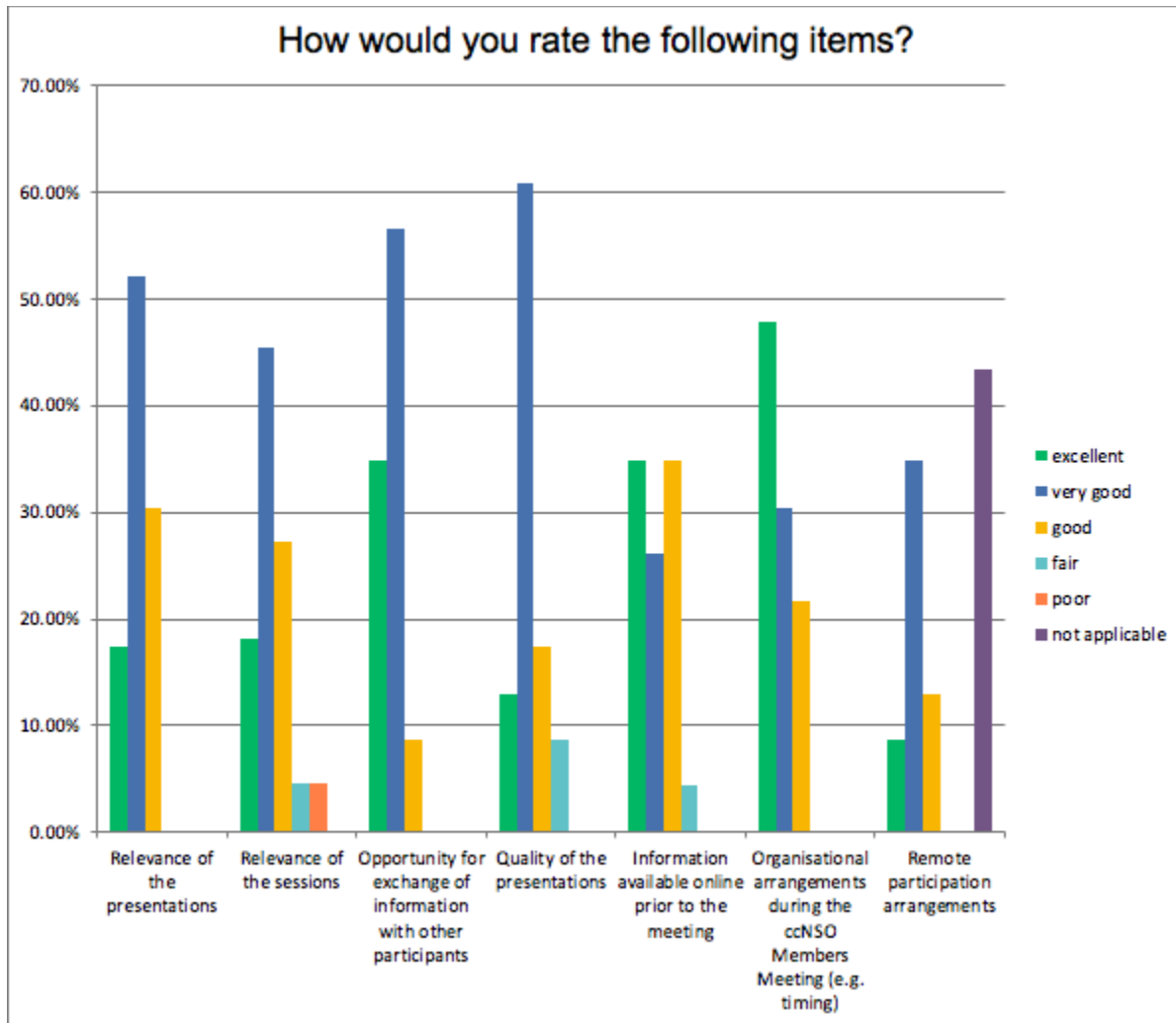
1. Overall, how satisfied or dissatisfied are you with the ICANN63 ccNSO Member Meeting?



Response

The Meeting Programme WG values your appreciation. We will continue to strive to meet the needs and expectations of the ccTLD community. Again many thanks for your feedback, your input is very valuable to us.

2. How would you rate the following items?



Response

Overall, the individual items in the table above were rated positively, and the MPC members are grateful for this encouraging feedback. The ccNSO MPC believes the direction of travel of the ccNSO Members Meeting is the right one, even though we fully recognise there is room for improvement. The MPC encourages those who cannot attend the Members Meeting in person, to participate remotely. Furthermore, one respondent commented as follows: *“Joke and Kimberly did a fantastic job of having information for us ahead of the start of the day. Much appreciated.”* The ccNSO Secretariat aims to share as much information as possible ahead of the meeting, 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. 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. Interested parties are encouraged to subscribe to the monthly [ccNSO newsletter](#), to ensure staying informed on all relevant updates.

3. What aspects of the ccNSO Member Meeting went particularly well?

- All
- I really like the workshop part
- ccTLD news session was interesting and informative.
- WG update was well organized and easy to understand. I would appreciate it if all the presenter would use some slides when they give the update.
- discussing in small group during the session was good opportunity to know others idea and get used to exchange ideas with others. (I think these activities can encourage more people to join WG activities)
- Group participation and engagement with other members.
- Session timing were quite ok.
- tech day was very good. I thought the ICANN board were more forthcoming this session vs say Panama.
- Discussions on finance
- Having new faces in the room. That's great.
- Very good job to the meetings program group. The sessions very well organized and the subjects/presentations and facilities were excellent.
- Timing and agenda were respected, membership got adequate and full reporting on WG's, ICANN related activity etc.
- See above; also, team work is always great and engaging and should be further promoted in a greater number of sessions

Response

Thank you! Within the MPC we believe sharing best practices, concerns and/or recommendations by 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 Barcelona 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. Session chairs are also encouraged to keep track of the time, and to make sure the speakers stay within the slots allocated to them. This type of prep sessions have been organised for every ICANN meeting since 2017. The MPC realises that the opportunity for interaction should be a key focus during the agenda setting. It is worth noting that not all sessions are suitable for a workshop-style approach. We take this opportunity to thank all the session chairs for their collaboration and teamwork.

4. What aspects of the ccNSO Members Meeting need improvement?

- Timing for Presentations
- Special attention to Newcomer, I don't know but it will be great if there was a greeting and orientation committee for newcomer
- When having the small group discussion, having vague theme or vague definition makes

participants confused and take time before starting the discussion. It would be better to have clear theme or scope at the beginning of the session. (Accountability session)

- Introduction to New Challenges / Readiness. We probably also need to know the common challenges of ccTLD and solve them into members meetings.
- Some presentations were a bit long. Presenters need to be advised of the time and expected nbr of slides (average)
- Time schedule. Some sessions have ended much earlier than planned. It may not be necessary to align ccNSO's meeting agenda to the coffee-breaks.
- I would like more discussion on topics relevant to registries business issues. Presentations that allows us to get inspiration of each other and as a potential starting point for bilateral elaboration.

- The Whois-discussion should have been scheduled at a better time - it was very relevant but overlapped with a big social event.
- I stepped back and watched communication during breakaways, and realized the great difficulty non-English speakers have with some of wording we use, for example yes can be both a positive or a negative depending on context. I am not sure translation services would be available in that type of situation, but I have to wonder if that dissuades engagement.
- Too many irrelevant procedural discussions, come to the point!
- Meeting with board and GAC
- Can't come to think about anything at the moment.
- Emphasis was on reporting on various activities not so much on sharing experiences and information.
- The substance of sessions, which has something to do with ICANN. org, rather than ccNSO

Response

The Country Code Names Supporting Organisation (ccNSO) is a body within the ICANN structure created for and by ccTLD managers. 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. Since its creation in 2003, the ccNSO has provided a forum for country code Top Level Domain (ccTLD) managers to meet and discuss topical issues of concern to ccTLDs - including those topics related to the ccNSO's role within the ICANN environment - from a global perspective.

The ccNSO provides a platform to nurture consensus, technical cooperation and skill building among ccTLDs and facilitates the development of voluntary best practices for ccTLD managers. The best practice sharing during the ccTLD News Session, the TLD-OPS workshop on disaster recovery and business continuity, the topics addressed during Tech Day are just a few examples of how to meet the

needs of the ccTLD community, without providing an overlap with the sessions and topics covered during the meetings by the various Regional Organisations.

During the introduction and welcome on day 1 of the ccNSO Members Meeting, the chair of the MPC and the ccNSO chair took the opportunity to recognise and welcome newcomers to the ccNSO. Furthermore, printed booklets with the ccNSO Quick Guide were distributed. This tradition was introduced a few meetings ago, and will be continued at ICANN64.

The ccNSO is a very diverse community, and ccNSO Members Meetings should be a valuable platform for all participants equally, including those that are non-native English speakers. Unfortunately, there is no budget for on site interpretation or translations. However, the ccNSO Secretariat will remind all session chairs and presenters that supporting slides should be an added value, helping out those that have difficulties understanding English. Speakers are invited to speak loud and clear. 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. Preparatory material is shared with the community ahead of the meeting, whenever possible. For instance, the topic and questions to be addressed during the Accountability Session were shared with the ccNSO Members and ccTLD community mailing lists ahead of the meeting.

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

Among others, the following suggestions were raised:

- Extending the ccNSO News Session so that the presentations can be adequately exhausted.
- ccTLD involvement
- having discussion in small group
(Is it difficult to exchange opinion about ccTLD's financial contribution?)
- exchanging opinion about ccNSO review (maybe we can have report from Meridian Institute.)
- cctld marketing side
- Awareness of Universal Acceptance, IDN, EAI.
- Members financial contribution to ICANN budget as well as GDPR.
- Registry measures to prevent domains being used for online crime. E.g. a better understanding of why a transparent Whois is of value in the prevention of online crime.
- N/A at this time
- More on what it means to be a ccNSO member.
- Having more collaborative sessions.
- Topics on security behind ccTLDs and especially small ccTLDs.
- More focus on economic data and overall market situation
- Capacity building for small ccTLDs

Response

Community members are welcome anytime to suggest topics they like to see included in the next agenda of the ccNSO Members Meeting. The MPC and the secretariat will strive to put together a relevant programme for the ccNSO members and the broader ccTLD community.

Regarding the concrete proposals brought to the attention of the MPC via the ICANN63 satisfaction survey: The latest update on the IDN Programme dates back to ICANN60, Abu Dhabi, where two ccTLDs shared their IDN experiences with the community present: updates were given by .jo and الاردن (.alurdun), and .sa and السعودية (.السعودية). The latest update on Universal Acceptance was provided by Don Hollander in Puerto Rico, at ICANN61, and a further update could possibly be foreseen during one of the 2019 ICANN Meetings. During the call for presenters for the ccTLD News Session, one of the suggested topics is indeed IDNs.

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: at ICANN62 in Panama, Disaster Recovery and Business Continuity is an excellent example of a topic that was addressed both at Tech Day, and from a policy-related 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. At ICANN63, Tech Day focused on Disaster Recovery and Mitigation. Other topics of interest included Registry Security, DNS and Anycast, Big Data and associated data analysis, IETF DNS protocol updates, and recent DDoS attacks and mitigation.

The ccTLD News session is one of the most popular sessions during the ccNSO Members Meeting, and the MPC agrees that sufficient time should be dedicated to the session, giving presenters the opportunity to share best practices, and interact with the audience. The session chairs are encouraged to facilitate the interaction, and to make sure the presenters stay within the time slots allocated to them.

6. Other comments

- I would appreciate it if all the presentation or transcript would have uploaded to ccNSO members page. (not at ICANN full schedule)
- Due to my passport loss i was not much concentrated on the events in Barcelona. But Icann help was useful for me to be able to travel back home.
- I would like to know how many ccTLD operators are using IDN in ccTLD, there uptake and challenges if any. Do we have success stories to learn from.
- Thank you to the secretariat for proff work as ever.
- the help from the Secretariat is always appreciated. we've continued to be blessed with fantastic support staff. Now the vinegar, stop using Adobe Connect. There is a reason many public institutions and companies have moved to zoom. it works better. Seeing it fail/crash for remote viewers is not acceptable, we ought to be using best of. I am highly intrigued with the

comments regarding Human Rights, and while we generally see ourselves doing well, I wonder if we really are. The simplest area is gender equality. During the breakaway session that started to touch on this, one of the members thought, and everyone agreed, that women were well represented, however, I think only 1/4 of the group were women, and the same time that seemed about par to the other groups. Now I get we can't dictate to an individual TLD whom they send, however it ought to be an idea that we can at least acknowledge there is room to improve upon.

- Thanks to the ccNSO secretary which is really doing a great job!
- Not specifically but cannot help but notice that, unfortunately, Africa and Asia Pacific still are not active enough. Again, it has nothing to do with ccNSO but Regional Organizations' proactive stance on the matter

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.

Finally, the MPC agrees that networking opportunities are part of a good meeting. The Programme WG thanks the sponsors of the ccNSO social event.

The ccNSO secretariat publishes the presentation slides as soon as possible on the overall ICANN schedule, while the ccNSO Members Meetings is still ongoing. Typically, the slides are uploaded shortly after – or even during – each session. The slides are then made available on the ccNSO website (<https://ccnso.icann.org/meetings/>) as well, after the meeting. Unfortunately, the presentation material often arrives to the ccNSO Secretariat at the last-minute. Behind the scenes, the ccNSO secretariat converts the slides provided into a format which is accepted by the AdobeConnect-room, ensuring a good user experience for remote participants and those attending in person. It is therefore not possible to upload the slides even sooner.

The ccNSO secretariat realizes that communication is important: we will strive to efficiently share information with the community, in a timely manner, both via the ccNSO mailing lists, social media channels, ccNSO website, [ccNSO Newsletter](#) and ccNSO wiki.

Please stay in touch, through any of our communications channels:



<https://facebook.com/ccnso>



<https://twitter.com/ccNSO>



<https://ccnso.icann.org> & <https://community.icann.org/category/ccnso> (wiki)



ccnsosecretariat@icann.org