

Feedback on feedback | ICANN66

ccNSO Members Meeting in Montreal, November 2019

Introduction

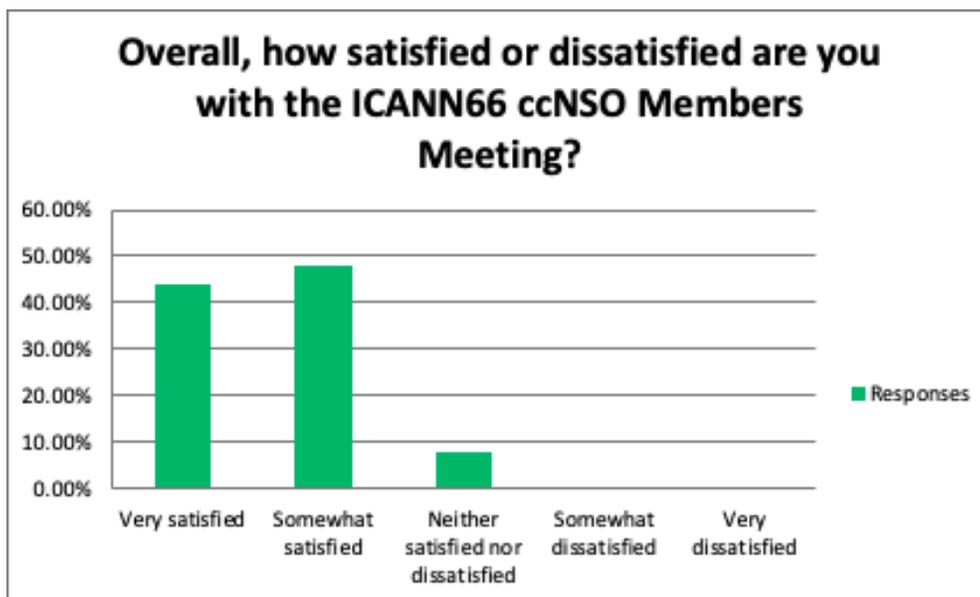
This document aims to evaluate the community feedback received regarding the ccNSO Members meeting at ICANN66 in Montreal, and provides the feedback from the ccNSO Meetings Programme Committee (MPC) in response. Read more about the ccNSO MPC here: <https://ccnso.icann.org/workinggroups/mpwg.htm>

Feedback from the community on the ICANN66 ccNSO Members Meeting was collected via an online satisfaction survey with questions similar or identical to previous satisfaction surveys. The survey was shared via email, 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 2 weeks later, on Wednesday, 20 November 2019, 23:59 UTC. 25 answers have been received. For comparison: we received 30 answers for ICANN64 in Kobe, and 20 answers for ICANN65 in Marrakech. Consult the ICANN66 satisfaction survey results here: <https://www.surveymonkey.com/results/SM-LKSWHKNW7/>

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

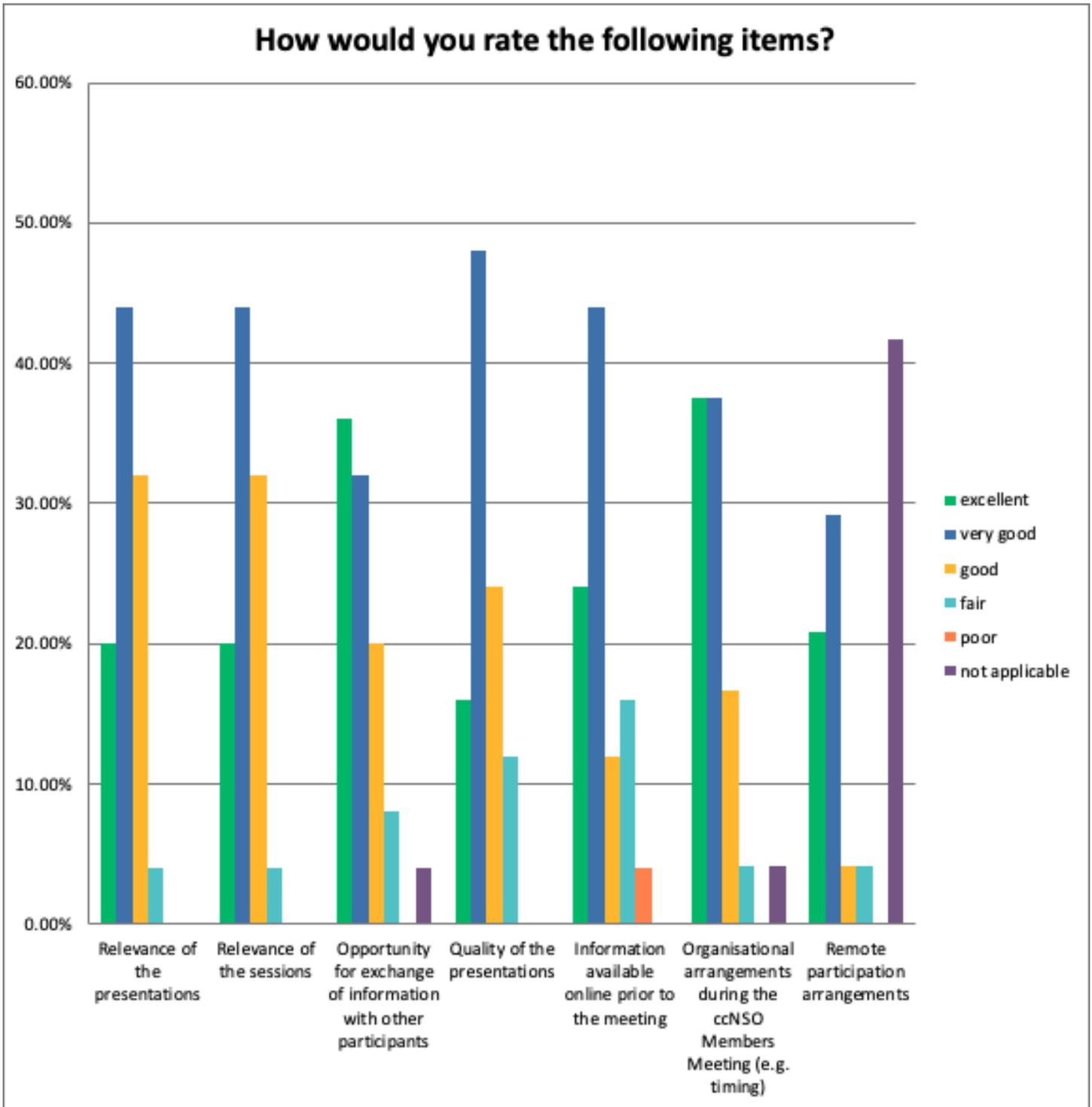
1. Overall, how satisfied or dissatisfied are you with the ICANN66 ccNSO Member Meeting?



Response

The Meetings Programme Committee values your appreciation. 1 respondent unfortunately seemed to be dissatisfied with the ICANN65 ccNSO Members Meeting. The MPC carefully evaluated the input received, and further feedback is included in this document. Thank you to all those that answered the survey: your input is very valuable to us, 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:

- It would be helpful if presentation files are shared on ccNSO Web: <https://ccnso.icann.org/en/meetings/montreal66>
- Old members are very warm to new members

Response

Overall, the individual items in the table above were rated positively, and the MPC members are grateful for this encouraging feedback. The feedback received allows the MPC to believe the direction of travel of the ccNSO Members Meeting is the right one, even though we fully recognise there is room for improvement.

Regarding the availability of material ahead of the meeting: 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. 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.

The presentation slides are posted almost in real time on the ICANN public schedule (see links to the relevant sessions in the pre-meeting Session Briefings and on the ccNSO members meeting agenda workspace). Moreover, a few days after the conclusion of the meeting, the presentation slides become available as well on the ccNSO website. Presentation slides might be subject to change, and will only be posted after the conclusion of the session.

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

- Q&A session at both "ICANN Board Seat11" and "ccNSO Council".
- Member Update
- Tech Day
- Remote participation
- none that I know of
- The tech Day
- TLD-OPS presentation
- ccTLD news
- Networking and the ccNSO's leadership's outreach and engagement efforts in the room
- members update
- ccTLD news session, ccNSO organisational review
- IGF and ccTLD updates sessions
- Very good timing
- timing
- Remote transmission
- Everything in general was well prepared for and timely
- the appreciate the workshop

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 MPC agrees that networking opportunities are part of a good meeting and the Programme Committee takes this opportunity to thank the sponsor of the ccNSO social event. A special thanks goes to the session chairs: they had a key role in engaging the audience via question rounds, their enthusiasm and chairing skills.

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

- Less updates and more information sharing opportunities.
- A number of presentations per session. May be to reduce the number and allow more time for presentations and Q and A
- don't know
- quality of session moderation; diversity in presenters ranks
- interactive with members
- Round table talks, moderated Q&A
- Shortening the agenda. Refining the sessions to allow more time for debate and Q&A.
- get more people to present
- early communications of venue changes
- For new members, skipping introduction to existing topics or discussions leaves us in the dark
- DNS and Internet of Things.

Response

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.

The ccNSO secretariat organized a briefing session with the session chairs, where they were invited to engage even more with the audience, to ensure sufficient interaction and involvement. The ccNSO Secretariat shared some tips and tricks on how to achieve this. Session chairs were also encouraged to literally break down the barriers, and use the bar stools where possible, to limit the distance between the audience and themselves and the other participants in their sessions. Session chairs do not only guide the conversation, but also keep track of time, and make sure the speakers stay within the slots allocated to them. 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.

The ccNSO Secretariat shares as much information as possible once it becomes available, including preparatory material (if any) and a summary of the sessions covered during the ccNSO members meeting, to allow participants to have an informed discussion.

A small reminder about the purpose of the ccNSO:

The Country Code Names Supporting Organisation (ccNSO) is a body within the ICANN structure created for and by ccTLD managers. Since its creation in 2003, the ccNSO provides a platform to nurture consensus, technical cooperation and skill building among ccTLDs. 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 and other topics related to the ccNSO's role within the ICANN environment.

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

- How ccTLD's tackle with DNS/domain abuse
- IDN ccPDP4 discussion
- Domain Name Abuse
- Compliance Approaches
- Managing threats to a ccTLD - information, physical, financial, reputational
- Best practice Governance approaches at a ccTLD
- Online dispute resolution in the domain name space
- Exchange and sharing of how ccTLDs Registry provides CSR to its host community thus contributing to the SDGs achievements in the country.
- don't know
- Further follow up on efforts to reduce DNS Abuse
- IoT
- DNS Abuse
- n/a
- IDN
- GDPR
- Please stop calling it DNS Abuse ... ask for a rephrase.
- IGF
- ccTLD challenges, ccTLD view on next gTLD round
- ccTLD:s cooperation with their governments
- more sessions, although I will not be able to attend it due to cost concern (from Indonesia)
- DNS monitoring and security
- Marketing models for CcTLD growth
- increase the workshop.
- To talk more about ccTLD, the dns and internet of things.
- introduce DNS and Big data.

Response

Community members are welcome anytime to suggest topics they like to see included in the next agenda of the ccNSO Members Meeting, by writing an email to ccnsossecretariat@icann.org. The MPC and the secretariat will strive to put together a relevant

programme for the ccNSO members and the broader ccTLD community. Some of the suggested topics will be covered on the ICANN schedule, but not necessarily during the ccNSO Members Meeting.

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: from a policy-related angle during the ccNSO Members Meeting and from a tech-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.

The draft agenda for the ICANN67 ccNSO Members Meeting in Cancun, aims to accommodate the request by the community to focus more on DNS Abuse, as well as on the governance models of ccNSO membership. The topic of Internet of Things (IoT) and the DNS will most likely be put on the agenda as a plenary, community-wide session.

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

- As always, having "ccNSO Members Meeting highlights" at the first part of ccNSO members meeting day is good for both introduction and icebreak.
- No
- Demystify the Acronyms especially for the newcomers
- ccTLD's are (more & more) in competition with each others and with gTLD's. Therefore it is more and more questionable if and how we should work together.
- n/a
- thx for giving me opportunity to share - Yudho
- I participated remotely
- no

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.

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. 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.

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



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