

Notes Capacity Working Group Telephone Conference 7 September 2012

What are the Dynamics Behind the Increasing Work Load?

- The Workload originates either from internal, community driven requests – such as the creation of Working Groups in order to deal with topical issues; or – in rare cases – the need for a PDP.
- External requests (such as request for replies or input on certain issues) mostly derive from groups such as the SO/ACs, ICANN Board or various ICANN departments.
- Generally, the ccNSO is managing internal requests in an efficient manner.
However, dealing with external requests proof to be increasingly overwhelming.
- Originators of External Requests for Input are:

Direct communication shared with Council (for example from other SO/ACs)

Announcements on Public Forum (Comment Periods) – the ccNSO Secretariat is monitoring and alerting the Community of issues they think are of interest to the broader ccTLD Community.

Board Resolutions

Random/Informal Sources (news articles, individual requests)

- The trend is that the external workload is increasing, especially as ICANN increases their number of projects. This makes it hard to:
 - 1) Make selection of what issues are worth to be pursued. Today there is often no conscious decision involved.
 - 2) Keep the set deadlines. Today, at least 5 weeks are needed to come up with a response, which often doesn't match ICANN's comments period (42 – 45 days). If the community needs to be asked, it can take 6 – 7 weeks. Sometimes, there is not even time for consideration, whether to reply to a comment period, or not.

In order to obtain some data on the development of the external workload, it was decided to check how many Comment periods opened one month before the Prague meeting, compared to one year before.

ACTION 1: Compare number of comment periods opened one month prior to the Singapore meeting to one month prior to the Prague meeting.

ACTION 2: Provide a rough overview whether the ccNSO responded to the Request for Comments, or not.

ACTION 3: Get an overview of categories of requests coming in (Security/Stability, Technical, Policy, Legal, IDN).

ACTION 4: Post different types of prioritisation models.

- It was suggested that the ccNSO should create “pools of expertise”, both within the Council and outside the Council that should be prepared to react on upcoming issues. Each pool should include people with substantial knowledge of a certain topic. People with drafting skills must also be included in each group.

- Furthermore, the ccNSO as a group should also be able to deny replies, if felt there is no capacity for that.