GNSO Framework for Continuous Improvement Pilot Review

Background

The GNSO Council initiated the GNSO Framework for Continuous Improvement pilot project in June 2021. The framework was intended to provide a mechanism for Council to address work items dealing with process and procedural improvements such as those resulting from the Accountability Work Stream 2, the Accountability and Transparency Review Team 3 and PDP 3.0. The idea behind the pilot was to allow for a limited rollout of the framework from which lessons could be drawn and possible updates could be made, should the Council and GNSO community decide that it is worthwhile to continue.

As part of the initiation of the pilot, the GNSO Council resolved that:

> "Once the pilot completes, the Council, in close collaboration with SG/Cs as well as the Council Committee and Pilot Task Force, will review the functioning of the Framework and decide whether to continue with the other assignments as outlined in the updated proposal (see section 3), make modifications to the framework and continue with the other assignments, or, identify another path through which the assignments identified are to be addressed."

Work completed to date under the framework

As part of the pilot, as a first step, the Council Committee for Overseeing and Implementing Continuous Improvement (CCOICI) was created. Subsequently, the CCOICI worked on and delivered recommendations to the GNSO Council on:

- GNSO Working Group Self-Assessment Requirements - see here
- GNSO Statement of Interest (SOI) Requirements - see here
- Assessment of Accountability Work Stream 2 implementation status and ranking of recommendations to help inform the prioritization by the Community Coordination Group[1] - see here

For the work undertaken on the GNSO SOI requirements, the CCOICI tasked a Task Force (TF) to undertake the review and provide the CCOICI with recommendations. The other work items were handled by the CCOICI directly.

Proposed pilot review approach

1. Conduct survey amongst CCOICI and Task Force members and former members to ask for their feedback on:

    1) Whether the objective of the framework ("create a framework that allows for the continuous scoping and execution of projects that are focused on Generic Names

---

[1] Note, the pilot was extended with this work item as directed by the Council in March 2022.

Supporting Organization (GNSO) structural, procedural and process improvements") was clear and appropriate.

2) Whether the scope of the framework ("limited to any processes and procedures that would have a GNSO wide impact, unless there is support and agreement from all GNSO SG/Cs to undertake projects that are SG/C specific") was clear and appropriate.

3) Whether the CCOICI and Task Force were the appropriate mechanisms to carry out the work assigned under the pilot. If not, what mechanism should have been considered.

4) What worked well in the CCOICI and TF and what didn't?

5) If the framework is to continue to address other work on processes and procedures, what improvements should be considered? If the framework should not continue, how should the Council deal with future work on processes and procedures.

6) Any other feedback participants want to provide that will help inform the Council's review of the pilot and decisions on its future.

2. CCOICI Chair and Council leadership to review the results of the survey. The survey results, together with the recommendations from the CCOICI Chair and Council leadership on the pilot review, will be shared with the Council for further discussion and a decision. If deemed necessary, the CCOICI Chair and Council leadership could decide to undertake follow up interviews or conversations with members of the CCOICI and/or TF to better understand concerns and/or suggestions to help inform the development of their recommendations.

Proposed timeline

Council review of pilot review approach	By ICANN78
Development and roll out of survey	November – December 2023
CCOICI Chair and Council leadership review of results and development of recommendations	January – February 2024
Council consideration of pilot review and recommendations	March 2024