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Strategic Consulting In a Digital World

Organisational review of the ccNSO
Interim findings: results of the survey

10th March 2010, Nairobi

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Study process

Phase 1
Factual assesment

Phase 2
Strategic & Operational
Diagnostic

Brussels

Phase 3
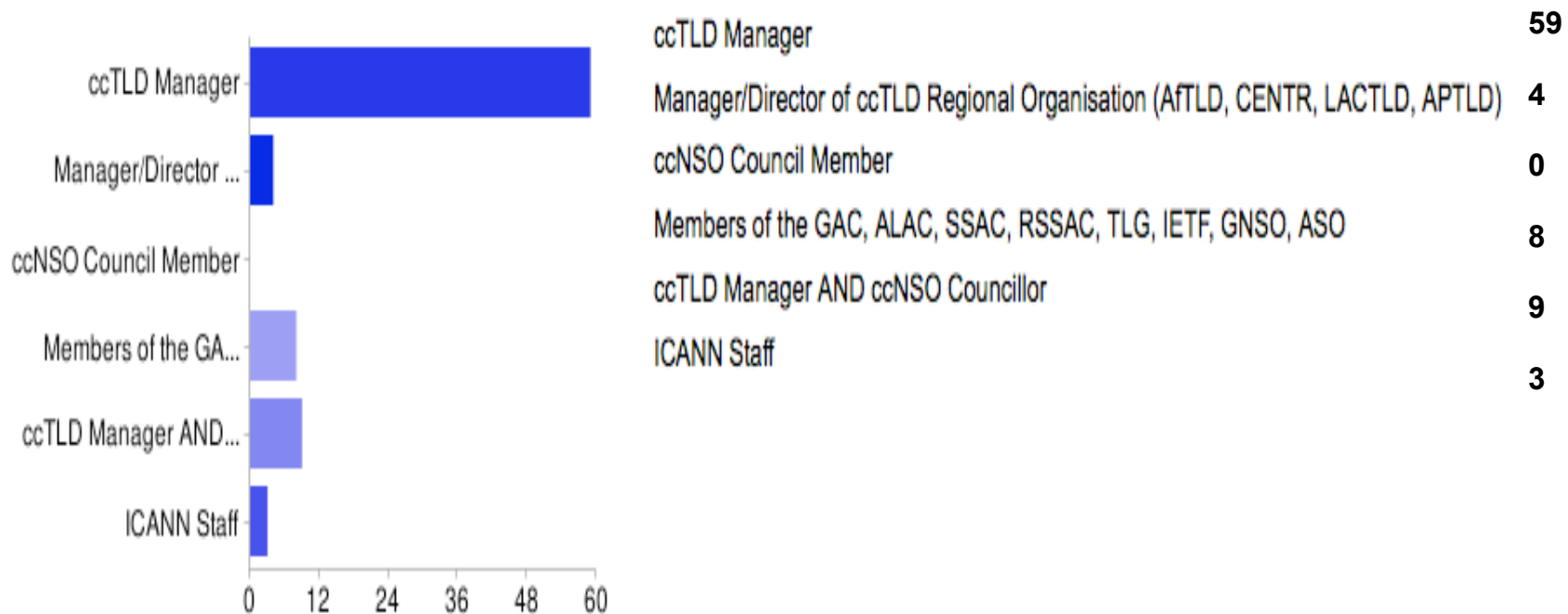Recommendations

Nov 2009

March 2010

May 2010

June 2010

Aims of the Review

To establish:

(i) how effectively the ccNSO functions within the broader ICANN system.

(i) to determine whether any change in its structure or operations is desirable to improve its effectiveness.

Response rate per respondent category: 85 responses

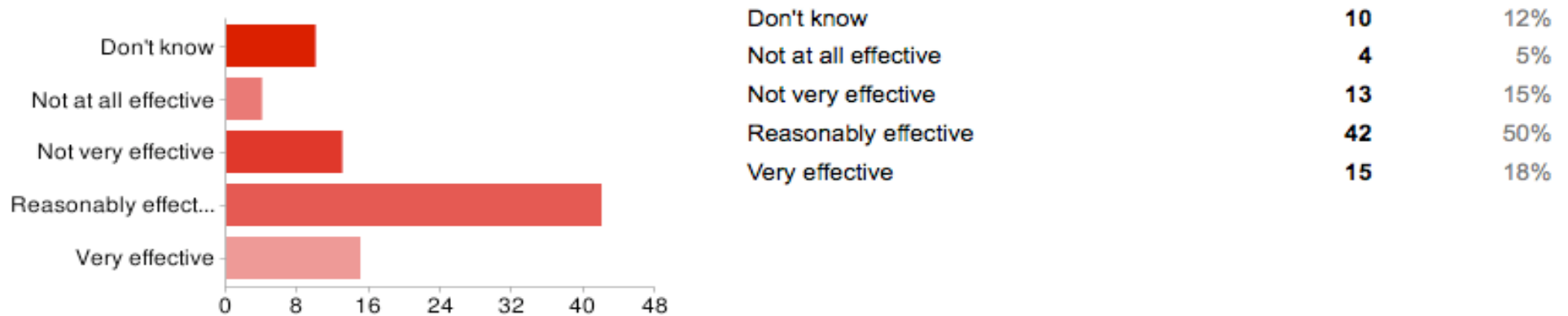| Category	Value
ccTLD Manager	59
Manager/Director of ccTLD Regional Organisation (AfTLD, CENTR, LACTLD, APTLD)	4
ccNSO Council Member	0
Members of the GAC, ALAC, SSAC, RSSAC, TLG, IETF, GNSO, ASO	8
ccTLD Manager AND ccNSO Councillor	9
ICANN Staff	3

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Membership of the ccNSO

No [20]

Yes [49]

Members	49	71%
Non-members	20	29%

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1. Afghanistan	26. Guernsey	51. Peru
2. Algeria	27. Guyana	52. Pitcairn Island
3. Antigua & Barbuda	28. Hong Kong	53. Portugal
4. Argentina	29. Iceland	**54. Puerto Rico**
5. Armenia	30. Iraq	55. Russia
6. Austria	**31. Italy**	56. Saudi Arabia
7. Belgium	32. Japan	57. Senegal
8. Bolivia	33. Jordan	58. Seychelles
9. Bulgaria	34. Kenya	59. Slovakia
10. Cayman Islands	35. Kuwait	60. Solomon Islands
11. Chile	36. Kyrgyzstan	**61. South Africa**
12. China (TBC)	37. Latvia	62. Spain
13. Colombia	38. Lithuania	63. Sweden
14. Costa Rica	39. Morocco	64. Tanzania
15. Croatia	40. Mauritania	**65. Trinidad & Tobago**
16. Czech Republic	**41. Mexico**	66. United Arab Emirates
17. Ecuador	42. Moldavia	**67. United Kingdom**
18. El Salvador	43. Namibia	68. Uruguay
19. European Union (.eu)	44. Netherlands	69. Uzbekistan
20. Falkland Islands	45. New Caledonia	70. Vietnam
21. France	46. New Zealand	
22. Gambia	47. Nigeria	Member of ccNSO
23. Germany	48. Niue	Non-member
24. Ghana	49. Norway	**Member and Council**
25. Guadeloupe	50. Panama	

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1) Has the ccNSO been effective in achieving its three objectives as defined in Article IX of ICANN's Bylaws?

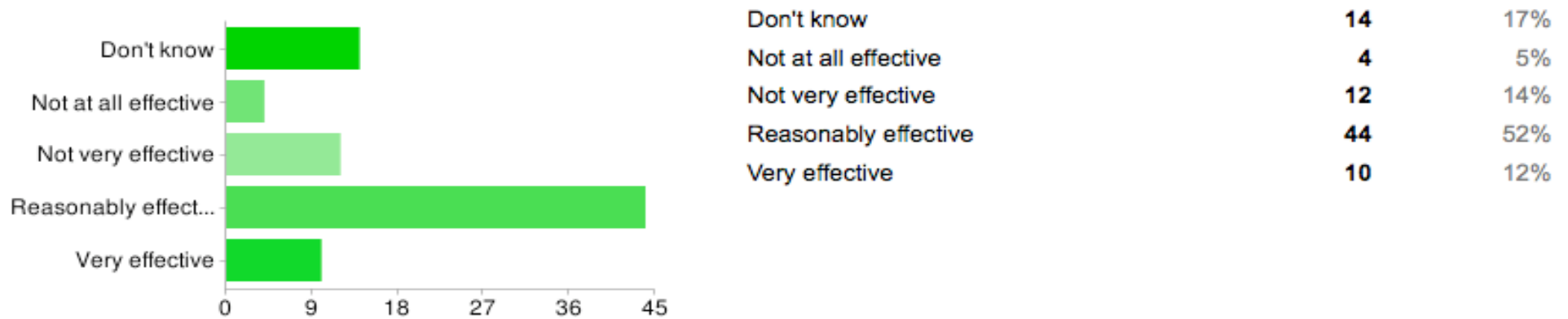*1.1: Development and recommendation to the ICANN Board of global policies relating to country-code top-level domains.*

Don't know	10	12%
Not at all effective	4	5%
Not very effective	13	15%
Reasonably effective	42	50%
Very effective	15	18%

1) Has the ccNSO been effective in achieving its three objectives as defined in Article IX of ICANN's Bylaws?

1.2: Nurturing consensus across ccNSO's community including name-related activities of ccTLDs

Don't know	**12**	14%
Not at all effective	**4**	5%
Not very effective	**14**	17%
Reasonably effective	**43**	51%
Very effective	**11**	13%

1) Has the ccNSO been effective in achieving its three objectives as defined in Article IX of ICANN's Bylaws?

1.3: Coordinating with other ICANN Supporting Organisations, Advisory Committees, and other constituencies under ICANN

Don't know	**14**	17%
Not at all effective	**4**	5%
Not very effective	**12**	14%
Reasonably effective	**44**	52%
Very effective	**10**	12%

2) What internal or external elements – if any – prevented the full achievement of the ccNSO's objectives?

- Complexity of the Policy Development Process: **50%**

- Effective communication about the mandate of the ccNSO: **42%**

- Limited access to information in other languages apart from English: **33%**

- Difficulty reaching consensus regarding the development of policies for the global ccTLD community: **48%**

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3) What general or specific measures can be imagined to enhance the effectiveness of the ccNSO?

Most salient issues cited:

• Need for better, more readily available information about the precise purpose and function of the ccNSO;

• Measures taken to improve planning for meetings;

• Availability of information in other languages apart from English;

• Greater level of interaction needed between ccNSO and other SOs and ACs;

• Complexity/protracted implementation of the PDP mechanism;

• Difficulty for smaller registries to become involved in the meetings (cost of participation in conferences etc.);

• More systematic use of Internet-based tools as alternative/complement to actual meetings.

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4) **Overall, were the initiatives carried out by the ccNSO since its establishment consistent with its mandate as defined in the Bylaws?**

YES: 81%
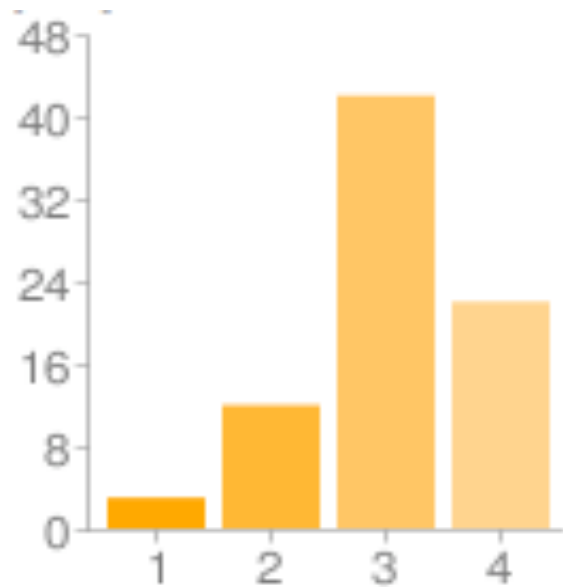
1, No, absolutely not:
2, No
3, Yes
4, Yes, absolutely

4) Overall, were the initiatives carried out by the ccNSO since its establishment consistent with its mandate as defined in the Bylaws?

However, written responses in subsequent question dominated by those who tend to disagree.

Salient issues:

• ccNSO too caught up in political matters and not focused enough on technical understanding / practical attitude to DNS;

• Although organisation has evolved, there is still no clear understanding of how it fits in with other SOs and ACs nor what its objectives are;

• the ccNSO's scope as defined by its Bylaws is too often exceeded.

• ccNSO perceived by some to be lacking in independence;

5) What are the ccNSO members' understandings of the mandate of the ccNSO?

96% of respondents indicate that they have a
"**GOOD**" or "**FAIRLY GOOD**"
Understanding of the mandate of the ccNSO

This contrasts with motivations most frequently cited for joining the ccNSO:

• "Networking opportunities"
• "Having a voice within the broader ICANN system"
• "The exchange of best practices"

•"Participation in the development of global policies related to ccTLDs"
(relatively minor consideration)

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6) What are the understandings of the other SOs and ACs fo the mandate of the ccNSO?

GAC members tend to emphasize lack of clear understanding about mandate of ccNSO and how it functions; greater need to recognize role of GAC, as representative of sovereign states, when it comes to public policy issues.

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7) Does the ccNSO have a continuing purpose in the ICANN structure?

78%: "YES"
15%: "NO"

Salient issues among majority who think that it does:

Introduction of IDN ccTLD Fast Track; DNS Security Awareness; IDNccPDP; essential mechanism giving ccTLD Managers voice within ICANN system; unique and essential organisation for developing policies at global level.

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7) Does the ccNSO have a continuing purpose in the ICANN structure?

78%: "YES"
15%: "NO"

Salient issues among minority who think that it doesn't:

ccNSO deaf to concerns of smaller ccTLDs; no-renewal at management level; bureaucratic, costly and relatively little to show for itself in terms of achievements; ccNSO needs more independence.

8) Does the rationale for the ccNSO as spelled out in the Bylaws need to be revised and in which sense?

82% consider that:

"The rationale for the ccNSO remains an accurate definition of the purpose and function of the ccNSO."

HOWEVER, taking into account membership growth, introduction of IDN ccTLDs

- **33%**: no need for change in the function and operations

- **29%**: need for some degree of change,

- **19%**: need for profound change.

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9) Does the ccNSO operate in an accountable and transparent way? Are there any changes to the ccNSO's ways of operating that might enhance its accountability and transparency?

"Yes" – 79%   **"No"** – 21%

In response to a follow-up 'written answer' question

15%: complete satisfaction

75%: room for improvement

Salient issues among the latter category: need for better communication; need to take members' views into account; clearer understanding of leadership roles

10)   Are the ccNSO's internal working mechanisms suitable and sufficient to guide all aspects of its present work?

Level of satisfaction concerning the appropriateness of the PDP mechanism for the development and adoption of global policies linked to ccTLDs: **78%**

In written response opinion is more divided:

Entirely satisfied: **27%**

In two minds: **32%**

Critical: **40%**

10)   Are the ccNSO's internal working mechanisms suitable and sufficient to guide all aspects of its present work?

Level of satisfaction Regarding the 'Working Group' method of work: **76%.**

In written responses confirm high level of satisfaction:

Entirely satisfied: **66%**

In two minds: **14%**

Critical: **14%**.

11)   What mechanisms can be envisaged to further support the efforts of the ccNSO to enlarge its membership to further existing and future ccTLDs?

Salient issues

• Need for improved communication;

• More systematic translation of documents / communication in more languages;

• more equitable regional representation within ccNSO Council / fairer system of regional weighting;

• limited number of terms for ccNSO Council members;

• alternative/complementary system for the exchange of information.

12) **Has the ccNSO had the resources necessary to accomplish its tasks? Was the support provided by ICANN to the ccNSO consistent with the needs of the ccNSO in terms of personnel resources, as well as in administrative and operational terms?**

13) **Are there regular and suitable communication and collaboration mechanisms in place between the ccNSO and the other SOs and ACs?**

Still collecting responses from members of the SOs and ACs. Responses provided so far indicate that existing means of communication could be improved

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If you haven't taken part in the survey yet, you still have a chance to share your opinions with us!

www.items.fr/icann_survey.php

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