

GNSO Council Committee for Overseeing and Implementing Continuous Improvement (CCOICI)

Before completing this survey, please review through the [CCOICI Framework](#) (29 Jun 2021) document and the [CCOICI Review Proposal](#) (12 Nov 2023). Please, also review the full question set of this survey to gain an understanding of the survey structure and style.

* 1. Please enter your name.

Steve DelBianco (submitting) Marie Pattullo (drafter)
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* 2. Please enter your email address.

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* 3. Please enter the group you are representing to complete this survey.

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Set 1: CCOICI Framework Objectives

The objective [of the CCOICI] is to create a framework that allows for the continuous scoping and execution of projects that are focused on Generic Names Supporting Organization (GNSO) structural, procedural, and process improvements.

* 4. The objective of the CCOICI framework was clear.

Strongly disagree

Disagree

Neither agree nor disagree

Agree

Strongly agree

* 5. The objective of the CCOICI framework was appropriate.

Strongly disagree

Disagree

Neither agree nor disagree

Agree

Strongly agree

* 6. Based on the defined objective, the framework is fit for purpose.

Strongly disagree

Disagree

Neither agree nor disagree

Agree

Strongly agree

7. Provide any additional comments on framework objectives based on answers provided above.

While we note the stated objectives, we also note that there has been no work pertaining to the structure of the GNSO. Further, we are unclear as to what “structural improvements” could be considered absent a change to the structure itself, which the Pilot Holistic Review appears to have ruled out at this stage, even though the bylaw-mandated five-yearly GNSO Review has been deferred. As such, while the broad objective seems clear, we are not convinced that it is (or is not) fit for purpose.

Set 2: CCOICI Framework Scope

The scope of work would be 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.

CCOICI Assignments: WS2 recommendations specific to the GNSO Council, WG Self-Assessment design and implementation, and Review of Statements of Interest

* 8. The scope of assignments completed within the CCOICI framework were clear.

Strongly disagree

Disagree

Neither agree nor disagree

Agree

Strongly agree

* 9. The scope of the assignments completed within the CCOICI framework were appropriate.

Strongly disagree

Disagree

Neither agree nor disagree

Agree

Strongly agree

10. Provide any additional comments on framework scope based on answers provided above.

We agree that the scope should be GNSO-wide, but we question whether the SOI work was an appropriate assignment to be granted priority, given that it is based on a hypothetical, unevidenced concern when there are other practical, realistic issues on which our limited resources could have been expended. 📄

Set 3: Framework use of the CCOICI

The CCOICI worked on three topics:

- 1) WS2 recommendations specific to the GNSO Council,
- 2) Review of WG Self-Assessment, and
- 3) Review of GNSO Statement of Interest (SOI) Requirements. Note, question Set 4 will contain

questions specific to the Task Force.

The CCOICI handled the first two topics directly while tasking a Task Force (TF) to review and provide recommendations on GNSO SOI Requirements. On receipt of recommendations from the SOI TF, the CCOICI then engaged in further deliberations itself.

Regarding the handling within the CCOICI of these three tasks, when answering the questions below, please consider the efficiency of the structure and mechanism. Please do not consider yours or your SG/Cs preference regarding the specific outcomes.

* 11. The CCOICI structure, with oversight from the Council, is an appropriate mechanism to improve on process/procedures within the Council's remit.

Strongly disagree

Disagree

Neither agree nor disagree

Agree

Strongly agree

* 12. The CCOICI membership structure is fit for purpose.

Strongly disagree

Disagree

Neither agree nor disagree

Agree

Strongly agree

* 13. The CCOICI Framework Document only prescribes the decision-making methodologies for the Task Force but not the CCOICI. Should the CCOICI apply the same decision-making methodologies as the Task Force?

Strongly disagree

Disagree

Neither agree nor disagree

Agree

Strongly agree

14. If not, what do you suggest should be the decision-making methodologies for the CCOICI? Or, please provide a statement on why you agreed.

15. Provide any additional comments on the CCOICI based on answers provided above. If you or your represented group believes CCOICI was not an appropriate mechanism, what other mechanisms should be considered?

We note only that as with any delegated work, final decisions can, quite properly, only be taken by Council itself. 🗨

Set 4: Framework use of Task Forces

The review of Statement of Interests (SOIs) was the only topic that utilized a Task Force (included SG/C representatives outside of the Council) because this topic extended beyond the Council's remit as managers of the PDP.

When answering the questions below, please consider the efficiency of the structure and mechanism. Please do not consider your SG/Cs preference regarding the specific outcomes.

* 16. The Task Force structure, with oversight from the CCOICI, is an appropriate mechanism to improve on process/procedures beyond the Council's remit.

Strongly disagree

Disagree

Neither agree nor disagree

Agree

Strongly agree

* 17. The Task Force membership structure and the ability to include subject matter experts is fit for purpose.

Strongly disagree

Disagree

Neither agree nor disagree

Agree

Strongly agree

* 18. The Task Force decision-making methodologies are fit for purpose.

Strongly disagree

Disagree

Neither agree nor disagree

Agree

Strongly agree

19. Provide any additional comments on the use of Task Forces based on answers provided above. If you or your represented group believes CCOICI Task Forces were not an appropriate mechanism, what other mechanisms should be considered?

Given that the outcome of this work was inconclusive, it is difficult to agree that the decision-making methodologies were appropriate. 🗨️

Set 5: Future Use of CCOICI and Task Forces

The GNSO Council initiated the pilot of CCOICI Framework to allow for a limited rollout 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.

If the Council and GNSO community see value in continuing to utilize the CCOICI Framework, the potential scope of work to be taken on by the CCOICI in the future could include:

1) Assignments originally considered in the framework (See pages 7-8 in the CCOICI Framework) that have not yet been started or are being worked elsewhere (ex. Improvements to PDP3.0 or Review of Policy & Implementation of WG recommendations respectively).

2) As part of implementation of ATRT3's recommendation 3.6, the GNSO MUST implement a continuous improvement program, conduct regular assessments on effectiveness and be accountable to their stakeholders for making meaningful changes to improve structures. The outputs of these efforts are meant to feed into future Holistic Reviews.

Please respond to the following questions:

* 20. Is the use of the CCOICI and TF structure, in consultation with Council regarding priorities, the right mechanism for working on other remaining assignments?

Strongly disagree

Disagree

Neither agree nor disagree

Agree

Strongly agree

21. If not, how do you foresee this other work being completed, if any? Or, please provide a statement on why you agreed the CCOICI should continue with this work.

A Council-mandated team is clearly the best placed mechanism to consider and propose GNSO improvements.

* 22. The CCOICI and Task Force structure is fit for purpose to manage and execute a comprehensive continuous improvement program that can include assessing the effectiveness of its structure and other aspects of previous Organizational Reviews.

Strongly disagree

Disagree

Neither agree nor disagree

Agree

Strongly agree

23. If the CCOICI and Task Force framework is to continue to address other work on processes and procedures, what improvements should be considered?

The full GNSO Review is long overdue and much needed.

* 24. If the CCOICI and Task Force framework is to continue to address other work on processes and procedures, should the CCOICI name be changed? If Yes, please offer up alternative names.

No

25. Please provide other suggested alternatives for the GNSO Council to consider.

26. If the CCOICI and Task Force framework should not continue, how should the Council deal with future work on processes and procedures?