CCOICI Pilot Survey Results

CCOICI Team

Thursday, 16 May 2024 at 05:00 UTC

ICANN

Survey Review & Data Analysis

ICANN

Survey Overview

Purpose

- Evaluate the value in continuing the use of the CCOICI Framework

- Determine the objective and scope of the Framework, whether the Framework should be continued and if so, how it could be improved

- React to issues identified in the survey and seek enhancements

Format

- 23 Questions in Total
  - 14 Multiple Choice
  - 9 Open ended

- Survey Period:
  - 1 Feb. ~ 5 Mar. 2024
  - Actually closed 19 Mar. 2024 after 48 days

- Requested survey response from each SGs and Cs
  - 8 SGs/Cs in Total

Participants

- 8 Responses:
  - RySG
  - RrSG
  - BC
  - IPC
  - ISPCP
  - NCSG
  - NCUC
  - NPOC

Overview of Questions and Avg. Scores

	Question	AVG Score
4	The objective of the CCOICI framework was clear.	3.25
5	The objective of the CCOICI framework was appropriate.	3.125
6	Based on the defined objective, the framework is fit for purpose.	2.75
8	The scope of assignments completed within the CCOICI framework were clear.	3.125
9	The scope of the assignments completed within the CCOICI framework were appropriate.	3
11	The CCOICI structure, with oversight from the Council, is an appropriate mechanism to improve on process/procedures within the Council's remit.	3.125
12	The CCOICI membership structure is fit for purpose.	2.875
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?	2.75
16	The Task Force structure, with oversight from the CCOICI, is an appropriate mechanism to improve on process/procedures beyond the Council's remit.	2.5
17	The Task Force membership structure and the ability to include subject matter experts is fit for purpose.	2.625
18	The Task Force decision-making methodologies are fit for purpose.	2.25
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?	3
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.	3
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.	0

0 - Strongly Disagree   1 - Disagree   2 - Neither Agree nor Disagree   3 - Agree   4 - Strongly Agree

Broad Agreement to Continue to use Framework

Question 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?

Average Score

75%

Strongly Agree: 1

Agree: 6

Neither Agree nor Disagree: 1

Question 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.
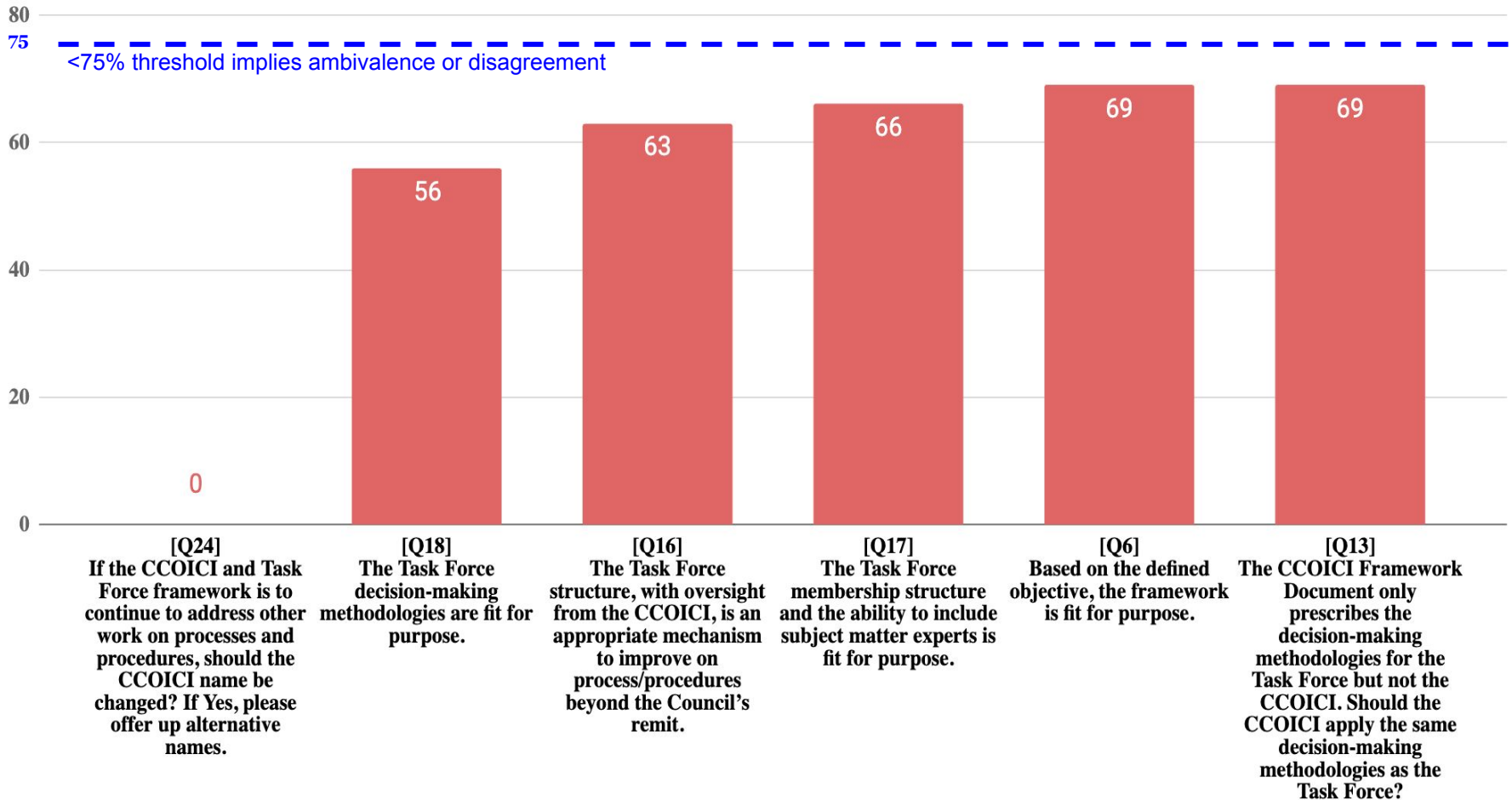
Average Score

75%

Strongly Agree: 1

Agree: 6

Neither Agree nor Disagree: 1

Questions with Lowest Scores (Below 75%)

Survey Questions with Lowest AVG Scores in %

<75% threshold implies ambivalence or disagreement

0	56	63	66	69	69

[Q24]
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.

[Q18]
The Task Force decision-making methodologies are fit for purpose.

[Q16]
The Task Force structure, with oversight from the CCOICI, is an appropriate mechanism to improve on process/procedures beyond the Council's remit.

[Q17]
The Task Force membership structure and the ability to include subject matter experts is fit for purpose.

[Q6]
Based on the defined objective, the framework is fit for purpose.

[Q13]
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?

Survey Results by Set Questions

➤ **Set 1: CCOICI Framework Objectives**

	Question	AVG Score
4	**The objective of the CCOICI framework was clear.**	**3.25 (81%)**
5	**The objective of the CCOICI framework was appropriate.**	**3.125 (78%)**
6	**Based on the defined objective, the framework is fit for purpose.**	**2.75 (69%)**
7	**Provide any additional comments on the framework objectives based on answers provided above.**	→

Comments for Qu 7	
Responder	**Responses**
NCSG	The objectives are clear. Perhaps the commitment for change was not equal among members.
NCUC	I agree that the objective is fit for purpose however I believe there can be mention of improvement in participation.
NPOC	The objectives of the CCOICI were clear but commitment changes was not equal for all members.
RySG	The Framework document says that the purpose of the framework is to create a framework. This is confusing. In general, having a structure for the GNSO Council to undertake structural, procedural and process improvements makes good sense and is a valid objective.
BC	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.
IPC	The requirement for full consensus, assessed on a weighted basis aligned to GNSO voting does not provide for a method of putting forward a compromise position where one or both of the CPH representatives disagree. The practical effect is that 1 or 2 people's opinion(s) may outweigh 7 or 8 respectively. As any recommendations will go to Council for a vote, the CPs already have an effective veto at the Council level (which was exercised to reject all of the SOI recommendations which were agreed, despite their full consensus at the Committee level). The result is disempowering because the CP veto can be applied both at the TF/Committee stage and at Council.

Survey Results by Set Questions

➤ **Set 2: CCOICI Framework Scope**

	Question	AVG Score
8	The scope of assignments completed within the CCOICI framework were clear.	3.125 (78%)
9	The scope of the assignments completed within the CCOICI framework were appropriate.	3 (75%)
10	Provide any additional comments on the framework scope based on answers provided above.	→

Comments for Qu 10	
Responder	**Responses**
NPOC	The Pilot survey it feels like a good approach
NCUC	I agree that the objective is fit for purpose however I believe there can be mention of improvement in participation.
BC	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.

Survey Results by Set Questions

➤ **Set 3: Framework Use of the CCOICI**

Question		AVG Score
11	The CCOICI structure, with oversight from the Council, is an appropriate mechanism to improve on process/procedures within the Council's remit.	3.125 (78%)
12	The CCOICI membership structure is fit for purpose.	2.875 (72%)
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?	2.75 (69%)
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?	→

Survey Results by Set Questions

➤ **Set 3: Framework Use of the CCOICI** *(Continued)*

Responder	Comments for Qu 14	Comments for Qu 15
	Responses	
RrSG	We consider that a clear decision-making methodology is also needed for the CCOICI to ensure the effectiveness of its work. Especially for cases where full consensus cannot be achieved.	N/A
NCSG	The CCOICI failed to move forward with necessary improvements. This was due to parties at the GNSO voting down the report. Procedural changes are necessary in order to ensure that whatever consensus is reached on items may be acted on, difficult issues where consensus cannot be reach need to be referred back for further work.	If the GNSO is responsible for policy development, and wishes to maintain that role in the fraught environment faced by ICANN and the MS community at the moment, then it has to maintain quality control of its processes, and continuous improvement. A full discussion of how this committee failed should take place at Council, but there is little point in trying to develop a different committee structure to obtain a similar result.
NPOC	The CCOICI was unable to progress with essential enhancements because the GNSO parties rejected the report. Procedural modifications are required to guarantee that any consensus reached on matters can be implemented, while contentious issues lacking consensus must be referred back for additional deliberation	If the GNSO aims to uphold its role in policy development amid the challenging circumstances confronting ICANN and the MS community, it must ensure quality control of its processes and pursue ongoing enhancement. While a thorough examination of the committee's shortcomings should occur within the Council, attempting to devise an alternative committee structure to achieve a comparable outcome seems futile.
IPC	We support the concept of the CCOICI having an agreed and understood decision-making methodology. However, it appears to have operated on unanimity. As demonstrated by the SOI task, the weighted full consensus standard as applied would have made little difference to the outcome.	N/A
ISPCP	Rough consensus should be sufficient as the findings of the CCOICI are presented to the GNSO Council for its decision.	N/A
BC	N/A	We note only that as with any delegated work, final decisions can, quite properly, only be taken by Council itself.

Survey Results by Set Questions

➤ **Set 4: Framework Use of Task Forces**

Question		AVG Score
16	The Task Force structure, with oversight from the CCOICI, is an appropriate mechanism to improve on process/procedures beyond the Council's remit.	**2.5 (63%)**
17	The Task Force membership structure and the ability to include subject matter experts is fit for purpose.	**2.625 (66%)**
18	The Task Force decision-making methodologies are fit for purpose.	**2.25 (56%)**
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?	→

Survey Results by Set Questions

➤ **Set 4: Framework Use of Task Forces** *(Continued)*

	Comments for Qu 19
Responder	**Responses**
RrSG	The Task Force structure is sufficiently light-weight and agile to address narrowly defined questions/problems. However, we noted that the lack of formal decision-making processes resulted in recommendations to the CCOICI that reflected a split membership (as it pertained to the SOI-TF). A clearly defined decision making process would enhance the TF model.
NCUC	Constituency would be appropriate to have input in constituency focus topics.
NPOC	The task force was convened because the scope of the work exceeded the GNSO's mandate. The Statement of Interest (SOI) serves as a mechanism to promote transparency, trust, and equity in maintaining a fair and balanced competitive landscape within ICANN. Considering the critical role of this instrument in the success of the MS model, it would have been beneficial to involve experts and representatives from other groups in the process.
BC	Given that the outcome of this work was inconclusive, it is difficult to agree that the decision-making methodologies were appropriate.
NCSG	The task force was struck because the work extended beyond the remit of the GNSO. Arguably, the SOI is an instrument to ensure transparency, trust and to act as a tool in ensuring the competitive environment at ICANN is fair and balanced. Given the importance of this instrument to the success of the MS model, experts should have been brought in, representatives of other groups could have been included, etc.
RySG	It is impossible to separate an assessment of the use of Task Forces without also assessing the outcome of the SOI Task Force. First, it is unclear why SOI procedures are outside of the Council's remit as manager of the PDP. SOIs are necessary for community members who participate in PDPs, so the procedures around them should generally fall under the broad topic of PDP management. Second, it is clear there was a significant failure to reach consensus within the SOI Task Force and the outcome of that failure was a recommendation that favored one position over the other (i.e., the ability to not disclose what interests a person is representing in their SOI). Regardless of the RySG's preferred outcome on this topic, such an outcome clearly represents a failure in decision-making at some level. Finally, the question of whether Task Forces should be open to subject matter experts bears consideration in light of the outcome of the SOI Task Force – namely, did making the Task Force open make it harder to achieve consensus among the group?
IPC	Per our response to Question 7 above, the Requirement for full consensus, assessed on a weighted basis aligned to GNSO voting, does not provide a way to put forward a compromise position where one or both of the CPH representatives disagree. The SOI TF tried to address this by providing a full report and options to the CCOICI, where, unsurprisingly, there was the same outcome.

Survey Results by Set Questions

➢ **Set 5: Future Use of CCOICI and Task Forces**

Question		AVG Score
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?	**3 (75%)**
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.	→
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.	**3 (75%)**
23	If the CCOICI and Task Force framework is to continue to address other work on processes and procedures, what improvements should be considered?	→
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.	**0 (0%)**
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?	→

Survey Results by Set Questions

➤ **Set 5: Future Use of CCOICI and Task Forces** *(Continued)*

Responder	Comments for Qu 21	Comments for Qu 23
	Responses	
RrSG	Considering the three tasks taken by the CCOICI so far and the outcomes, the mechanism pilot program can continue with other works but with review by the GNSO and Community on a regular basis.	N/A
BC	A Council-mandated team is clearly the best placed mechanism to consider and propose GNSO improvements.	The full GNSO Review is long overdue and much needed.
NCSG	We need to consider enlarging task forces struck to improve issues/items that go beyond the GNSO's remit.	Bring in experts.
NPOC	We should contemplate expanding task forces established to address issues or items that fall outside the scope of the GNSO's mandate.	Inviting experts on the topics would be required
IPC	The issues encountered in this pilot are not necessarily the result of the structure of the CCOICI and TF, but rather of the result of the fundamental flawed structural issues with the GNSO itself. There is general agreement in the IPC, as well as other constituencies, that the underlying assumptions that inform GNSO structure and voting power do not reflect the realities of today's DNS. Until the system is evaluated and reformed, we do not see another option of how to continue the CCOICI. So we agree with purpose of CCOICI but disagree on using the underlying flawed model for decision making.	See response in 21.
NCUC	N/A	They would be appropriate if they can develop a mechanism to seek community input and also report to their community outcomes.

Survey Results by Set Questions

➤ **Set 5: Future Use of CCOICI and Task Forces** *(Continued)*

Responder	Comments for Qu 25	Comments for Qu 26
	Responses	
RrSG	N/A	N/A
BC	N/A	N/A
NCSG	N/A	The Council needs to have an ongoing committee for continuous improvement to deal with issues as they arise. It matters very little what the name is, the quality of the Council's work needs to be evaluated, and flaws brought to the attention of Council. Work parties need then to be scoped and struck.
NPOC	N/A	The Council requires a standing committee dedicated to continuous improvement to address emerging issues promptly. The name of the committee is of minor importance; what matters is assessing the quality of the Council's work and identifying any shortcomings. Once identified, workgroups should be defined and established to address these issues.
IPC	N/A	N/A
NCUC	N/A	It should continue.

Consolidated Summary

**Set 1.
CCOICI Framework Objectives**

All GNSO Groups,
at a minimum,
agreed that the CCOICI
Framework objectives are
clear.

**Set 2.
CCOICI Framework Scope**

All GNSO Groups, at a
minimum, agreed that the
scope of assignments
completed within the CCOICI
framework were clear.

**Set 3.
CCOICI Framework Use**

Some GNSO Groups had ambivalence towards the
CCOICI membership structure and decision-making
methodologies.

**Set 4.
Task Force Framework Use**

This set had the lowest scores.
Nearly half of the GNSO Groups had problems with the Task Force,
most of them centered on the decision-making methodologies, structure,
and membership structure.

**Set 5.
Future Use of CCOICI and Task Forces**

75% of the GNSO Groups agreed that the CCOICI and Task
Forces are the right mechanisms for working on the
remaining assignments and executing a comprehensive
continuous improvement program.

Strengths vs. Weaknesses

[Strengths]
What is Working?

- CCOICI Framework Objectives

- CCOICI Framework Scope

VS

[Weaknesses]
What is Not Working?

- Framework Use of the Task Forces
  - Membership structure

- Framework Use of CCOICI
  - Decision-making methodologies

Major points to improve

Establish a decision-making methodology for the CCOICI

Clarify the differences between the CCOICI and the Task Force (e.g. membership structure and scope of assignments)

CCOICI is a pilot.
The CCOICI charter needs to be revised and formalized before the Team takes on any future assignments.

Next Steps

Report the survey results to the GNSO Council and get permission to start the work to review the CCOICI charter.

Submit the revised CCOICI charter for GNSO Council's review and approval.

| **Apr. 2024** | **May 2024** | **Aug. 2024** | **Oct. 2024** | **Dec. 2024** |

Report the survey results to the CCOICI and discuss next steps.

Review and modify the CCOICI charter according to identified aspects that need improvements.

Pilot ends. CCOICI formalized.

Thank You and Questions

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