9 December 2020

RE: ccNSO Review: Feasibility Assessment and Initial Implementation Plan

Katrina Sataki
ccNSO Chair
ccNSO Review Working Party

Dear Katrina,

On behalf of the Organizational Effectiveness Committee (OEC) of the ICANN Board of Directors, I would like to thank you and your ccNSO colleagues for the ccNSO Assessment and Implementation Plan, and for the productive discussion with the OEC that followed on 11 August 2020. I also thank you for the subsequent invitations to your outreach events.

The OEC's role at this stage is to ensure that organizational reviews and implementation processes and standards are carried out consistently across all structures within ICANN. While we very much appreciate the ccNSO's presentation, as well as the Assessment and Implementation Plan, the OEC believes that additional information is needed to understand and document in a transparent way the ccNSO's response to the evaluation. This will more fully inform the ICANN Board on the recommendations and next steps, including the basis on which the Final Report and Assessment and Implementation Plan can be accepted, and a team convened to proceed with implementation. The committee would appreciate additional clarification and invites the ccNSO Review Working Party to respond to the requests listed below.
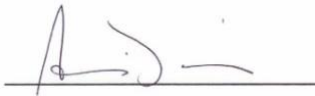
1) It is our understanding that the ccNSO has accepted 13 of the 15 issues identified by the independent examiner, and that five of the 15 recommendations issued by the independent examiner were accepted by the ccNSO. Please correct this understanding if it is inaccurate. In cases where you agree and have accepted the issues, but not the recommendations, it would be helpful for the OEC to understand what specific steps you are planning, or have already taken, to address the issue, and what incremental resources would be required (for ICANN org's purposes). In cases where you do not have plans to address an issue, we would appreciate it if you would document your reasoning. For any recommendations on which implementation is already in progress, we would also appreciate an update on how those are going.

2) We would welcome additional information on how the ccNSO intends to proceed with the implementation for several recommendations that were accepted, such as high-level steps, as well as resource and timing indications. We also invite the Review Working Party to detail the reasoning behind recommendations directed at ICANN org to implement. Additionally, for any recommendations where implementation is ongoing, an update on progress would also be welcomed.

3) Finally, the OEC would be appreciative if you would share and elaborate on the specifics regarding any ongoing activities that the ccNSO believes respond to the issues behind

the rejected recommendations, and potential ways to address the issues reported as deferred until the next ccNSO review.

We look forward to your responses to the above. I would appreciate it if you worked with the ICANN org to address these questions, but please feel free to contact me for any help the OEC might offer in this process.

We thank the ccNSO for their efforts during this important review process.

Many thanks and best wishes,

Avri Doria
Chair of the OEC