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AT-LARGE ADVISORY COMMITTEE

ALAC Statement on the Continuous Improvement Program Framework

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Ratification Record

On 21 November, the Public Comment proceeding opened for the Continuous Improvement Program. On 12 December, the At-Large OFB-WG discussed the comments for the ALAC statement and decided it would be in the interest of end users to develop and submit an ALAC statement for this Public Comment proceeding. Maureen Hilyard, Joanna Kulesza and Marita Moll volunteered to draft the initial ALAC statement for OFB-WG consideration and ALAC endorsement. This initial draft was discussed at the 19 December meeting with revisions made in preparation for the At-Large public comment which opened on 22 December,

On 07 January, the At-Large Public Comment period closed and the second draft statement was finalized. On 9 January the OFB-WG accepted the draft statement with some amendments, to be completed by the pen holders by 12 January. The ALAC Chair, Jonathan Zuck, requested that the Public Comment Statement be ratified by the ALAC before submission to the ICANN Public Comment feature.

On 16 January, a consensus call was made by the ALAC chair on a further amended version of the full submission of the three questions proposed by the penholding team which will instead constitute the basis of future CIP work within At-Large. The following ALAC members, present at the call approved the statement by consensus: Bukola Oronti, Claire Craig, Eunice Alejandra Perez Coello, Emilia Zalewska-Czajczynska, Jonathan Zuck, Natalie Tercova, Judith Hellerstein, Justine Chew, Lilian Ivette De Luque, Pari Esfandiari, Raihanath Gbadamassi, Satish Babu, Shah Zahidur Rahman.

The consensus call resulted in the ALAC endorsing the statement with 13 out of 15 votes in favor. 0 votes against, 2 ALAC members were not present at the call. Please note 87% of ALAC members participated in the poll.

ALAC/AT-LARGE FEEDBACK ON THE CONTINUOUS IMPROVEMENT PROGRAM FRAMEWORK (CIPF) – DECEMBER 2024

THE CONTINUOUS IMPROVEMENT PROGRAM FRAMEWORK

- Introduces a Principles, Criteria, Indicators framework and its application to evolve ICANN Organizational Reviews led by Independent Examiners into a Continuous Improvement Program led by the ICANN community.
- Suggests five overarching principles based on the existing scope of Organizational Reviews, in accordance with the ICANN Bylaws.
- Provides description of principles, criteria, and indicators that were developed by the CIP-CCG: Volunteers applied the Continuous Improvement Program Framework to develop 3-5 criteria and related indicators with their groups, and identified best practices for collaboration with their groups.
- Provides examples of continuous improvement tools (including criteria, indicators, and a survey) that the ICANN community can use to implement and evolve the Continuous Improvement Program.

Q1 – IS THE CIPF FIT FOR PURPOSE TO EVOLVE ORGANISATIONAL REVIEWS LED BY INDEPENDENT EXAMINERS INTO A CIP LED BY THE ICANN COMMUNITY TO INFORM THE EVENTUAL HOLISTIC REVIEW?

1a. Do you support the CIPF, utilising a Principles, Criteria, Indicator approach?

The Principles model

- CIP is broken down into **principles, criteria, and indicators**.
 - Provides direction, but not a detailed prescription to continuous improvement, offering opportunities to adapt to different contexts, changes in understanding, and various challenges.
 - While principles are the same, flexibility is provided by allowing each stakeholder group to prioritize which criteria are most important to them, and also to develop their own indicators which they will use to track their progress.
 - Performance is independently evaluated to ensure it meets the standard.
- This was suggested to best suit the needs of an ICANN CIP via the CIPCCG. This model creates consistency by establishing the same principles across the stakeholder groups. It also provides the necessary flexibility by enabling stakeholder groups to prioritise criteria, and to set their own indicators.

The ALAC/At-Large Community agrees with the proposed model of the Principles, Criteria and Indicator approach.

The model facilitates an important end-user impact in that it allows end-users to reflect on an evaluation model and to develop their own indicators, establishing a shared foundation across the structures within ICANN. At the same time, it provides sufficient flexibility to account for the unique characteristics and needs of the different ICANN structures.

1b - Do you agree with the five principles, based on the current Organisational Review objectives described in the ICANN Bylaws, to apply across the organisational structures (SOs, ACs and Nom Com)?

- P1. The SO, AC or NomCom is fulfilling its purpose
- P2. The structures of SO, AC or NomCom are effective
- P3. The operations of SO, AC or NomCom are efficient
- P4. The SO, AC or NomCom is accountable internally to its stakeholders and substructures (where applicable) and externally to the wider ICANN community.
- P5. The SO, AC or NomCom collaborates to further the mission of ICANN and the effectiveness of the ICANN bottom-up multistakeholder model.

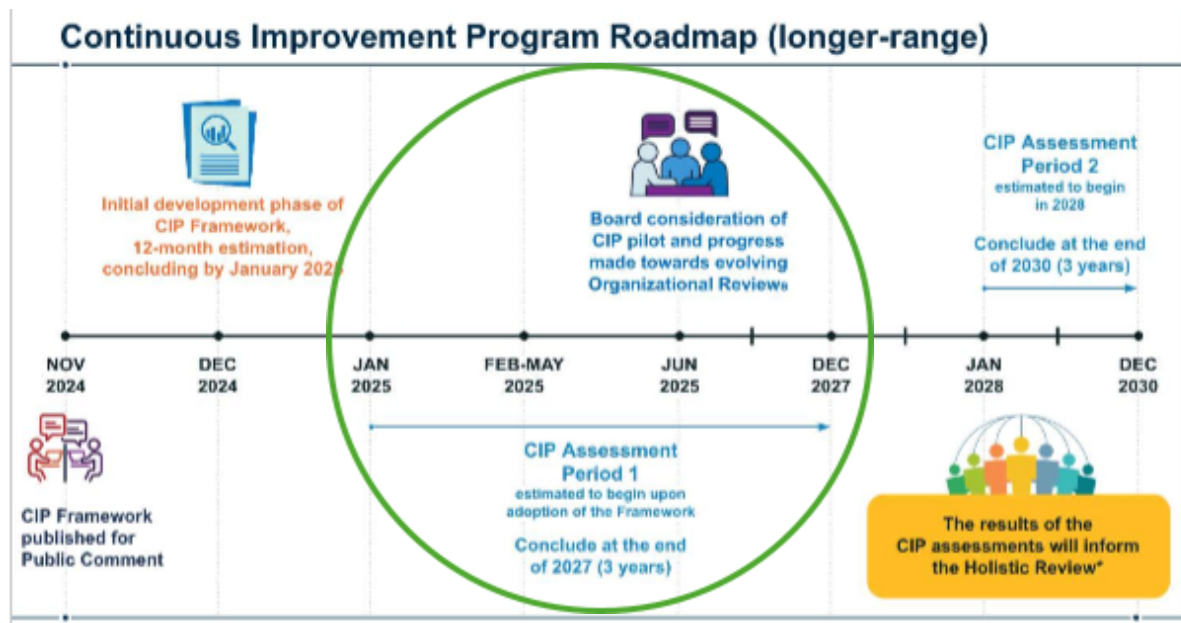
The ALAC/At-Large Community agrees with the five principles that cover the purpose, goals and objectives for ALAC/At-Large that are mandated in the ICANN bylaws.

- The ALAC/At-Large Community has developed effective and efficient structures, processes and practices to ensure that their contributions match the high-level standards and expectations of other policy-related sections of ICANN, including the Org itself, who also seek end-user inputs into their operational activities. These deliverables are carried out by individual and ALS volunteers from the five regional At-Large Organisations whose necessary participation and contributions ensure the sustainability of the diverse multistakeholder ICANN model.

The At-Large Community further fulfills its outreach responsibilities into national and regional communities via hundreds of ALSes and individual volunteers around the world, in their own time and at their own expense. Their main interest is to be champions of an internet that is open, independent, global, and trusted.

Q2. AGREEMENT FOR THE CIPF TO BE ADOPTED BY AT-LARGE

2: Do you agree with the plan for the next steps to carry the CIP out in two, 3-year assessment periods?



The ALAC/At-Large Community agrees with the proposal for two, 3-year assessment periods.

Additional Suggestions

Notwithstanding the general support provided above, the ALAC/At-Large Community recognizes the need for ICANN Org to commit to the following to ensure the At-Large's goals remain achievable:

- ensure transparency by providing regular reports on how its support enables the initiatives, including tools, training, and logistical assistance for volunteers;
- provide tailored support, including staff assistance, technology platforms, and funding for critical initiatives;
- maintain transparency by aligning its support with the At-Large's unique volunteer-driven model, ensuring sufficient resources are consistently available to sustain these efforts;

- commit to defined timelines for delivering support and ensuring resource availability for all project phases;
- ensure that deadlines for submissions are realistic, factoring in volunteer availability and seasonal conflicts;
- define and publicly share a transparent funding framework to support At-Large initiatives.

End-User Impact

Recognizing the central role of volunteers as the main stakeholders of the At-Large Community, the proposed recommendations aim to ensure their efforts are measurable, supported by ICANN Org, and aligned with ICANN's mission. Dedicated support and transparent resource allocation will strengthen At-Large Community's capacity to balance commercial interests and uphold the multistakeholder governance model.