

SOPC comments on Draft PTI Strategic Plan for 2026 – 2030

Introduction

The ccNSO Strategic and Operational Planning Committee (SOPC) welcomes the opportunity to comment on Draft PTI Strategic Plan covering 2025 to 2030

The SOPC working group was created at the Cairo ICANN meeting in November 2008. The working group became a Committee in November 2017 and the terms of Reference were reviewed and updated in 2022. The goal of the Committee is to coordinate, facilitate, and encourage the involvement of ccTLD managers in ICANN's strategic and operational, planning and budgetary processes. Membership of the Committee is open to representatives from all ccTLD managers (members and non-members of the ccNSO).

According to the SOPC Charter, the Committee may - as part of its activities - on its own behalf take a position and/or provide input on the public comments forum, and subsequently relate back to ICANN and/or other Supporting Organizations, Advisory Committees and/or advisory WGs. Therefore the views expressed in this submission are of the SOPC's only. They are not necessarily those of the ccNSO (Council and/or its membership) nor from the ccTLD community at large, nor individual ccTLD Managers. The SOPC is also mandated through its Terms of Reference to submit a Rejection Action Petition when deemed necessary.

These comments have been developed in close cooperation with members of the ccNSO Technical Working Group.

On behalf of the Committee,

Andreas Musielak, chair of the SOP Committee

Irina Danelia, vice-chair of the SOP Committee

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Vision

The ccNSO Strategic and Operational Planning Committee and ccNSO Technical Working Group (hereafter SOPC), support the proposed vision statement. In the vision statement the need to address challenges through technological innovation is recognized. If the strategic plan is adopted, the SOPC expects that PTI will focus on enhancing systems and tools, and continue its commitment to operational excellence. This focus will be critical to sustain the trust in PTI to manage the IANA functions and ultimately supporting the stability and resilience of the global DNS, which the SOPC considers to be of critical, existential importance.

With respect to Stakeholder engagement, the SOPC believes that informing the community is critical, but outreach is less of a priority. Given the critical importance of the IANA Functions and services for the stability and interoperability of the DNS, the SOPC believes that PTI, in fulfilling its mission, may support ICANN's strategic initiatives, but the priority should be on reliably performing the IANA functions. Although it is out of scope of this public comment request - the SOPC believes firmly that reliable performance against the high levels should be ICANN's highest priority. The IANA functions and therefore PTI should be adequately resourced.

Focus areas and Objectives

Taking the vision into account, the SOPC would like to understand whether the order in which the focus areas are presented implies any priority. For avoidance of doubt and in line with our previous comment on the need for adequate resourcing of PTI, the SOPC believes that stable and failure proof operation should be PTI's major objective.

The SOPC fully supports the objective described in Focus area 2 - Achieve and maintain operational excellence - and believes this objective should be PTI's priority objective. In the view of the SOPC the other two objectives related to Innovation and Community Engagement – are relevant, but only to the extent that they serve stable operations

With respect to the Community Engagement objective the SOPC is also of the view that informing the community is critical, but outreach is less of a priority. We further believe that the focus should be on IANA services customer relations.

The SOPC would like to use this opportunity to repeat previous comments on ICANN's outreach and engagement strategies and activities in this context. The SOPC appreciates the need for PTI to improve its communication with non-traditional stakeholders. However, the SOPC also believes that it is important that in doing so, the relation between PTI and individual ccTLD is taken into account to ensure the effectiveness of the collaborative efforts included under these communication strategies. For that matter, the SOPC re-iterates its comment on ICANN's draft Operating Plans from the previous years that to be most effective in this area,

close cooperation between PTI and the regional ccTLDs community or individual ccTLDs and or other regional or national stakeholders is beneficial to strengthen these strategies. This ensures that misunderstandings will be avoided, which - unfortunately - in the past have had a negative impact on the relation between ICANN and ccTLDs and should be avoided in the relation between PTI and ccTLDs

Key Performance Indicators

With respect to the Key Performance Indicators related to Focus area 1 Innovation, the SOPC notes that two out of the 3 key performance indicators are related to customer satisfaction and customer experience. Although these two aspects are important, the SOPC suggests that this would result in indicators for better and more adequate services, for example some of those listed under Operational Excellence - meet or exceed service level agreements and meet or exceed internal system performance metrics. In the view of the SOPC customer satisfaction and customer experience are better placed as indicators of community engagement.