IANA Business Excellence

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October 2009
Strategic Priority

• “Strive for excellence in core operations”
  – 2009-2012 Strategic Plan
Explaining the BE Activity

Started by
Barbara Roseman & Doug Brent

Involved
Whole IANA team

Process
Systematic and sustainable

October 2009
Fundamental Concepts of Excellence

- Results Orientation
- Customer Focus
- Leadership & Constancy of Purpose
- Management by Processes & Facts
- People Development & Involvement
- Continuous Learning Improvement & Innovation
- Partnership Development
- Corporate Social Responsibility
Timeline

16 Dec 2009
First IANA BE document completed

13 Jan 2010
First self-assessment based on IANA BE document

Jan - Mar 2010
Identify Strategic Initiatives & begin projects

October 2009
Intended outcomes

A cyclical process, where improvements are identified, made and evaluated for effectiveness.
2009 Communication Plan

**Who?**
- ICANN
- NRO
- IETF
- TLDs

**How?**
- ICANN
- ICANN Blog

- Continuing communication as work proceeds

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Thank You

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