

# ccNSO SOP UPDATE

ICANN56 Policy Forum  
*Helsinki, 28 June 2016*

# High-level feedback on draft ICANN FY17 Operating Plan and Budget

- Acknowledgement of improvements
- Need of more and/or clearer KPIs and timeframes
- Acknowledgement of inconsistencies regarding the content-style across the Plan
- Recommendation for a more prudent approach to expenses
- Invitation to a more careful assessment of the impact of the IANA transition and accountability processes

# Planning process

- Satisfaction for the planning process refinement
- Welcome the maintenance of the same plan structure in the past years
- Calls with the community for a better understanding of the input
- Very much welcome the expansion of the ccNSO-SOP interaction with ICANN staff in charge of submitting the content to Finance (session this afternoon)

# Some elements to be further discussed/elaborated by ICANN

- Reserve fund
- ICANN office/hub strategy
- Staffing and remuneration policies
- Monitoring tools and indexes (e.g. the Technical Reputation Index and the Domain Market Place Health Index)

# Looking at ICANN feedback

- Generally OK, but sometimes circumnavigating the precise answer to a precise question
- Commitment of ICANN staff to refine the Consolidated FY17 Plan and include revised calculations, more detailed information, planned activities, more cost estimates, updates to reflect the development of the PTI planning, ...
- Monitoring tools and indexes (e.g. the Technical Reputation Index and the Domain Market Place Health Index)

# Looking at ICANN feedback

- Need to define guidelines for multiyear projects
- Assessment of risk and opportunities
- ccNSO SOP should highlight specific areas of expense increases that are seen as valuable (from another stakeholder comment)
- Acknowledgement of the need to introduce more benchmarks

# Working group members and ICANN support staff

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- Pablo Rodriguez, .pr
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## **ICANN Support Staff**

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