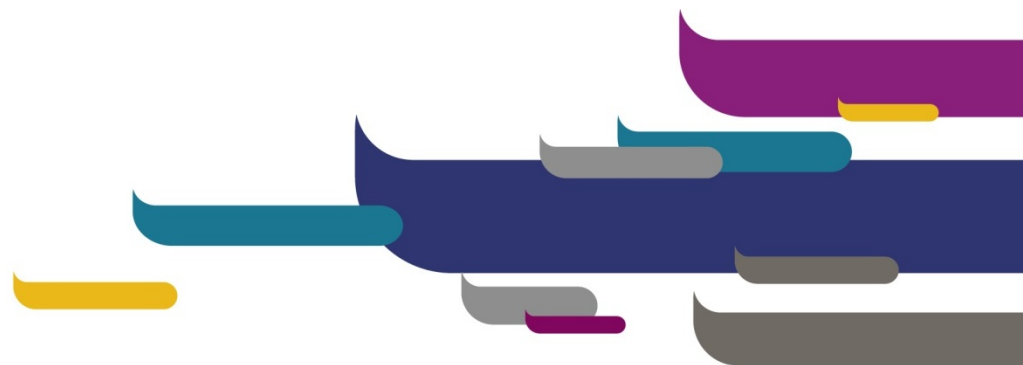


ccNSO SOP update

ccNSO meeting, ICANN 53
Buenos Aires, 23 June 2015



FY16 Op Plan & Budget – key comments

- **Acknowledgement of improvements in the documents**
- **Request to see more concrete and accurate KPIs and metrics for the various actions**
- **Warning to be prudent on income projections, especially regarding new TLDs registrations and renewal**
- **Request for more precise timelines**



FY16 Op Plan & Budget – considerations

- **Culture of performance assessment must come from senior management**
- **Availability of the WG members to share their experience in the KPIs and metrics areas**
- **Challenge for coming review of the SP 2016-2020 and the FY17 Op Plan and Budget**



THANK YOU!

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