

## AFRALO and the ICANN Principles of Continuous Improvement

Historically, ICANN Organizational Reviews have asked whether the Supporting Organizations (SOs), Advisory Committees (ACs), and the Nominating Committee (NomCom) have a continuing purpose within the ICANN community. Rather than articulating this as a single principle, ICANN org proposes it as an overarching consideration that is addressed through five separate principles that would guide the successful execution of the Continuous Improvement Program (CIP).

**Principle 1: The AFRALO is fulfilling its purpose.**

**Principle 2: The structure of AFRALO is effective.**

**Principle 3: The operations of AFRALO are efficient.**

**Principle 4: The AFRALO is accountable internally to its stakeholders, and externally to the wider ICANN community.**

**Principle 5: The SO, AC, or NomCom collaborates to further the mission of ICANN and the effectiveness of the ICANN multistakeholder model.**

**Note:** In examining the above principles and developing related criteria/S.M.A.R.T indicators, to avoid redundancy, we will examine the principles in a mutually exclusive and collectively exhaustive manner. That is, we will avoid overlap in the scope of principles, no two principles will address the same issue.

### Definitions:

- **Principles** describe the objectives of the Continuous Improvement Program. They define what the CIP is fundamentally trying to do.
- **Criteria** are the conditions that need to be met in order to comply with a principle. Criteria define how a principle will be achieved, without themselves being a measure of performance.
- **Indicators** define what the CIP will measure to assess whether or not criteria are being met. Indicators can include metrics, assessments, or new processes put in place to meet criteria.

## AFRALO five CIP Principles and related Criteria - 2024:

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| <p><b>Principle 1:</b><br/>The AFRALO is fulfilling its purpose.</p>   | <p><b>Criterion 1:</b><br/>Is AFRALO the main forum and coordination point for public input to ICANN in Africa?</p>   | <p><b>Criterion 2:</b><br/>Keeping individual Internet users in Africa informed about the significant news from ICANN and the PDPs</p> | <p><b>Criterion 3:</b><br/>Participating in the ICANN policy development processes and providing input and advice that accurately reflects the views of individual Internet users in Africa;</p> | <p><b>Criterion 4:</b><br/>Capacity Development : developing ongoing information and education programs</p>                       | <p><b>Criterion 5:</b><br/>Establishing an Outreach Strategy</p>  | <p><b>Criterion 6:</b><br/>Making public, and analyzing, ICANN's proposed policies and its decisions and their (potential) regional impact and (potential) effect on individuals in the region</p> | <p><b>Criterion 7:</b><br/>Represent user's interests and defining public interest aspects of Internet governance</p> | <p><b>Criterion 8:</b><br/>Strengthen consumer protection and human/civil rights in ICANN policies.</p> |
| <p><b>Principle 2:</b><br/>The structure of AFRALO is effective.</p>   | <p><b>Criterion 1:</b><br/>Clarity of Roles and Responsibilities, we will evaluate whether the roles and responsibilities of AFRALO leadership and working groups are clearly defined and understood by all members</p> | <p><b>Criterion 2:</b><br/>Does the structure provide participatory opportunities to members of ALSs' and individual users?</p>        | <p><b>Criterion 3:</b><br/>The extent to which AFRALO and its structure have achieved their stated goals</p>   | <p><b>Criterion 4:</b><br/>Take cultural diversity into account when formulating technical standards(e.g. IDN implementation)</p> | <p><b>Criterion 5:</b><br/>Help ensure that ALSs' members will actively encourage more direct participation by end users.</p> |  |   |   |
| <p><b>Principle 3:</b><br/>The operations of AFRALO are efficient.</p> | <p><b>Criterion 1:</b><br/>Working groups and processes are in place for AFRALO to achieve its goals and are well communicated</p>  | <p><b>Criterion 2:</b><br/>AFRALO members' participation and feedback.</p>   | <p><b>Criterion 3:</b><br/>Open and effective decision making processes</p>  | <p><b>Criterion 4:</b><br/>AFRALO is inclusive</p>  | <p><b>Criterion 5:</b><br/>Performance Metrics</p>  | <p><b>Criteria 6:</b><br/>Continuous Process Improvement</p>   | <p><b>Criteria 7:</b><br/>Appropriate level of funding</p>  | <p><b>Criteria 8:</b><br/>ALS and individual members Accreditation process certification</p>            |

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| <p><b>Principle 4:</b><br/>The AFRALO is accountable internally to its stakeholders, and externally to the wider ICANN community.</p>                        | <p><b>Criterion 1:</b><br/>Raising awareness and capacity development to ensure that the wider community is able to understand the issues at stake</p> | <p><b>Criterion 2:</b><br/>Develop and publish performance metrics</p>   | <p><b>Criterion 3:</b>Community engagement (Conduct surveys, conduct webinars and open sessions, seek community input)</p> | <p><b>Criterion 4:</b><br/>Open and transparent decision making</p>                  | <p><b>Criterion 5:</b><br/>AFRALO is accountable to the wider ICANN community</p> |  |  |  |
| <p><b>Principle 5:</b><br/>The SO, AC, or NomCom collaborates to further the mission of ICANN and the effectiveness of the ICANN multistakeholder model.</p> | <p><b>Criterion 1:</b>AFRALO contribution to ICANN mission to combat <u>domain name security threats</u></p>   | <p><b>Criterion 2:</b><br/>AFRALO contribution to ICANN mission to offer <u>capacity-building</u> resources.</p> | <p><b>Criterion 3:</b><br/>AFRALO contribution to ICANN mission to expand and <u>build a multilingual Internet.</u></p>    | <p><b>Criterion 4:</b><br/>AFRALO participation in ICANN multi-stakeholder model</p> | <p><b>Criterion 5:</b><br/>AFRALO contribution to the global public interest</p>  |  |  |  |

**Principle 1: The AFRALO is fulfilling its purpose**

There is an agreement that the RALO is fulfilling its purpose. This may include assessing how the RALO contributes to ICANN's mission, (Principle 5 is about furthering the ICANN mission, addressing it at this point could be redundant) “to help ensure a stable, secure, and unified global Internet.” This includes initiatives to advance ICANN’s mission; to combat domain name security threats, produce and offer capacity-building resources, and to expand and build a multilingual Internet.

*Purpose of the RALOs: “(vii) There shall be one RALO for each Geographic Region established according to Section 7.5. Each RALO shall serve as the main forum and coordination point for public input to ICANN in its Geographic Region and shall be a non-profit organization certified by ICANN according to criteria and standards established by the Board based on the recommendations of the At-Large Advisory Committee. An organization shall become the recognized RALO for its Geographic Region upon entering a Memorandum of Understanding with ICANN addressing the respective roles and responsibilities of ICANN and the RALO regarding the process for selecting ALAC members and requirements of openness, participatory opportunities, transparency, accountability, and diversity in the RALO's structure and procedures, as well as criteria and standards for the RALO `11 8's constituent At-Large Structures (“At-Large Structures”).”*

**Note: The aforementioned text is provided to AFRALO**

## AFRALO Principle 1: The AFRALO is fulfilling its purpose

**In order for AFRALO to be fulfilling its purpose, it needs to be the main forum and coordination point for public input to ICANN in Africa. AFRALO needs to fulfill the roles and responsibilities described in its MOU with ICANN. Which are:**

1. Strengthen consumer protection and human/civil rights in ICANN policies.
2. Identify social impacts of technical infrastructure design
3. Take cultural diversity into account when formulating technical standards (e.g. IDN implementation)
4. Represent user's interests and defining public interest aspects of Internet governance with specific focus on the areas of;
  - I. Privacy
  - II. Free Speech
  - III. net neutrality
  - IV. open access
  - V. transparency
  - VI. accountability
5. Strengthen user's participation in ICANN decision-making structures.
6. Help ensure that its members will actively encourage more direct participation By end users.
7. Build Internet policy making capacity in the region.
8. Reach out to Internet Users on the issues within the scope of ICANN.

Note: The aforementioned criterion 3: "Take cultural diversity into account when formulating technical standards (e.g. IDN implementation)" will be explored when we examine principle 2" the structure of AFRALO is effective." Criterion 6, "Help ensure that its members will actively encourage more direct participation By end users." will also be explored when examining Principle 2 " The structure of the RALO is effective."

**In addition, AFRALO needs to fulfill the responsibilities stated in Section 12.2 (d)(x) of the bylaws, which are also stated in the MOU between AFRALO and ICANN. The responsibilities described in both the ICANN Bylaws and the MOU with ICANN are:**

the ALAC is also responsible for working in conjunction with the RALOs, coordinating the following activities:

- Keeping the community of individual Internet users informed about the significant news from ICANN;
- Distributing (through posting or otherwise) an updated agenda, news about ICANN, and information about items in the ICANN policy-development process;
- Promoting outreach activities in the community of individual Internet users;
- Developing and maintaining on-going information and education programs, regarding ICANN and its work;
- Establishing an outreach strategy about ICANN issues in each RALO's Geographic Region;
- Participating in the ICANN policy development processes and providing input and advice that accurately reflect the views of individual Internet users;
- Making public, and analyzing, ICANN's proposed policies and decisions and their (potential) regional impact and (potential) effect on individuals in the region;
- Offering Internet-based mechanisms that enable discussions among members of At-Large Structures;

The above criterion: "(I) Offering Internet-based mechanisms that enable discussions among members of At-Large Structures;" will be assessed when examining *Principle 3: The operations of AFRALO are efficient.*

**Note: When examining Principle 1, we will not explore AFRALO's contribution to ICANN's mission because this will be looked into when we examine *Principle 5: The SO, AC, or NomCom collaborates to further the mission of ICANN and the effectiveness of the ICANN multistakeholder model. This will include AFRALO's efforts in ensuring a stable, secure and unified global Internet.***

### AFRALO's Purpose: Assessing Fulfillment of Purpose

Below, we outline the criteria for assessing **principle 1**, alongside existing measures and policies mapped to each criterion using S.M.A.R.T. indicators

**Criterion 1:** Is AFRALO the main forum and coordination point for public input to ICANN in Africa?

**Criterion 2:** Keeping individual Internet users in Africa informed about the significant news from ICANN and the PDPs

**Criterion 3:** Participating in the ICANN policy development processes and providing input and advice that accurately reflect the views of individual Internet users in Africa;

**Criterion 4:**Capacity Development: developing ongoing information and education programs

**Criterion 5:**Establishing an Outreach Strategy

**Criterion 6:**Making public, and analyzing, ICANN's proposed policies and decisions and their (potential) regional impact and (potential) effect on individuals in the region

**Criterion 7:** Represent user's interests and defining public interest aspects of Internet governance

**Criterion 8:** Strengthen consumer protection and human/civil rights in ICANN policies.

**Specific, Measurable, Achievable, Relevant, and Time-bound (S.M.A.R.T) Indicators:**

| Present Activities   | Future Ambitions   |
|--|--|
| <p><b>Criterion 1</b> " <i>Is AFRALO the main forum and coordination point for public input to ICANN in Africa?</i>"<br/><b>indicators:</b></p> <p><b><i>AFRALO is the only structure from the region that has an MOU with ICANN in that regard. The MOU addresses the respective roles and responsibilities of ICANN and the RALO .</i></b></p>   | <ul style="list-style-type: none"> <li>● Reviewing the MOU to make sure it continues to reflect the roles and responsibilities of both parties.</li> </ul>   |
| <p><b>Criterion 2</b> " <i>Keeping individual Internet users in Africa informed about the significant news from ICANN and the PDPs</i>"<br/><b>indicators:</b></p> <ul style="list-style-type: none"> <li>● AFRALO monthly call provides significant news about ICANN and the ongoing PDPs</li> <li>● AFRALO newsletter</li> <li>● Disseminating information via AFRALO mailing list</li> <li>● ALSs activities are shared during AFRALO monthly calls</li> <li>● Africa GSE team shares with AFRALO members during the monthly call all relevant information and activities</li> <li>● AFRALO Social Media Working Group promotions and information sharing.</li> <li>● Reaching out to AFRALO members on important issues being discussed, such as the applicant support program and universal acceptance</li> </ul> | <ul style="list-style-type: none"> <li>● Compile significant news about ICANN, ongoing activities and PDPs and distribute them via AFRALO mailing list on weekly basis</li> <li>● Regularly identifying ICANN topics with regional impact and conducting discussion forums to address them. Establishing an AFRALO discussion forum for this purpose.</li> <li>● Organize regular public events in countries to keep internet users informed about ICANN activities and news. Currently AFRALO provides news about ICANN to its members only, those in the mailing list. Great need to reach out to the public.</li> </ul> |

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| <ul style="list-style-type: none"> <li>• ALSs collaborative efforts with other bodies and agencies outside ICANN to promote outreach activities to the individual Internet users community in Africa</li> </ul>   |  |
| <p><b>Criterion 3</b> <i>"Participating in the ICANN policy development processes and providing input and advice that accurately reflect the views of individual Internet users in Africa;"</i></p> <p><b><u>indicators:</u></b></p> <ul style="list-style-type: none"> <li>• AFRALO participation in At-Large Consolidated Policy Working Group (CPWG)</li> <li>• Two way communication between AFRALO ALAC representatives and the RALO</li> <li>• AFRALO members participation in ICANN PDPs</li> <li>• Conducting surveys that gather Internet end users input</li> </ul> | <ul style="list-style-type: none"> <li>• Creating written agreements regarding expectations between RALO representatives and the RALO to ensure RALO members are well informed about ongoing activities, decision makings and PDPs</li> <li>• Conducting monthly surveys that gather end users input on current topics and PDPs under discussion.</li> <li>• Conduct a discussion forum at least once every two months to discuss hot topics and policies under development to accurately reflect AFRALO end users views.</li> </ul> |
| <p><b>Criterion 4</b> <i>Capacity Development and awareness sessions: developing ongoing information and education programs</i></p> <p><b><u>indicators:</u></b></p> <ul style="list-style-type: none"> <li>• The RALO Organizes capacity development webinars that address current hot topics and activities</li> <li>• Organizing awareness webinars about ICANN programs and its activities such as DNSSEC, IDNs, and UA.</li> </ul>   | <ul style="list-style-type: none"> <li>• Coordinating webinars' topics with the wider At-large community</li> <li>• Conducting at least one webinar every three months</li> <li>• Further coordination between AFRALO capacity building group and the ALSs capacity building groups</li> </ul>   |

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| <p><b>Criterion 5</b> “Establishing an Outreach Strategy”<br/><b>indicators:</b></p> <ul style="list-style-type: none"> <li>• AFRALO publishes a new Outreach and Engagement strategy every Fiscal year</li> </ul>   | <ul style="list-style-type: none"> <li>• Gather end users input before developing the strategy to ensure it covers all necessary requirements.</li> </ul>   |
| <p><b>Criterion 6</b> “Making public, and analyzing, ICANN’s proposed policies and its decisions and their (potential) regional impact and (potential) effect on individuals in the region”<br/><b>Indicators:</b></p> <ul style="list-style-type: none"> <li>• ICANN PDPs are discussed during AFRALO monthly calls.</li> <li>• AFRALO occasionally conducts specific sessions to discuss important matters such as the AFRALO Rules of Procedures and the continuous improvement Program.</li> <li>• AFRALO members are continuously encouraged to attend At-Large Consolidated Policy Working Group (CPWG)</li> </ul> | <ul style="list-style-type: none"> <li>• Dedicating regular sessions to discuss particular policies and activities and their impact on the region</li> <li>• Requiring AFRALO ALAC members to attend AT-large Consolidated Policy Working Group (CPWG)</li> <li>• Conduct a discussion forum at least once every two months to discuss hot topics and policies under development, their regional impact and potential impact on end users.</li> <li>• Making public ICANN’s proposed policies and its decisions via AFRALo wiki page</li> </ul> |
| <p><b>Criterion 7:</b> Represent user’s interests and defining public interest aspects of Internet governance<br/><b>indicators</b></p> <ul style="list-style-type: none"> <li>• Currently such issues are discussed through webinars and could be mentioned during AFRALO monthly calls</li> </ul>  | <ul style="list-style-type: none"> <li>• Discussing current Internet governance issues through a dedicated discussion forum or during the previously proposed discussion forum</li> <li>• Conducting surveys to gather end users input in that regard</li> </ul>  |
| <p><b>Criterion 8:</b> “Strengthen consumer protection and human/civil rights in ICANN policies.”<br/><b>indicators:</b></p>   | <ul style="list-style-type: none"> <li>• Encourage ALSs and individual members to collaborate with relevant NGOs and consumer protection organizations to ensure ICANN</li> </ul>   |

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| <ul style="list-style-type: none"> <li>• AFRALO awareness webinars</li> </ul> | <p>policies align with best practices for consumer protection and civil rights</p> <ul style="list-style-type: none"> <li>• Establish a mechanism to regularly evaluate ICANN policies and their impact.</li> </ul> |
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**AFRALO Principle 2: The structure of AFRALO is effective.**

Below, we outline the criteria for assessing principle 2, alongside existing measures and policies mapped to each criterion using S.M.A.R.T. indicators

**Criterion 1:** Clarity of Roles and Responsibilities, we will evaluate whether the roles and responsibilities of AFRALO leadership and working groups are clearly defined and understood by all members

**Criterion 2:** Does the structure provide participatory opportunities to members of ALSs’ and individual users?

**Criterion 3:** The extent to which AFRALO and its structure have achieved their stated goals

**Criterion 4:** Take cultural diversity into account when formulating technical standards(e.g. IDN implementation)

**Criterion 5:** Help ensure that ALSs’ members will actively encourage more direct participation By end users.

**Specific, Measurable, Achievable, Relevant, and Time-bound (S.M.A.R.T) Indicators:**

| Present Activities   | Future Ambitions   |
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| <p><b>Criterion 1</b> <i>“Clarity of Roles and Responsibilities, we will evaluate whether the roles and responsibilities of AFRALO leadership and working groups are clearly defined and understood by all members”</i></p> <p><b>Indicators:</b></p> <ul style="list-style-type: none"> <li>• Roles and responsibilities are clearly stated in AFRALO ROPs. AFRALO is currently updating its ROPs to</li> </ul> | <ul style="list-style-type: none"> <li>• Dedicating a yearly webinar/session to inform and remind AFRALO members about AFRALO ROP and the roles and responsibilities of ALSs and individual members and how we can all coordinate and work together to achieve our mutual goals</li> </ul> |

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| <p>ensure clarity of Roles and responsibilities among other things</p>   |   |
| <p><b>Criterion 2</b> <i>“Does the structure provide participatory opportunities to members of ALSs’ and individual users?”</i></p> <p><b>Indicators:</b></p> <ul style="list-style-type: none"> <li>● AFRALO Leadership Roles are determined by elections and in accordance with ICANN Bylaws</li> <li>● Opportunities to participate in PDPs is announced through AFRALO mailing list, so that anyone can volunteer for the role</li> <li>● AFRALO is in the process of forming a group for Next Gen and Fellows from Africa to provide opportunities for emerging leaders from Africa.</li> <li>● AFRALO is in the process of establishing a group for former AFRALO and current leaders to retain and leverage the contributions of all past and present AFRALO leaders.</li> <li>● ALSs are expected and given the room to share their activities (planned and completed) this can be via AFRALO mailing list, newsletter and AFRALO monthly calls</li> <li>● Members and Individuals are invited to participate in various Working Groups with AFRALO</li> <li>● AFRALO utilizes its general assembly forum for members to hold its leaders accountable and evaluate some processes within AFRALO operations.</li> </ul> | <ul style="list-style-type: none"> <li>● We need to further engage individual users. New groups such as AFRALO Emerging Leaders Committee is expected to engage users from Next Gen and Fellows programs</li> <li>● Making participation announcements available clearly through AFRALO wiki page</li> <li>● Periodically reviewing (at least once annually) The results of Members Cooperation and activities under the MOU and, when appropriate, will recommend improvements in the MOU and make suitable proposals for modifying and updating the arrangements and scope Of the MOU (This aforementioned provision is in AFRALO ICANN MOU)</li> </ul> |
| <p><b>Criterion 3</b> <i>“The extent to which AFRALO and its structure have achieved their stated goals</i></p> <p><b>Indicators:</b></p> <ul style="list-style-type: none"> <li>● AFRALO has members participating in several ICANN PDPs and activities</li> <li>● AFRALO has a newsletter through which it disseminates information to its members</li> </ul>  | <ul style="list-style-type: none"> <li>● Annually comparing the expected outcomes of the outreach and engagement strategy with what has actually been accomplished.</li> </ul> <p style="text-align: center;">o</p>   |

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| <ul style="list-style-type: none"> <li>● AFRALO conducts webinars and awareness sessions to keep the community informed about issues that matter to the region.</li> <li>● Maintaining a Capacity Development working group which conducts capacity development webinars on a regular basis.</li> <li>● Maintaining an outreach and engagement working group</li> <li>● Contribution of the RALO and its members to ICANN UA Day</li> <li>● Development of a regional strategy for UA adoption</li> </ul> |   |
| <p><b>Criterion 4</b> <i>“Take cultural diversity into account when formulating technical standards(e.g. IDN implementation)”</i></p> <p><b><u>Indicators:</u></b></p> <ul style="list-style-type: none"> <li>● Encouraging participation of all during meetings</li> <li>● Avoiding unconscious biases</li> <li>● Promoting UA adoption</li> <li>● Raising awareness about UA and Internationalized Domain Names (IDN)</li> </ul>  | <ul style="list-style-type: none"> <li>● We are in the process of establishing a UA adoption follow up team. Each year the team will compare the accomplishments against the set strategy.</li> <li>● Promotion of multilingual sessions</li> </ul> |
| <p><b>Criterion 5:</b> <i>“Help ensure that ALSs’ members will actively encourage more direct participation By end users”</i></p> <p><b><u>Indicators:</u></b></p> <ul style="list-style-type: none"> <li>● Currently, AFRALO leaders promote individual users’ active participation.</li> <li>● From 2020, the AFRALO ROPs include provisions for individual member participation.</li> </ul>  | <ul style="list-style-type: none"> <li>● Requiring ALSs to engage their members</li> </ul>  |

AFRALO Principle 3: The operations of AFRALO are efficient:

Below, we outline the criteria for assessing principle 3, alongside existing measures and policies mapped to each criterion using S.M.A.R.T. indicators

**Criterion 1:** Working groups and processes are in place for AFRALO to achieve its goals and are well communicated

**Criterion 2:** AFRALO members’ efficient participation and feedback.

**Criterion 3:** Open and effective decision making processes

**Criterion 4:** AFRALO is inclusive

**Criterion 5:** Performance Metrics

**Criteria 6:** Continuous Process Improvement

**Criteria 7:** : Appropriate level of funding support.

**Criteria 8:** ALS and individual members Accreditation process certification

**Specific, Measurable, Achievable, Relevant, and Time-bound (S.M.A.R.T) Indicators:**

| Present Activities  | Future Ambitions  |
|---|---|
| <p><b>Criterion 1</b> <i>"Working groups and processes that are in place for AFRALO to achieve its goals and are well communicated"</i><br/> <b>Indicators:</b></p> <ul style="list-style-type: none"> <li>● AFRALO ROPs</li> <li>● AFRALO Outreach and Engagement yearly strategy</li> <li>● Capacity Building/webinars working group</li> <li>● O&amp;E working group</li> <li>● Social Media working group</li> <li>● Establishing working groups to work on specific topics whenever required. Such as the ROPs working group and AFRALO ICANN80 planning group</li> <li>● UA adoption strategy working group</li> <li>● Collaborating with Africa GSE team</li> <li>● AFRALO UA adoption strategy</li> <li>● CIP small team</li> <li>● AFRALO GA</li> <li>● Adding to AFRALO wiki pages all necessary information about participation and engagement</li> <li>● At-large Campaign book, At-large loop and At-large strategy for promoting the new gTLD program.</li> <li>● Maintaining a list of authorized contact persons for each Of the At-Large Structures</li> </ul> | <ul style="list-style-type: none"> <li>● Establishing or identifying a process for the RALO to annually identify priority topics</li> <li>● Establishing an AFRALO discussion forum to discuss regional impact and potential impact on end users</li> <li>● Emerging leaders working group (AFRALO Next gen and Fellows group)</li> <li>● AFRALO Experts working group (AFRALO past and existing leaders)</li> <li>● Formally establishing an AFRALO CIP small team</li> <li>● Regularly updating AFRALO wiki page to ensure all information is widely available and well communicated</li> </ul> |
| <p><b>Criterion 2</b> <i>"AFRALO members' efficient participation and feedback"</i><br/> <b>Indicators:</b></p>   | <ul style="list-style-type: none"> <li>● Increasing AFRALO ALSs by 5%</li> <li>● Increasing AFRALO individual members by 5%</li> </ul>  |

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| <ul style="list-style-type: none"> <li>● AFRALO has increased the number of ALSs this year by 4% and the number of individual members by 4%</li> <li>● Sending out surveys to collect members' feedback. Most recently, AFRALO gathered members' feedback with regard to the two roundtable discussions that were discussed during ICANN80. End users perspective was presented during the discussions</li> <li>● AFRALO GA</li> </ul> | <ul style="list-style-type: none"> <li>● Increasing participation of Next Gen and Fellows from Africa</li> </ul>   |
| <p><b>Criterion 3</b> <i>"Open and effective decision making processes "</i><br/> <b>Indicators:</b></p> <ul style="list-style-type: none"> <li>● Decision making processes are open and transparent and in accordance with AFRALO ROPs</li> <li>● Utilizing AFRALO mailing list for discussions among AFRALO members</li> <li>● All AFRALO calls have open recordings and transcripts</li> </ul>                                      | <ul style="list-style-type: none"> <li>● Conducting surveys to ensure decisions accurately reflect AFRALO members' views</li> </ul>  |
| <p><b>Criterion 4</b> <i>"AFRALO is inclusive</i><br/> <b>Indicators:</b></p> <ul style="list-style-type: none"> <li>● All AFRALO calls are translated into at least one language (French)</li> <li>● AFRALO_AfrICANN statements are always translated to French</li> <li>● Translation is sometimes available via zoom as well</li> <li>● All members are equally included and informed</li> </ul>                                    | <ul style="list-style-type: none"> <li>● To always have translation available through zoom</li> <li>● Promoting multilingual sessions</li> </ul>   |
| <p><b>Criterion 5</b> <i>" Performance Metrics</i><br/> <b>Indicators:</b></p> <ul style="list-style-type: none"> <li>● AFRALO is trying to have performance metrics. Most recently, AFRALO has asked AFRALO members to identify themselves during calls as members from AFRALO to facilitate measuring AFRALO members' engagement and active participation.</li> </ul>  | <ul style="list-style-type: none"> <li>● develop and publish metrics to measure the performance of the RALO and community.</li> <li>● Regularly review and report on the metrics.</li> </ul> |
| <p><b>Criterion 6</b> <i>"Continuous process Improvement"</i><br/> <b>Indicators</b></p>   | <ul style="list-style-type: none"> <li>● Implementing the recommendations of the CIP</li> </ul>  |

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| <ul style="list-style-type: none"> <li>• Regular review of procedures and operations. Currently, AFRALO is updating its ROPs. This involves reviewing communications processes, and the election process</li> <li>• Working on the CIP document, this includes reviewing AFRALO structure and its effectiveness.</li> <li>• General Assembly forum to review and improve on existing processes.</li> </ul>   | <ul style="list-style-type: none"> <li>• Establishing a committee to review processes as deemed necessary</li> </ul>  |
| <p><b>Criterion 7</b> <i>“Appropriate level of funding support.”</i></p> <p><b>Indicators:</b></p> <ul style="list-style-type: none"> <li>• Funding to AFRALO activities is via CROPS and discretionary funding is available from ICANN</li> </ul>   | <ul style="list-style-type: none"> <li>• Further advertising and explaining how to make use of CROPS and RALO discretionary funding so that more members can make use of it.</li> </ul> |
| <p><b>Criterion 8</b> <i>“ALS and individual members Accreditation process certification</i></p> <p><b>Indicators:</b></p> <ul style="list-style-type: none"> <li>• AFRALO provides African ALS applicants with AFRALO information</li> <li>• Applicants will be granted provisional membership in the AFRALO Whilst the ALS application is under consideration by the ALAC, if the applicant is recommended by the AFRALO for certification</li> <li>• It takes less than three months to evaluate and accredit an ALS</li> </ul> | <ul style="list-style-type: none"> <li>• Re-evaluating the accreditation process to identify areas of improvement</li> </ul>  |

AFRALO Principle 4: The AFRALO is accountable internally to its stakeholders, and externally to the wider ICANN community.

Below, we outline the criteria for assessing principle 4, alongside existing measures and policies mapped to each criterion using S.M.A.R.T. indicators

**Criterion 1:** Raising awareness and capacity development to ensure that the wider community is able to understand the issues at stake

**Criterion 2:** Develop and publish performance metrics

**Criterion 3:** Community engagement (Conduct surveys, conduct webinars and open sessions, seek community input)

**Criterion 4:** Open and transparent decision making

**Criterion 5:** AFRALO is accountable to the wider ICANN community

**Specific, Measurable, Achievable, Relevant, and Time-bound (S.M.A.R.T) Indicators:**

| Present Activities   | Future Ambitions   |
|--|--|
| <p><b>Criterion 1</b> <i>Raising awareness and capacity development to ensure that the wider community is able to understand the issues at stake</i></p> <p><b>Indicators:</b></p> <ul style="list-style-type: none"> <li>● AFRALO Capacity Building and awareness webinars to ensure the community is well informed</li> </ul>  | <ul style="list-style-type: none"> <li>● Conducting surveys that indicate the extent to which users understand the issues at stake.</li> </ul>                                     |
| <p><b>Criterion 2</b> <i>“Develop and publish performance metrics”</i></p> <p><b>Indicators:</b></p> <ul style="list-style-type: none"> <li>● AFRALO has started discussing the development of metrics and several proposals have been submitted in that regard</li> </ul>   | <ul style="list-style-type: none"> <li>● Establish and publish performance metrics</li> </ul>  |
| <p><b>Criterion 3</b> <i>“Community engagement</i></p> <p><b>Indicators:</b></p> <ul style="list-style-type: none"> <li>● The use of surveys to gather members’ input such as the survey that was conducted prior to ICANN80 to gather members’ input about the topics being discussed during AFRALO ICANN80 sessions.</li> <li>● AFRALO webinars</li> <li>● ALAC holds regular meetings during public meetings with ICANN Board, GAC, SSAC and other advisory committees and organizations.</li> <li>● AFRALO GA</li> </ul> | <ul style="list-style-type: none"> <li>● Regularly updating ICANN wider community on AFRALO activities. This could be through publications, newsletter or/and wiki page</li> </ul> |
| <p><b>Criterion 4</b> <i>“Open and transparent decision making</i></p> <p><b>Indicators:</b></p> <ul style="list-style-type: none"> <li>● All AFRALO calls are open and recorded</li> <li>● Two way communication with the community via the mailing list and on calls</li> </ul>  | <ul style="list-style-type: none"> <li>● Ensuring all outcomes are published on the wiki page</li> </ul>   |

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| <p><b>Criterion 5</b> <i>AFRALO is accountable to the wider ICANN community</i></p> <p><b>Indicators:</b></p> <ul style="list-style-type: none"> <li>● AFRALO ALAC representatives meet with the ICANN board on a regular basis during ICANN public meetings.</li> <li>● Making AFRALO information available through AFRALO wiki page</li> </ul> | <ul style="list-style-type: none"> <li>● Conducting discussions forums about topics that are of interest to the AFRALO community</li> <li>● Regularly updating AFRALO wiki page</li> </ul> |
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AFRALO Principle 5: AFRALO collaborates to further the mission of ICANN and the effectiveness of the ICANN multistakeholder model.

Below, we outline the criteria for assessing principle 5, alongside existing measures and policies mapped to each criterion using S.M.A.R.T. indicators

**Criterion 1:** AFRALO contribution to ICANN mission to combat domain name security threats

**Criterion 2:** AFRALO contribution to ICANN mission to offer capacity-building resources.

**Criterion 3:** AFRALO contribution to ICANN mission to expand and build a multilingual Internet.

**Criterion 4:** AFRALO participation in ICANN multi-stakeholder model

**Criterion 5:** AFRALO contribution to the global public interest

**Specific, Measurable, Achievable, Relevant, and Time-bound (S.M.A.R.T) Indicators:**

| Present Activities  | Future Ambitions   |
|---|--|
| <p><b>Criterion 1</b> <i>“AFRALO contribution to ICANN mission to combat <u>domain name security threats</u>”</i></p> <p><b>Indicators:</b></p> <ul style="list-style-type: none"> <li>● Conducting webinars to raise users’ awareness so that they do not fall victims to DNS abuse</li> <li>● AFRALO AfrICAN meetings - DNS abuse statements</li> <li>● Using At-Large loop to address topics like DNS abuse</li> </ul> | <ul style="list-style-type: none"> <li>● Conducting surveys to collect users feedback regarding the topic</li> </ul> |
| <p><b>Criterion 2</b> <i>“contribution to ICANN mission to offer <u>capacity-building</u> resources”</i></p>  | <ul style="list-style-type: none"> <li>● Developing our own learning kits</li> </ul>                                 |

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| <p><b>Indicators:</b></p> <ul style="list-style-type: none"> <li>● Advertising and publishing links to ICANN Learn.</li> <li>● Using At-Large on boarding kit</li> </ul>   | <ul style="list-style-type: none"> <li>● Contributing to ICANN learn courses to develop regional specific courses</li> </ul>   |
| <p><b>Criterion 3</b> <i>'AFRALO contribution to ICANN mission to expand and <u>build a multilingual Internet</u>'</i></p> <p><b>Indicators:</b></p> <ul style="list-style-type: none"> <li>● Developing a UA adoption strategy</li> <li>● Raising awareness about UA and the next round of gTLDs</li> <li>● Conducting UA webinars</li> <li>● AFRALO members participation in UASG</li> </ul>   | <ul style="list-style-type: none"> <li>● Creating an AFRALO UA adoption follow up team</li> <li>● Increasing AFRALO UA activities by 10%</li> </ul>  |
| <p><b>Criterion 4</b> <i>AFRALO participation in ICANN multi-stakeholder model</i></p> <p><b>Indicators:</b></p> <ul style="list-style-type: none"> <li>● AFRALO members participate in ICANN public meetings in both physical and Hybrid mode</li> <li>● AFRALO discusses and publishes an AFRALO-African statement about a topic that is of interest to the AFRALO community at every ICANN public meeting</li> <li>● AFRALO members participate in Public meetings and planning committees</li> <li>● AFRALO members participation in the development of ICANN Africa four year Regional Plan.</li> <li>● AFRALO contribution to ICANN Budget and Strategic Planning cycles</li> <li>● RALOs leadership coordination meetings: AFRALO coordination with other RALOs to enhance representation and information sharing. Having a unified voice in advocacy increases their influence in policy making.</li> <li>● The SOAC Leadership Roundtables and meetings are organized at each ICANN Meeting, which help improve overall communication, setting priorities, and planning.</li> </ul> | <ul style="list-style-type: none"> <li>● Further involvement of AFRALO members in Internet governance discussions and issues.</li> <li>● Enhancing ALSs communication and engagement with the At-large community and the broader multi-stakeholder community.</li> <li>● Ensuring AFRALO has a process in place for communicating and coordinating within the ICANN global multistakeholder community.</li> <li>● Creating an AFRALO strategy to promote the next round of new gTLDs.</li> </ul> |

**Criterion 5** *“AFRALO contribution to the global public interest*  
**Indicators:**

- AFRALO contributes to the global public interest through its engagement with the ALAC
- Promoting and implementing digital inclusion by raising awareness about UA and adopting UA across the continent.
- AFRALO contributes to the global public interest by raising users' awareness about DNS abuse and how to avoid falling victim to it.
- Capacity building webinars and awareness sessions about DNS abuse, universal acceptance (UA), and Internationalized Domain Names (IDN)
- Promoting DNSSEC

- Advocating for inclusive Internet policies so that Africa's needs are included in related global public policies
- Advocate for the inclusion of diverse voices in Internet governance