

**Template Effectiveness and Efficiency review**  
**ccNSO working groups and committees**  
version 1  
March 2025

### **Scheduling Review & Terms of Reference review**

A review starts with collaborative action between the ccNSO Council and the group to be reviewed to schedule the review. Both Council and Group are strongly advised that information gathering, specifically the interviewing, is scheduled around ICANN meetings. This implies that the Terms of Reference for the review need to be adopted and the review needs to be appointed before the ICANN meeting.

The ToR should include at a minimum:

- Scope of the review, including the basic questions
- Deliverables
- Composition of the Review Team ( 3- 5 members, including some Councillors, persons who do not actively participate in the group to be reviewed)
- Overview of expected Metrics and Findings.

### **Methodology**

The review team is expected to deploy a mixed-methods approach to gather insights by:

- Interviewing leadership, members, and other participants of the group
- Interviewing users of the output of the group
- Desk-research to complete the Metrics and Findings of a review.

### **Interviews**

Most interview information is expected to be gathered by structured interviews at in person ICANN meetings at which the group is expected to be active i.e. members will be present. The goal is to combine random interviews with event attendees and targeted inquiries directed at members of the group. The dual approach allows for a comprehensive understanding of the broader attendee experience and the specialized viewpoints within the group.

The random interviews have to be designed to capture a broad range of perspectives, ensuring diverse representation and identifying general themes and held in conjunction with the session of the group at an ICANN meeting. Questions to be asked:

- Demographics: member, attendee, ccTLD or other,
- Can you describe your experience in terms of how your input or perspective was received during any activities you participated in?
- What actions or next steps do you plan to take as a result of what you have seen and heard at the group's session(s)?
- Were there any topics or issues you felt were missing or could have been explored in more depth by the group?

Targeted questions for members of the group are aimed to explore specific issues, insights, and practices relevant to their expertise and involvement. The questions are:

- In what ways do you think the group met its objectives?
- What challenges and obstacles did the group face in meeting its objectives?
- How would you describe the overall level of engagement and collaboration in the group?
- Were there any resources, tools, or support that would have improved the group's effectiveness?
- How well do you feel the group aligned with its stated mission and goals?
- What aspects of the group's approach do you think should be preserved or improved if the group were to continue?
- How would you assess the group's impact on stakeholders or the broader community?
- How well was each member's expertise utilized, and were there opportunities for everyone to contribute fully?
- Do you believe the working group should continue, and if so, what new goals or focus areas should it consider?

The review team is strongly advised to capture the results of all the interviews in Google sheets and/or forms. The results of the random interviews and targeted inquiries should be included as an Annex to the report.

### **Desk-research**

The review team is expected to complete the overview of expected Metrics and Findings. This overview includes a list of the tasks the group is expected to undertake, attendance levels, frequency of meetings, deliverables to date. The review team is advised to let support staff complete the metrics and part. Based on the metrics, the review team can assess the metrics goals and report its findings per listed item. The results of this desk research are expected to be included as an Annex to the report

### **Deliverables**

The Review Team is expected to deliver a Report to Council. The Report should at a minimum include the following sections:

- Summary – Summary of main findings and main recommendations
- Background & introduction - Context and timeline of the review
- Composition of Review Team
- Methodology – Brief description of methods used
- Findings – Assessment by the Review Team of information gathered through the interviews, desk-research, and if needed other methods, if any.
- Recommendations – Recommendations by the Review Team, addressing the questions from the Terms of Reference on continuation, effectiveness and efficiency