

# ccNSO Work Prioritisation Approach

DRAFT Paper for ccNSO Council - October 2021

## This document

This document seeks ccNSO Council agreement to a new approach to planning and prioritisation for the ccNSO, and changes to the Triage Committee to operationalise these changes.

For any prioritisation approach to be effective, we need to be clear what our goals are - so we also need to develop a strategic plan.

## Updating our approach to planning

Currently the ccNSO Council approves a two-year work plan, prepared by staff, on an annual basis. This approach to planning is under pressure because of the amount of work coming to the ccNSO to consider, and because it does not answer questions about our longer term strategy as an ICANN Supporting Organisation.

We propose for Council's agreement the following changes:

- The Triage Committee will become the main contact point for staff in preparing the rolling two-year Work Plan, to be approved by Council at the first ICANN meeting of the year.
- Creation of a high level strategic plan for the ccNSO, to guide prioritisation of its work, to be approved when ready (during 2022).
- Quarterly reports back to Council on progress against the work plan.

If Council agrees to this approach, the Committee will then work with other Committees, WGs, ccPDPs, etc, to define how to implement it in practice in more detail. We will report back to Council on the outcomes of this in **February 2022**.

As part of this work we want the Work Plan to be more accessible and more user friendly than it has been. Work is underway to put the current plan into an online tool called ClickUp: the ccNSO plan is being added here: <https://app.clickup.com/10551855/v/l/7-10551855-1>

## Prioritisation approach: PACE

Besides setting priorities in relation to what we plan to do, the Triage Committee believes that using the PACE method will help, especially in dealing with small items of work that arrive during the course of the year.

This methodology is described at the end of this paper in Annex 1.

To make use of this, the Triage Committee will develop definitions of the two dimensions used in PACE (the **impact** of doing something, and the **effort** needed to do it) so that the tool can easily be used.

We will do this by the end of the year and begin applying this methodology in the following order:

1. In assessing incoming work requests to Triage
2. In reviewing and developing the new Work Plan for 2022-23, early next year
3. In developing the Strategic Plan, in 2022

## Updating the Triage Committee's Charter

To openly and transparently set out the new approach, we need to update the Charter of the Triage Committee.

The expanded role will see the following reflected in the Triage Committee Charter:

- Lead ccNSO Planning work, including on strategic and annual work plans
- Monitor and report on progress against agreed plans
- Maintain existing role to prioritise incoming work requests

The scope of the Triage Committee is on planning and keeping track of the ccNSO's work - it does not overlap with the work of other Committees, though it will need to work with them in preparing the plans discussed.

**For discussion** - should the name be updated, perhaps to ccNSO Planning and Triage Committee?

## Recommendations

The ccNSO Council **agrees** to change and update the Triage Committee so that it:

- Becomes the lead point in preparing Work Plans and a Strategic Plan for the ccNSO
- Uses the PACE methodology to assist in its prioritisation work

The ccNSO Council **agrees** to consider a revised Charter for the Triage Committee at its next meeting, to formally incorporate these changes in role.

On behalf of the Triage Committee

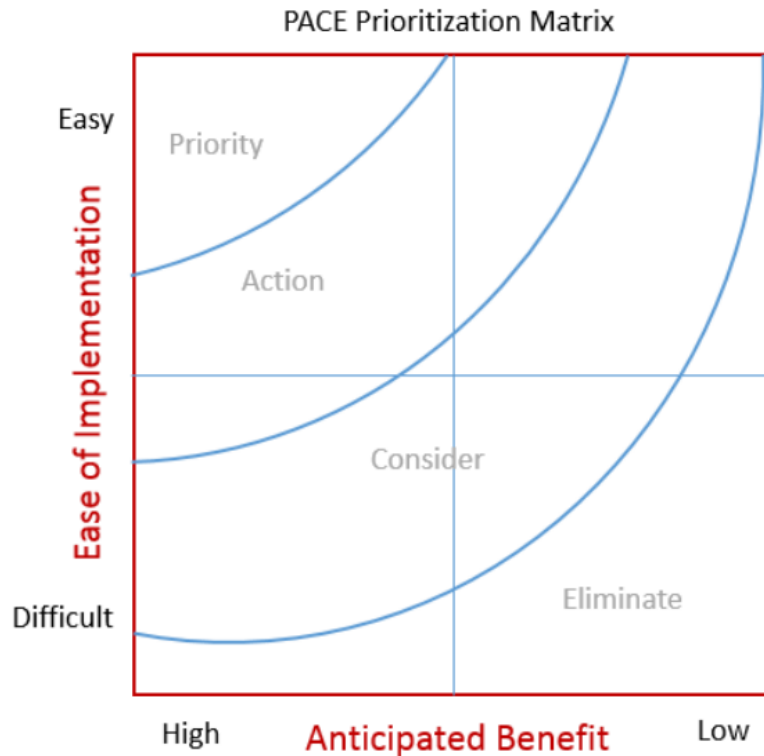
Jordan Carter (.nz, ccNSO Asia Pacific Region Councillor)

**Chair**

## Annex A: What is “PACE” methodology?

PACE means “Priority, Action, Consider, Eliminate” and it is a way of triaging work requests.

You assess potential work items against the following matrix in PACE ([source](#)):



Prioritise: work that is **easy** to do and has **high** benefit.

Action: work that is still fairly easy but has lower benefit.

Consider: after P and A tasks, is benefit worth the difficulty?

Eliminate: low benefit but high cost, should eliminate these if possible.

The practical impact of this method is that, barring any other prioritisation factors, things are most likely to get done if they are

- Low effort
- High impact

To balance this pressure towards small, high impact items, this methodology needs to be one part of how the ccNSO prioritises its work. To agree longer run priorities, a clear strategy is needed for the ccNSO.