



# Work Prioritization Model (WPM) Team Status Update

Presented to: **GNSO Council**



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# Why Was A WPM Effort Undertaken?

## ■ Pre-Seoul Community Symptoms:

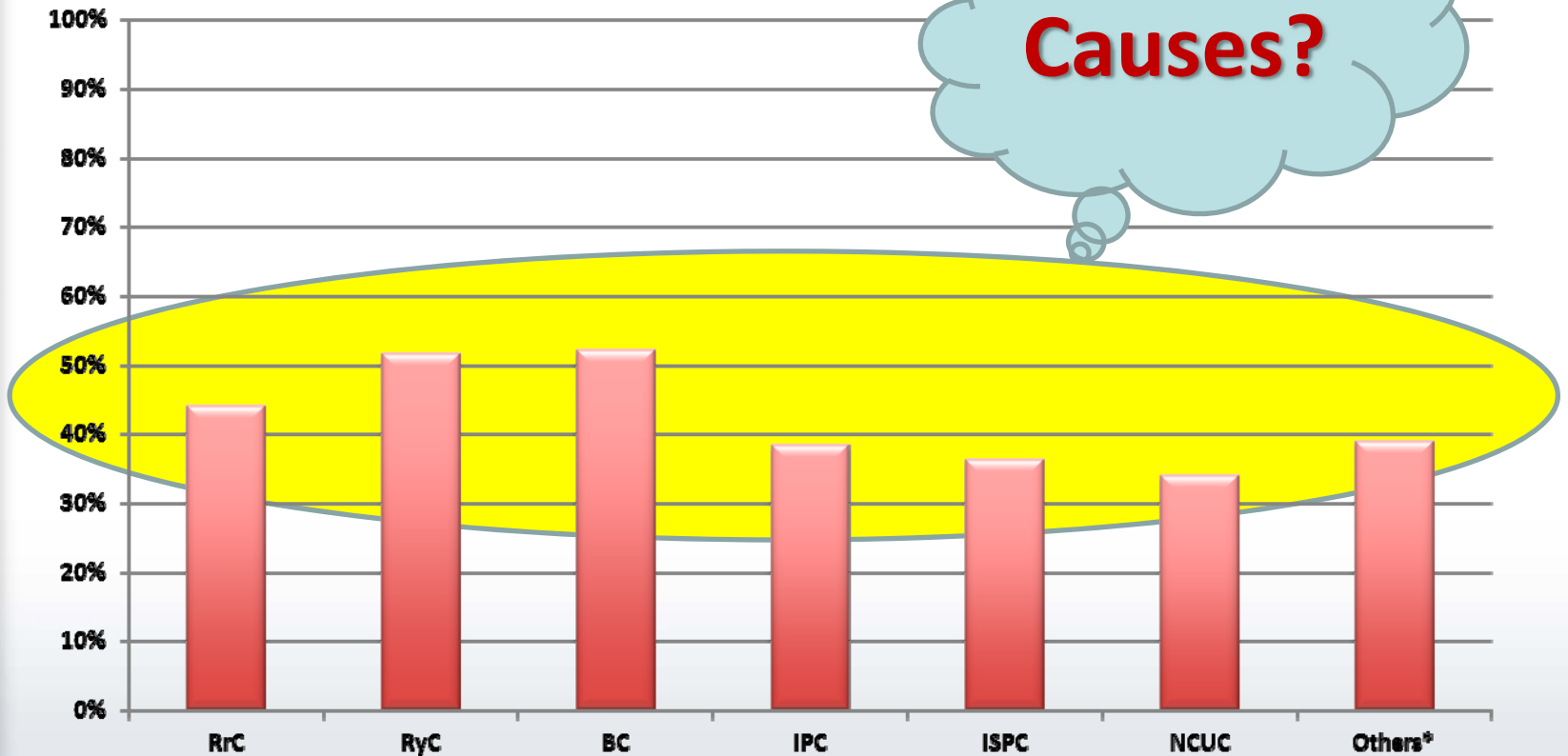
- Work teams struggling to complete tasks



- Conference calls cancelled due to lack of participants

# Staff Attendance Study (Oct 2009)

## Average Percent Attendance (11 WGs: 2008-2009 Q3)



Source: GNSO Participation Study, ICANN Staff, 26 October 2009

# Study Conclusion

**“There is clear evidence of sporadic attendance and, in some cases, very low participation by some Constituencies and inconsistent participation by others. “**



*Source: GNSO Participation & Workload Study -- Presented by Liz Gasster to GNSO Council, Seoul*

# Study Questions For Further Analysis

- 1) How might the GNSO's work be prioritized?
- 2) Is there too much GNSO work and, if so, what might be done to assess the total capacity?
- 3) Are Constituencies providing enough recruits to the groups being formed?
- 4) What levels of group participation should be targeted for each Constituency?



**Work Prioritization  
Model (WPM) Team**

# WPM Formed early November 2009

## ■ Initial Activities:

### – Scoping the Effort

Active Staff/Team Concept Sharing & Discussions

### – Six Step Plan: Concept → Adoption

- 1) Finalize the Project List and Descriptions
- 2) Solidify Definitions
- 3) Develop & Test Rating/Ranking Methodology
- 4) Produce Test Results
- 5) Evaluate Results, Model Construct, Process, and Methodology
- 6) Focus on Outcomes, i.e. HOW Council might utilize the prioritization outputs to address original workload concerns

# WPM Decisions Confirmed

- **Project List Completed**
- **Model Simplification: Focus Primarily on Value**
- **Definitions Completed**
- **Rating Methodology Tested & Adopted Thus Far:**
  - Scale: 7 Point “Likert”
  - Individual Rating Template
  - Group DELPHI Process using Adobe Connect with Polling Feature
- **Outcomes: How Is Prioritization Useful?**
  - Education & Transparency: communicates Council’s work priorities to establish organizational awareness and understanding
  - Resource Allocation: may help the Council redirect limited resources where needed
  - Strategic Management: Councilors may be informed by the project prioritization when discussing issues and voting on particular motions

# WPM Next Steps

- **Continue Methodology Evaluation**
- **Decide if Additional Testing is Needed**
- **Management Tools Recommendation**
  - Prioritization is useful, but not ‘quick fix’ by itself
  - Council needs data and management tools to assist in decision-making
- **Document Final Model and Methodology**
- **Council Training Materials**
- **Deliverable to Council Targeted → 13 April**

*Note: Deliverable timed to be 8 days in advance of 21 April 2010 Council meeting.*





**Thank You!**

