From: Theresa Swinehart
Subject: MSSI Support for SSR2-RT
Date: February 23
To: Alan Greenberg

Dear Alan,

Thank you for your letter regarding the SSR2 Review and your thoughtful suggestions for how we might enhance certain processes in support of that review. We recognize that review support is an important component of project management discipline. As part of our continuous effort to review and focus on project management enhancement, we have applied several improved practices to other reviews since the SSR2 review was paused. Such enhancements include among others:

- Provision of templates for Terms of Reference and Work Plan.
- Improved note-taking process, whereby MSSI staff provide a recap of action items and decisions at the end of each call, to ensure consensus on items discussed. A short summary of each agenda item is also provided.
- Recording of anticipated completion dates to support increased accountability for response to review team requests. MSSI staff work with the appropriate subject matter experts (SME) at the time of the request to provide an anticipated completion date, to be recorded on the Tracking Tool along with dates of all related activity. This process supports increased accountability regarding ICANN org response times to review team requests and will contribute to more meaningful measurements of responsiveness.

These enhancements are aligned also with the suggestions and we've received positive feedback from the review team experiencing these enhancements.

We also understand the need for a better-defined escalation processes in the event of critical issues resulting from review team request. We would like to invite discussion with the review team and the community on this to gain further clarity on the proposal and determine how this could best be applied efficiently and consistently across all reviews. Once determined, these processes may also be captured in the operating standards.

We plan to incorporate these and additional improved practices across all reviews to support effective and successful conduct of reviews in a systematized and predictable manner.

We look forward to working with the SSR2 Review Team and the SO/AC Chairs in this next phase of the SSR2 review.

Kind regards,

Theresa