

# **The DNS Server Sharing Project Implementation and Performance Monitoring Mechanisms and Instruments**

## **The Background**

The document provides an overview of the mechanisms and instruments required for a successful launch and subsequent implementation of the project at different stages of its development.

WGDSS at the present stage does not commit to development of specific procedures, checklists, templates, etc. as it envisages that such an activity should take place at a later stage when the APTLD community agrees to the general principles, rules, and procedures that should underpin the project's advancement.

## **Stage 1: Feasibility Study**

The goals at this stage are to identify the need for the project, determine what innovation or set of practices are likely to meet that need, and to decide whether or not to move ahead with the implementation process. This stage, and all other stages, are guided by the WGDSS in cooperation with the APTLD Board.

The WGDSS and the Board ensure that the perspectives of all the APTLD Members are included as a part of a needs assessment of the current service delivery system. All available data describing current challenges and need for change should be gathered and shared with the Members. The APTLD community helps build a common understanding of the current status and the desired changes in practices and outcomes. During the exploration stage, an important consideration for the WGDSS is whether the community can commit to a multi-year implementation process. If the decision is to proceed with implementation, then building public awareness and widespread support for the change is crucial.

Major instruments used:

- Intelligence gathering by approaching industry experts and other experts (i.e. international-law, telcos, etc.) by means of survey, as needed
- Consultations, including public consultations with the APTLD community
- Peer review (in collaboration with Regional Organizations in particular)
- Public awareness activities, including regular updates and presentations for the community and individual Members, as needed

## **Stage 2 Installation/Initial Implementation**

The goal of the installation stage is to build a system's initial capacity which will support the implementation of the developed operational practices at selected sites (pilot projects). Building system capacity requires examining and strengthening the system components and quality features, aka implementation drivers, necessary to ensure success.

During this stage pilot implementation sites are selected and local Implementation Teams are formed at each site. Implementation Teams oversee the implementation process, build

communication and feedback loops, assist in capacity building and develop a roadmap for putting the systems in place.

Another important installation activity is developing a Roadmap, which addresses expansion and sustainability of the system. Its important part will be the development of Service Level Agreements (SLA) to ensure the operational uniformity and interoperability across the DNS Servers Network, as well as major performance criteria and indicators for future reviews of Implementation Teams' performance, as well as various monitoring and reporting checklists and templates. Most of the work at this stage is done or supervised by WGDSS or a new dedicated Working Group the community may wish to establish to that effect.

Major instruments used:

- Peer review, including evaluation of the pilot projects implementation
- Counseling
- Coaching, including customized sessions, both on-site and online, and
- Training, following a specifically developed curriculum, both on-site and online

### **Stage 3: Full Implementation**

The goals of full implementation are to make sure practices are used with high adherence, and are achieving expected outcomes at all the sites. With a focus on both fidelity and sustainability, all professional development and organizational structures are fully functional and work together to support local Implementation Teams. Orientation and onboarding activities provide necessary training and support to newly involved teams and their leaders so they can use and sustain the new practices. Evaluation activities allow a robust and consistent monitoring of Implementation Teams' performance, so that a "drift" (movement away from the adherence) in practices is quickly identified and addressed. In addition to sustaining high adherence practices in the initial Implementation Sites, WGDSS (or a new Working Group) focuses on the scale-up and sustainability activities outlined in the Roadmap.

Major instruments used:

- Orientation and onboarding in regard to roles and duties for all new staff involved in the project, as well as on-going training of the staff and "booster" training as needed
- Regular supervision and performance assessment for the sake of practice adherence
- Monitoring, support systems and reporting processes
- Feedback Loops and Improvement Cycles templates for continuous improvement and sustainability of the practice.
- Reliable data systems and report checklists and templates are in place and supply information about specific processes, practices and outcomes.
- Data and other information shared among Members' Implementation Teams as well as coaches and supervisors
- Recommendations on adjustment of Members' policies, procedures and budgets at relevant levels to ensure the project's sustainability
- Where Members are in disagreement, Dispute Resolution Mechanisms are in place to address such issues and ensure the project's continuity.