



# IANA Business Excellence

**Leo Vegoda**  
Number Resources Manager – IANA

October 2009

# Strategic Priority

- “Strive for excellence in core operations”
  - 2009-2012 Strategic Plan



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Started by

Barbara Roseman  
& Doug Brent

Involved

Whole IANA team

Process

Systematic and sustainable

## Explaining the BE Activity



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# Fundamental Concepts of Excellence



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# Timeline

16 Dec 2009

First  
IANA BE  
document  
completed

13 Jan 2010

First self-  
assessment  
based on IANA  
BE document

Jan - Mar 2010

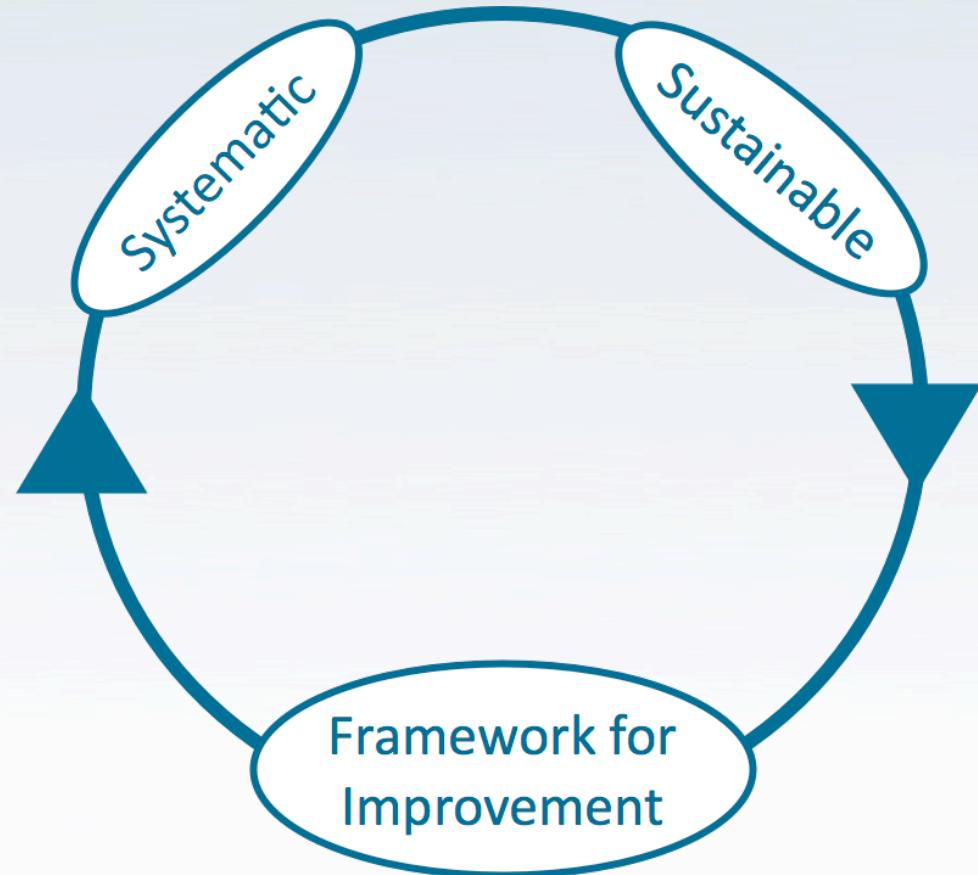
Identify  
Strategic  
Initiatives &  
begin projects



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## Intended outcomes

A cyclical process, where improvements are identified, made and evaluated for effectiveness.



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# 2009 Communication Plan

Who?



How?



**ICANN Blog**

Internet Corporation for Assigned Names and Numbers



- Continuing communication as work proceeds



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# Thank You

**Leo Vegoda**

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