

# At-Large Review Report

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ALAC Chair

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# The journey 2015 - 2020

JAN 2015  
At-Large Preparation

MAY 2016  
ITEMS International

AUG 2017  
ALAC response

APR 2018  
Implementation Plan

JAN 2019-Jun 2020  
ARI Reports

**MAY 2015**

ALAC formed a Working Party – self-assessment and progress - met 24 times until Sept 2017

**JAN 2015**

ALAC met with MSSl to discuss Review

**MAY 2016**

ITEMS International selected as Reviewer – reviewed documents, carried out interviews and a community survey

**JAN 2017**

ITEMS produced its Draft Report for Public Comment

**AUG 2017**

ALAC worked with OEC to come to some agreement about next steps – based on recommendations made by ITEMS

**MAY 2017**

ITEMS presented their final report

**APRIL 2018**

ALAC proposed a final implementation plan to the Board which was accepted by the Board in June 2018

**JUN 2018**

ALAC forms the At-Large Review Implementation Working Group (ARIWG) to produce a document detailing improvement steps for 8 Review issues (out of the original 16 in the Review report)

**NOV 2018**

ALAC commenced work on the Implementation Plan - with 6 monthly reports provided in June and Dec 2019, as requested by the Board.

**June 2020**

Final At-Large Review Implementation Report completed and submitted after ICANN68 to MSSl

Most of the issues were given 18 months to complete. Issue 2 was given 2 years because it was given the most focus by ITEMS.



# Key Reviewer findings (Jan 2017)

1. More clarity regarding quality vs quantity of ALAC Advice
2. Encourage more individual member participation – Empowered Membership Model – minimise ALS role
3. Staff should support more policy work rather than just administration
4. ALT makes too many decisions on its own – need more leadership involvement
5. Outreach and Engagement should include other I\* organisations - GSE
6. Electoral process for selecting the At-Large Board member too complex
7. Too many working groups – process over-rides policy development
8. Social media and other tools should be used to gauge end-user opinion
9. Need to increase At-Large awareness regarding use of social media
10. ALAC should concentrate on one messaging workspace to replace skype/website/ mailing list eg SLACK
11. Replace 5-year ATLAS with rotating annual regional At-Large meetings
12. ICANN should prioritise funding for RALO outreach strategies
13. More systematic RALO participation in regional events – travel funding/CROP
14. Auction Proceeds should be allocated to support At-Large engagement in ICANN
15. Rapporteurs should be appointed to reinforce outreach and engagement
16. Absence of consistent performance metrics

» **Issue 1 - Quality vs Quantity of ALAC Advice**

Work Track Leader(s): Jonathan Zuck and Evin Erdogdu

[Issue 1 Dashboard and Progress Chart](#)

Work Track Meetings

Overall Timing of Prioritized Issues														
Issue	Dec-18	Feb-19	Apr-19	Jun-19	Aug-19	Oct-19	Dec-19	Feb-20	Apr-20	Jun-20	Aug-20	Oct-20	Dec-20	
1	Ongoing													
2	Ongoing													
3	Phase 1				Phase 2									
4	2-3 months													
7	6 months													
9	3-6 months													
13	12 months													
16	Reconvene Initial Work				Phase 2									

» **Issue 2 - At-Large has struggled to reflect/process end-user opinion; barriers to individual participation; perception of unchanging leadership group**

Work Track Leader(s): Alan Greenberg and Maureen Hilyard

[Issue 2 Dashboard and Progress Chart](#)

Work Track Meetings

» **Issue 3 - Staff resources are disproportionately concentrated on administrative support; staff should have greater capacity to support preparation of policy advice Status: Completed (August 2019)**

Work Track Leader(s): Heidi Ullrich

[Issue 3 Dashboard and Progress Chart](#)

Work Track Meetings (staff only)

» **Issue 4 - ALAC and the At-Large Leadership Team**

Work Track Leader(s): Maureen Hilyard

[Issue 4 Dashboard and Progress Chart](#)

Work Track Meetings

# ARIWG Implementation Plan

1. Established timelines for each issue.
2. Set up dashboards to chart progress for the improvements we proposed to make for each issue (Dec 2018)

# ISSUE 1: Development of Policy Advice/Comments/Statements/Resources

## Issue 1 Progress Chart

The At-Large Review Implementation dashboard aims to update the ICANN Community about the progress of the work of the At-Large Review Implementation Working Group (ARIWG).

Activity	Status
2020-06-23 Work tasks completed	<i>Work is now completed.</i> ICANN68 - virtual meeting - 5x policy sessions during ICANN68 and 2 pre-ICANN webinars
2020-06-01 Additional Policy resources completed for the Policy Toolkit	Additional At-Large Policy Resources: <ul style="list-style-type: none"> <li>● At Large Policy Platform</li> <li>● 2020 ALAC Policy Comments and Advice</li> <li>● Operations, Finance and Budget Working Group (OFBWG)</li> <li>● At-Large Capacity Building and Resources Dashboard</li> </ul> <p>Following on from a successful introduction during the virtual ICANN67 meeting, a series of At-Large policy sessions will be regularly proposed for subsequent ICANN Meetings to focus on single topics from the At-Large Platform and its priorities.</p>
2020-05-01 Executive summaries wiki page created. OFBWG first meeting.	Executive Summaries have been linked on a separate wiki page since ICANN60 (2017) and clearly differentiate between ALAC comment and advice. First meeting of the Operations, Finance and Budget Working Group - purpose formally introduced - first operational topic "ICANN Travel Guidelines"
2020-03-01 ICANN67 - virtual meeting. Policy Platform video completed	ICANN67 - virtual meeting - talking points developed - 4 x policy sessions presented  Completed: The introduction of the At-Large Policy Platform (video), with an ongoing system of ICANN meeting "Talking Points" and At-Large Policy Workshop(s) to support and encourage policy backgrounding for At-Large community members (initiated at ICANN64).  Redevelopment of a combined Operations and community input into FBSC activity to create the "Operations, Finance and Budget WG" (OFBWG)
2020-02-01 Discussion about CPWG work overload	Due to an overload of CPWG of public comment expectations, the CPWG have suggested that non-policy issues could be removed from CPWG activity. Chair is considering an alternative venue for non-policy discussions  Completed: A more effective format for members to introduce policy comment and encourage participant discussion was established for weekly

# RESULTS OF THE IMPLEMENTATION PLAN ACTIVITIES

## 1: Policy

- \* Policy Advice Development Page
- At Large Policy Platform and prioritisation of policy issues.
- 2020 ALAC Policy Comments & Advice
- Executive Summaries:
- At-Large Policy Summary
- At-Large Activity on DNS Abuse
- FBSC & OFBWG developments

## 7: Working Groups

At-Large WG wiki space lists the latest consolidation of WGs established for utilisation in support of post-ATLASIII activities

## 2: Membership

- \*New criteria and expectations for ALSes, Revision of ALS accreditation process,
- \*Review of Bylaws and RALO Memorandum of Understandings
- Mobilization of individuals given the proper tools.
- ATLASIII Survey Analysis & Recommendations
- \* Ongoing – Individual Membership Review

## 9: Social Media

Added options for follow up and ongoing or Continuous improvements of skills as well as any metrics to dashboard and Issue 16.

## 3: Staffing

- Social Media training for staff
- A part-time temporary resource joined the At-Large support team in September 2019.

## 13: O&E resources

At-Large Outreach and Engagement Activity Dashboard

## 3: Leadership

Latest update to ALAC Organisational Chart and Regional Leadership Chart were adopted at the 2019 ICANN AGM

## 16: Metrics

a) Held over for CRM tool roll out to ALAC/At-Large  
b) Completed (98%) noting completion planned date for final metrics from Issue #2

# At-Large Review Implementation Working Group Final Report

Where activity information has been basically transferred from the monthly dashboards to the report.

[Executive Summary](#)

[Preamble](#)

[Introduction](#)

[At-Large Review Implementation Working Group \(ARIWG\) Final Report](#)

[Section 1 - Overview of Progress on Implementation](#)

[Section 2 - Detailed Progress Report, on an Issue by Issue Basis](#)

[Issue 1 - ALAC Advice Quality vs Quantity.](#)

[Issue 2 - Improvements to and demonstration of efficiencies and effectiveness of member participation and engagement revitalizing At-Large.](#)

[Issue 3 - Staffing resources, review and redistribution as required.](#)

[Issue 4 - ALAC and At-Large Leadership better communication regarding the role and activities of the ALAC Leadership Team.](#)

[Issue 7 - ALAC/At-Large Working Groups Improvements to Web and Wiki records, including rationalisation of WG structure and function including the development of a one-stop-shop or dashboard.](#)

[Issue 9 - Increase of the At-Large Community awareness and staff training regarding the use of social media.](#)

[Issue 13 - Event and engagement opportunities, resources and usage portal.](#)

[Issue 16 - Performance Metrics General to Member and ALS Participation and Specific relating to other Recommendation Implementation from ARIWG.](#)

[Section 3 - Next Steps \(over the next six months\)](#)

[3.1 Member Engagement and Criteria](#)

[3.2 Absence of Consistent Performance Metrics - CRM](#)

[Section 4: Continuous Improvement activities](#)

[Section 5: Conclusion](#)

[Appendix 1](#)

# Report Highlights

At-Large Work effort

CPWG participation

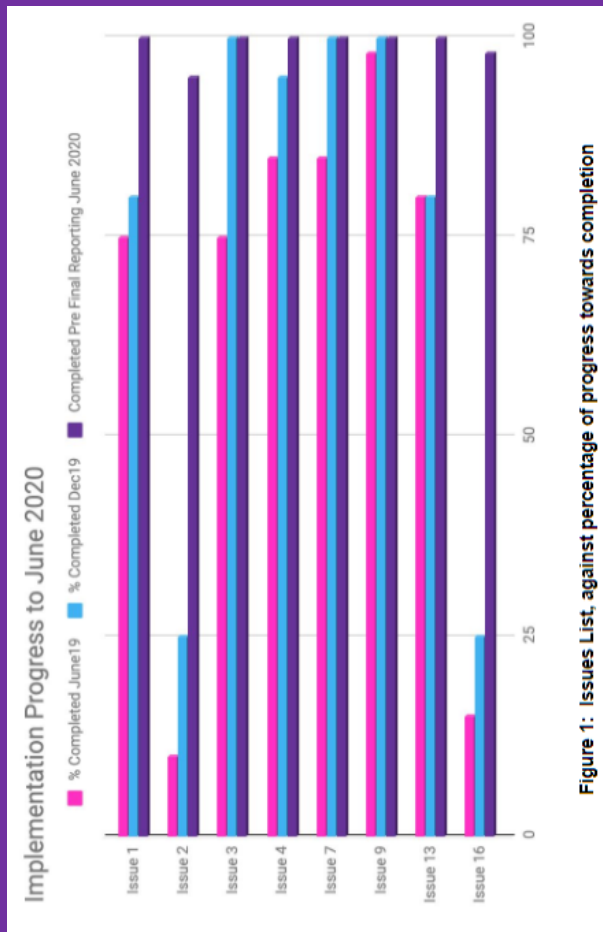


Figure 1: Issues List, against percentage of progress towards completion

