
Enhancing ICANN Accountability – Work Stream 2 (WS2)

Recommendations 7.1.1-7.1.2 - Implementation Documentation

Enhancing ICANN Accountability – Work Stream 2 Final Report

<https://www.icann.org/en/system/files/files/ccwg-acct-ws2-final-24jun18-en.pdf>

See <https://www.icann.org/resources/work-stream-2-implementation-en> for more information on Work Stream 2 implementation.

WS2 – Staff Accountability - Recommendations 7.1.1-7.1.2

Recommendation 7.1.1

To address the lack of understanding of the existence and/or nature of existing staff accountability mechanisms, the following actions should be taken:

7.1.1 The ICANN organization should improve visibility and transparency of the organization's existing accountability mechanisms, by posting on icann.org in one dedicated area the following:

7.1.1.1 Description of the organization's performance management system and process.

7.1.1.2 Description of how departmental goals map to ICANN's strategic goals and objectives.

7.1.1.3 Description of the Complaints Office and how it relates to the Ombuds Office.

7.1.1.4 Organization policies shared with the CCWG-Accountability during the course of the WS2 work.

7.1.1.5 ICANN Organization Delegations document.

7.1.1.6 The roles descriptions included in this overall report.

7.1.1.7 Expectations and guidelines regarding the development of staff reports for Public Comments, or staff response to Community correspondence.

Recommendation 7.1.2

The ICANN organization should also evaluate what other communication mechanisms should be utilized to further increase awareness and understanding of these existing and new accountability mechanisms.

Final Implementation Report

To address the lack of awareness and understanding of the existence and/or nature of staff accountability mechanisms, and to improve visibility and transparency of those mechanisms, ICANN org published a dedicated [page](#) on icann.org. This new page explains ICANN org employee practices and available resources, including descriptions of the performance management system and process, how departmental goals map to ICANN's strategic goals and objectives, and the Complaints Office and how it relates to the Ombuds Office. The page also provides information on org policies shared with the CCWG-Accountability over the course of the WS2 work, as well as the Delegation of Authority document, descriptions of the key roles included in the overall report, and expectations and guidelines regarding the development of staff reports for Public Comment and staff response to Community correspondence.

ICANN org evaluated what other communication vehicles should be used to increase awareness and understanding of these existing and new accountability mechanisms to increase awareness of the newly published [ICANN Organization Employee Practices and Resources](#). A communications plan was finalized in October 2022.

The page was included and promoted in the monthly November 2022 ICANN global newsletters distributed to subscribers in all regions. There are 7,804 subscribers and the newsletters are delivered in seven languages.

In addition, ICANN org also created a unique graphic and included a link to the new page on the icann.org landing page as a featured item during December 2022. An article entitled, ICANN Organization’s Staff Accountability was included in the [8 December ICANN Community Digest](#). This page was also promoted on social media channels on 19 December 2022.

Rationale

ICANN org leveraged existing communications channels, designed a complementary graphic, and assembled a communications plan outlining publication dates to create awareness and promote the ICANN Organization Employee Practices and Resources page.

Timeline

7.1.1

Expected implementation date: March 2022

Final implementation date: June 2022

7.1.2

Expected implementation date: April 2022

Final implementation date: December 2022

Milestones

7.1.1

- June 2022 - Published the ICANN Organization Employee Practices and Resources page

7.1.2

- October 2022 - Communications plan produced
- November 2022 - Promoted the ICANN Organization Employee Practices and Resources page in the November ICANN Global Newsletter.
- December 2022 - Included as an icann.org landing page feature with links to the ICANN Organization Employee Practices and Resource page.
- December 2022 - Included an article on “ICANN Organization’s Staff Accountability” and link in the ICANN Community Digest.
- December 2022 - The article on “ICANN Organization’s Staff Accountability” was promoted via social media.