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# Enhancing ICANN Accountability – Work Stream 2 (WS2)

## Recommendation 7.2.1 - 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 - Recommendation 7.2.1

#### Recommendation 7.2.1:

7.2.1.1 A regular information acquisition mechanism (which might include surveys, focus groups, reports from the Complaints Office) to allow the ICANN organization to better ascertain its overall performance and accountability to relevant stakeholders.

7.2.1.1.1 The group notes that several new mechanisms are now established, but have not yet been exercised enough to determine effectiveness or potential adjustments. The evaluation mechanism proposed here would be helpful in determining effectiveness of these recent mechanisms before creating yet more mechanisms that may turn out to be duplicative or confusing for the organization and community.

7.2.1.2 Results of these evaluations should be made available to the Community

#### Final Implementation Report

Recommendation 7.2.1 asks for a regular process that allows ICANN org to collect community input on how ICANN org is doing (via satisfaction surveys, focus groups, etc.) in order to better ascertain its overall performance and accountability to relevant stakeholders. The recommendation acknowledges that some mechanisms already exist and should be taken into consideration before new mechanisms are developed.

- As part of the implementation work, ICANN org aggregated the various acquisition mechanisms deployed over the last five years. While not an exhaustive inventory of all ways that ICANN org gathers input, ICANN org collected over 30 different mechanisms including surveys, questionnaires and other means. Additionally, ICANN org assessed how community input is used to improve performance, as part of ICANN org's continuous improvement mind-set.
- ICANN then assessed the existing information acquisition mechanisms that it identified to understand their purpose, methodology and contribution to meeting the requirements of Recommendation 7.2.1.
- ICANN org created a [page on icann.org](#) to aggregate examples of information acquisition mechanisms including a detailed description of purpose and methodology of each. This aggregated information was published in the third calendar quarter of 2022 on icann.org to ensure community awareness and understanding of how ICANN org works on improving its performance and accountability to the ICANN community. See [Assessment of ICANN Organization Evaluation of Information Acquisition Mechanisms for ICANN org Performance and Accountability to Stakeholders Implementation of Work Stream 2, Recommendation 7.2.1](#). The page will be updated to include any possible, new development.

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## Rationale

After evaluating the 30-plus information acquisition mechanisms that exist, ICANN org concluded there are sufficient processes in place to gather input from the community on ICANN org performance.

ICANN org's analysis indicated that the community has multiple different avenues at its disposal to offer input on ICANN's org performance.

ICANN org information acquisition mechanisms can seek very specific input and also very broad ranging input from the community on ICANN performance. ICANN org has processes in place for gathering community input on specific areas of ICANN's performance, for example, how ICANN org supports ICANN meetings and how well it supports community review teams. ICANN org also has information acquisition mechanisms that provide the community with more flexibility to provide input in any area related to ICANN org's performance. For example, the community can address any topic related to ICANN performance through the open formats provided by Executive Q&A sessions at ICANN public meetings.

## Timeline

Expected implementation date: 30 June 2022

Final implementation date: 12 August 2022

The rationale for this variance in the completion date is as follows: In its description of information acquisition mechanisms, this recommendation used examples such as surveys, focus groups, and reports from the Complaints Office to clarify the intent of the recommendation. After going through the process of identifying and assessing mechanisms for gathering community input across its functions, ICANN org identified additional, alternative formats and vehicles through which ICANN org captures community input. Additional time was required to assess these additional processes.

## Milestones

- 6 June 2022 - Identified regular information acquisition mechanisms in place to allow the ICANN organization to better ascertain its overall performance and accountability to relevant stakeholders.
- 24 June 2022 - Assessed the information acquisition mechanisms in place to understand their purpose, methodology and contribution to meeting the requirements of Recommendation 7.2.1.
- 29 July 2022 - Compiled and published this information on ICANN.org to provide transparency to the community and fulfill implementation of recommendation 7.2.1.