Enhancing ICANN Accountability – Work Stream 2 (WS2) Recommendation 7.2.2-7.3 - 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 7.2.2-7.3

Recommendation 7.2.2:
Consistent with common best practices in services organizations, standardize and publish guidelines for appropriate timeframes for acknowledging requests made by the community, and for responding with a resolution or updated timeframe for when a full response can be delivered.

The ICANN organization should include language in the performance management guidelines for managers that recommends people managers of community-facing staff seek input from the appropriate community members during the organization's performance reviews. Identification of appropriate community members, frequency of outreach to solicit input, and how to incorporate positive and constructive feedback into the overall performance review should be at the discretion and judgment of the personnel manager, with appropriate guidance from HR as necessary. Such a feedback mechanism should be supplemental to the existing mechanisms available to the community to provide input on ICANN staff performance, including direct communication to specific staff members, their personnel managers, senior executive staff, Board Directors, and the Complaints Officer.

Recommendation 7.3:
The ICANN Organization should work with the community to develop and publish service level targets and guidelines (similar to the Service Level Agreement for the IANA Numbering Services) that clearly define the services provided by ICANN to the community as well as the service level target for each service. In this context:

7.3.1 ICANN should work with the community to identify and prioritize the classes of services for which service level targets and guidelines will be implemented, and to define how service level targets and guidelines will be defined.

7.3.2 Develop clear and reasonable guidelines for expected behavior between the ICANN organization and the community for those newly identified activities.

7.3.3 Develop and publish the resulting service levels, targets, and guidelines in a single area on icann.org. These targets and guidelines should also inform any regular information acquisition mechanism described in Recommendation 2 of this report.

The structure and specific timing of this effort should be determined by the ICANN organization (but be substantially under way before the end of 2018). We suggest that representatives of ICANN's executive team, the ICANN Board, and SO/AC Leadership participate in this effort to ensure a constructive dialogue across all parts of the ICANN community. This work should be,

and be seen as, a genuine chance for collaboration and improved relationships between the Board, organization and community.

Final Implementation Report

Recommendations 7.2.2 - 7.3.3 call for enhancing transparency about ICANN management of community requests, including the publication of a webpage with service levels, targets and guidelines.

Recommendation 7.2.2, in part, asks ICANN org to standardize and publish guidelines for appropriate timeframes to acknowledge requests made by the community and address them. ICANN org paired this work with its efforts to address Recommendation 7.3 on developing and publishing service-level targets and guidelines that clearly define the services provided by ICANN to the community.

ICANN org initiated the implementation of these recommendations by investigating industry standards for identifying service level targets. Based on findings, ICANN org defined a service as occurring when ICANN org responds to community requests for information or delivers action in a standardized and repeatable manner. Furthermore, ICANN org identified activities that are considered as ICANN org "services", as well service level targets that could be relevant and applicable. Recognizing that awareness of service level targets and timeframes for response to community requests is important, ICANN org aggregated the most common public-facing service level targets and timeframes for response to community requests to improve clarity and understanding. The *ICANN org Service Level Targets and Guidelines for Response to Community Requests, Implementation of Work Stream 2, Recommendation 7.2.2-7.3.3 page* was published in the fourth calendar quarter of 2022.

As it relates to the portion of Recommendation 7.2.2 on including community input into performance reviews, ICANN org identified means for the community to provide real-time input on staff performance and published this information on the ICANN Organization Employee Practices and Resources webpage. ICANN org maintains this web page under the Accountability resources on the icann.org website.

Rationale

To respond to community requests, ICANN org has an existing set of service level targets and timeframes that have been developed in a consistent way, and continue to evolve as appropriate to address community and ecosystem needs.
Mindful of community resources and bandwidth, ICANN org determined that it would be more efficient to raise awareness of existing and evolving community-facing targets and timeframes.

As it relates to org performance, ICANN org's formal Performance Management Review Process is not an effective means to enable timely reactions to feedback from community members as a direct inclusion of community feedback into the performance management processes could result in timing issues and misalignments with performance cycles. To alleviate this, ICANN org posted information on an ICANN.org page, under Accountability resources, to offer more information on how feedback on staff performance can be provided on a continuous basis.

Feedback by the community on the progression of ICANN's undertakings is welcomed at any time. ICANN org people managers review performance of staff against established goals and behaviors during ICANN's bi-annual performance review process.

The community is encouraged to continue to share real time feedback directly with ICANN leadership. For example, in typical working groups (including PDPs), there is a continuous opportunity for immediate feedback and discussion between the groups' leadership teams and responsible staff. For GNSO PDPs additional feedback can also be provided in the working group assessment surveys at the end of a PDP.

Additionally, in instances where community members wish to personally provide feedback on ICANN activities or interactions with staff, they can raise it with any ICANN executive who will ensure comments are appropriately directed.

Timeline

Expected implementation date: 30 June 2022
Final implementation date: 21 December 2022

Additional time was required to assess ICANN org services and service level targets to ensure that output was in line with the scope of ICANN org service which was defined.

Milestones

Service Level Targets

April 2022 - Research conducted to understand industry standards related to service level targets.
June 2022 - Information gathered on ICANN Services and existing services level targets and timeframes for response to community requests.
October 2022 - The definition and scope of services that were identified in the research preparation used to assess ICANN services, service level targets and timeframes for response to community requests.
December 2022 - Information related to service level targets and timeframes for response to community requests reported to fulfill the implementation of recommendations 7.2.2 - 7.3.3

Statement on Performance Management

May 2022 - Release of ICANN Organization Employee Practices and Resources
November-December 2022 - Promotion of ICANN Organization Employee Practices and Resources content (see 7.2.2 implementation for more information)