Enhancing ICANN Accountability – Work Stream 2 (WS2) Recommendation 8.4.4 - 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 – Transparency I Improving ICANN's Anonymous Hotline (Whistleblower Protection) – Recommendation 8.4.4

Recommendation 8.4.4

ICANN need to improve internal administration of the Hotline process by employing case management software to better enable tracking, documenting, reporting, and anticipating potential problem areas.

Final Implementation Report

The ICANN organization already engages the services of a global, independent third-party vendor, to administer the Anonymous Hotline process. The vendor employs case management software to track, document, report and anticipate potential problem areas. In addition to the immediate notifications to the Hotline Committee which are launched when the Anonymous Hotline is utilized, monthly utilization reports are provided to the Hotline Committee. The Committee is composed of ICANN's General Counsel and Secretary, Deputy General Counsel responsible for employment matters, and Senior Vice President, Global Human Resources (collectively, the "Hotline Committee"). In early 2022, ICANN org launched a new training for all staff called "The ICANN Org Way". ICANN org developed the mandatory training to support and sustain a safe environment where all staff feel comfortable and confident in the various methods of speaking up to raise concerns. This training raises further awareness on methods to speak up and encourage reporting of issues and concerns.

Rationale

Case management software is already employed to meet this recommendation. Therefore, the existing actions are sufficient to meet the recommendation requirements.

Timeline

Expected implementation date: N/A
Final implementation date: N/A

Milestones

27 October 2008 - Engagement of third-party vendor to administer the Anonymous Hotline process. The case management software is part of the Anonymous Hotline reporting product.