

## Recommendation 3.5: A new Holistic Review of ICANN shall be set up:

### Objectives:

- Review continuous improvement efforts of SO/AC/NC based on good practices.
- Review the effectiveness of the various inter-SO/AC/NC collaboration mechanisms.
- Review the accountability of SO/ACs or constituent parts to their members/constituencies (this will include an in-depth analysis of the survey results).
- Review SO/AC/NC as a whole to determine if they continue to have a purpose within the ICANN structure as they are currently constituted, or if any changes in structures and operations are desirable to improve the overall effectiveness of ICANN as well as ensure optimal representation of community views (but taking into consideration any impacts on the Board or the Empowered Community).

# Pilot Holistic Review ToR Deliverables

- Terms of Reference, (along with the scope of work, and the supporting work plan) adopted by the Pilot Review Team shall be shared with the SO/ACs for feedback and reviewed by the Board.
- An agreement for how impasse situations will be resolved should be adopted to ensure proper resolution of disputes. A process for such resolution can be found in section 5: Dispute Resolution in the Operating Standards for Specific Reviews.
- A list of evidence-based findings should be created and socialized with the community, Board, and ICANN org before the Pilot Review Team moves toward developing draft recommendations.
  - The findings will assist with developing a shared agreement of what needs to be improved and will inform subsequent recommendations, keeping them focused on addressing findings.
- Consult ICANN org and Board for initial input on the level of effort required and expected impact of the recommendations being considered.
  - An open and transparent exchange between the review team, subject matter experts, ICANN org, and Board must occur so that the identified problems, the recommended solutions, and the expected impact of implementation is clearly defined and well understood by all. ICANN org can advise if an ODP style step should be considered when warranted by the complexity of a given recommendation.
  - The review team shall take into consideration the expected impact of implementation on ICANN resources and on the ICANN community workload.

# Pilot Holistic Review ToR Deliverables

- SO/ACs should also be engaged early in the process to ensure their input on findings is considered, especially as it relates to their unique operations, processes and procedures.
  - Early SO/AC engagement will help flag potential issues with recommendations, before they are finalized and included in the report.
- Draft report to be posted for Public Comment. (Use relevant ICANN org templates)
- Pilot Review Team response to public comments - how the comment will be addressed, reasoning in situations where the comment will not be addressed. (ICANN org templates available)
- Final report to be approved or adopted by the SO/ACs prior to being sent to the Board.
- Assessment of how the pilot went and ways that the Holistic Review design/scope/guidance should be improved based upon the pilot (lessons, insights and improvements for how to shape future Holistic Reviews). This assessment should include views of the Holistic Review Team, the SO/ACs, Board and ICANN org