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To: [ATRT2 \(atrt2@icann.org\)](mailto:ATRT2 (atrt2@icann.org))
Subject: [atrt2] Staff clarification and request for additional information - Inventory Item #37 - Volunteer engagement
Date: Monday, September 16, 2013 5:05:05 PM
Attachments: [ATT00001.txt](#)

Dear Carlos, Avri and Alan,

Staff has been reviewing the proposed observations and recommendations considered by the ATRT 2 and would like to offer several clarifications. Additionally, it would be very helpful to get further clarification from the Review Team on several points raised. As you are the ATRT 2 members assigned to complete the analysis and the documentation on various items, staff would appreciate your consideration of the information summarized here and your response of clarification.

Inventory Item #37 – Review actions of the Board and staff in ensuring public interest: Volunteer engagement

Draft Recommendation:

ICANN to establish a sustainable model for relying on volunteers to do functions normally done by professionals.

Staff response and request for clarification:

ICANN values the contributions of all the stakeholders as they volunteer their services for working groups, councils and other activities and fully supports the importance of evolving the volunteer model. Commitment to establishing a sustainable model for volunteer participation has been ongoing and includes new outreach and engagement strategies, expanded information sharing, travel support to ICANN Public Meetings and a continuing commitment to effective remote participation capabilities.

New regional strategies are being developed and implemented to engage more community participants at the regional and local level. Also, Chris Gift has provided information and examples to the Review Team of new strategies being developed and tested to engage more new participants through various channels. For more information, please see <http://labs.icann.org/en>. Additionally, orientation for incoming volunteer leaders is being conducted through online training as well as face-to-face programs. The Online Education Platform is ICANN's on-line learning initiative and an ICANN leadership training initiative (initially a pilot effort before the ICANN Public Meeting in Buenos Aires) is a broader proposal being considered to expand community learning.

While each of the structures has conducted its own orientation, ICANN is working to regularize this effort across all structures and provide structures with additional support. An Orientation Program will be conducted at ICANN 48 in Buenos Aires by existing leaders of SOs and ACs.

Staff would appreciate further clarification of the objectives of this draft recommendation and looks forward to continuing to engage with the ATRT 2 and the broader community to look for innovative methods to engage volunteers.

Staff appreciates the significant work effort that you and the Review Team have committed to making ongoing improvements in ICANN's accountability and transparency.

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