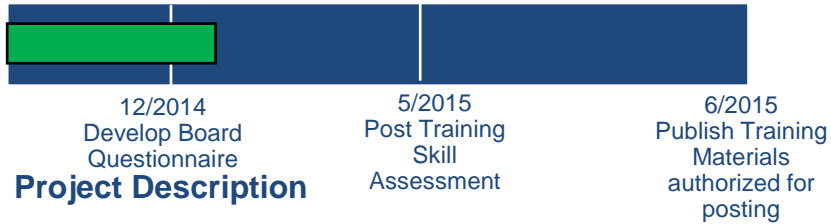


# ATRT2 Recommendation 1 Implementation

## Board Performance and Work Practices

29 January 2015

### Major Milestone Timeline



### Project Description

The recommendation states: The Board should develop objective measures for determining the quality of ICANN Board members and the success of Board improvement efforts, and analyze those findings over time.

### Status of Deliverables

	Status
Develop Board Member Skills Assessment	✓
Ensure Board members complete Board Member Skills Assessment	●
Develop Post Training Skills Assessment	●
Publication of Training Material	●

- ✓ = complete
- = on schedule
- = behind schedule, expect to recover
- = behind schedule, do not expect to recover

### Project Status

Tasks, milestones, deliverables and dependencies to implement this recommendation were planned by 31 Oct. 2014.

Currently in the process of assessing Board member skill sets, through individual training questionnaires. These questionnaires will help identify and propose tailor-made training programmes for individual Board members, as well as inform any general training for the full Board that might be beneficial.

A full Board Training day is planned during the first half of 2015, focusing on Board Governance, Finance, Audit and Legal principles in order to ensure a common set of skills across the Board. Additionally, preferred providers for individual training areas are being identified in various geographic regions and on various topics for efficiency and ease of access by Board members.

The work will then turn to evaluate post-training improvements and how to document these improvements.

This work is closely tied to the work to implement Recommendation 2.

### Implementation Notes

The Board Governance Committee, assisted by the relevant Staff members, is ensuring that the Board is comfortable with the process of assessing their skill sets and following relevant trainings.

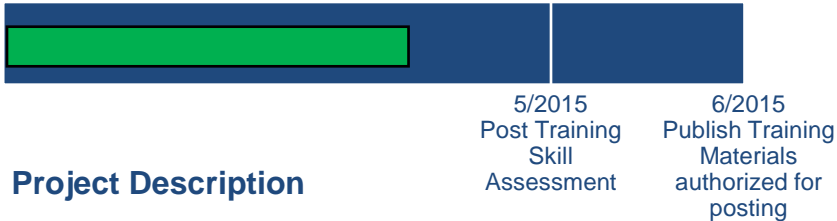
There is a significant challenge in developing objective metrics to measure an individual's skill set, as well as how to objectively measure improvements over time. To mitigate, will spend sufficient time with necessary experts during the development process.

# ATRT2 Recommendation 2 Implementation

## Board Performance and Work Practices

29 January 2015

### Major Milestone Timeline



### Project Description

The recommendation states: The Board should develop metrics to measure the effectiveness of the Board's functioning and improvement efforts, and publish the materials used for training to gauge levels of improvement

### Project Status

The tasks, milestones, deliverables and dependencies to implement this recommendation were planned by 31 Oct. 2014.

This work is closely tied to the work to implement Recommendation 1.

Currently in the process of assessing Board member skill sets through questionnaires and proposing methods to evaluate post-training improvements to those skill sets.

The work will then turn to documenting those methods and publishing material used for Training.

### Status of Deliverables

	Status
Develop Board Member Skills Assessment	✓
Ensure Board members complete Board Member Skills Assessment	●
Develop Post Training Skills Assessment	●
Publication of Training Material	●

- ✓ = complete
- = on schedule
- = behind schedule, expect to recover
- = behind schedule, do not expect to recover

### Implementation Notes

The Board Governance Committee, assisted by the relevant Staff members, is ensuring that the Board is comfortable with the process of assessing their skill sets and following relevant trainings.

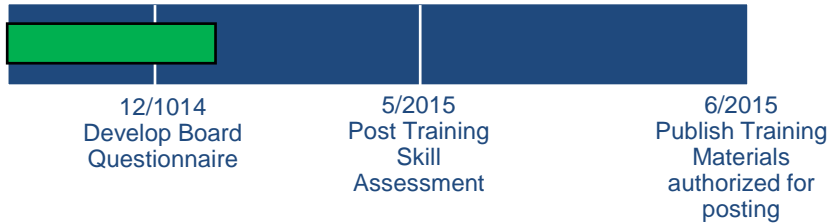
There is a significant challenge in developing objective metrics to measure an individual's skill set, as well as how to objectively measure improvements over time. To mitigate, will spend sufficient time with necessary experts during the development process.

# ATRT2 Recommendation 3 Implementation

## Board Performance and Work Practices

29 January 2015

### Major Milestone Timeline



### Project Description

The recommendation states: The Board should conduct qualitative/quantitative studies to determine how the qualifications of board candidate pools change over time and should regularly assess Directors' compensation levels against prevailing standards.

### Status of Deliverables

	Status
Develop Board Member Skills Assessment	✓
Ensure Board members complete Board Member Skills Assessment	●
Develop Post Training Skills Assessment	●
Operationalize regular assessment of Directors' Compensation	✓

- ✓ = complete
- = on schedule
- = behind schedule, expect to recover
- = behind schedule, do not expect to recover

### Project Status

The tasks, milestones, deliverables and dependencies to implement this recommendation were planned by 31 October 2014.

A subset of the materials produced in Recommendation Nos. 1 and 2 serves as a basis to help assess Board member skill sets and improvements over time.

The process for benchmarking Director's compensation is already operationalized. There have also been recent efforts towards this benchmarking exercise, as identified in the July 2014 resolution on Board compensation.

### Implementation Notes

The timeline for this process is closely tied to the work on Recommendations Nos. 1 and 2, and sufficient work needs to be completed in implementing those recommendations so that the timeline for this work is not impacted. All three Recommendations (Nos. 1, 2 and 3) are being worked on by the same cross-functional team, which will help with the integration of these implementation efforts.

Outside of the execution of the tasks for Recommendation Nos. 1 and 2, there is nothing else that needs to be completed for this Recommendation No. 3.

# ATRT2 Recommendation 4 Implementation

## Policy/Implementation/Executive Function Distinction

29 January 2015

### Major Milestone Timeline



### Project Description

Recommendation 4 addresses supporting cross-community engagement aimed at developing an understanding of the distinction between policy development and policy implementation. Work is actively under way in the GNSO where a [working group](#) has been formed to develop recommendations in relation to a set of principles that would underpin any GNSO policy implementation related discussions.

### Status of Deliverables

	Status
WG Initial Report	✓
Opening of public comment period	✓
WG Final Report	●
GNSO Council consideration	●
ICANN Board consideration	●

- ✓ = complete
- = on schedule
- = behind schedule, expect to recover
- = behind schedule, do not expect to recover

### Project Status

The WG published its Initial Report for community input prior to ICANN 52 <http://gnso.icann.org/en/issues/policy-implementation/pi-wg-initial-recommendations-19jan15-en.pdf> the public comment forum is open and may be viewed at <https://www.icann.org/public-comments/policy-implementation-2015-01-19-en>).

The report includes proposed recommendations in relation to the charter questions the WG was asked to address namely:

1. A set of principles that would underpin any GNSO policy and implementation related discussions, taking into account existing GNSO Operating Procedures.
2. A process for developing gTLD policy, perhaps in the form of "Policy Guidance", including criteria for when it would be appropriate to use such a process (for developing policy other than "Consensus Policy") instead of a GNSO Policy Development Process;
3. A framework for implementation related discussions associated with GNSO Policy Recommendations; Criteria to be used to determine when an action should be addressed by a policy process and when it should be considered implementation, and;
4. Further guidance on how GNSO Implementation Review Teams, as defined in the PDP Manual, are expected to function and operate.

### Implementation Notes

The implementation of this recommendation requires substantial involvement from stakeholders, and volunteer fatigue and prioritization efforts must be considered. Implementation plans depend on the outcomes of the GNSO WG work, with the Board awaiting these outcomes before deciding whether additional work is needed.

# ATRT2 Recommendation 5 Implementation

## Decision-Making, Transparency and Appeals Processes

29 January 2015

### Major Milestone Timeline



4/2015  
Publish Combined Document

6/2015  
Institute review cycle

### Project Description

This recommendation states The Board should review redaction standards for Board documents, Document Information Disclosure Policy (DIDP) and any other ICANN documents to create a single published redaction policy. Institute a process to regularly evaluate redacted material to determine if redactions are still required and if not, ensure that redactions are removed.

### Project Status

A pilot redaction log is under development and reporting capabilities are being tested so that a log can be made publicly available to the community. The log will assist in establishing a review cycle for the continued need for redaction for the separate items, to accompany a process for such a review.

Work is also underway to deliver a singular document that will contain reference to ICANN's redaction process and practices.

### Status of Deliverables

	Status
Create Pilot Log	✓
Create Report from log	●
Document process for review of redacted material	●
Publish DIDP & Guidelines into Combined Doc	●

- ✓ = complete
- = on schedule
- = behind schedule, expect to recover
- = behind schedule, do not expect to recover

### Implementation Notes

Given that ICANN has posted Board Briefing Materials since 2010, we anticipate that a regular redaction re-evaluation path will only be for more recent materials/on a going-forward basis. A successful re-evaluation process requires more in-depth tracking at the time that redactions are applied, an effort that is now underway. The re-evaluation path will likely include information on how to request review of specific redactions on older materials in lieu of a full re-evaluation process.

# ATRT2 Recommendation 6 Implementation

## Governmental Advisory Committee (GAC)-related matters

29 January 2015

### Major Milestone Timeline



### Project Description

The purpose of this project is to reflect implementation of ATRT2 Recommendation 6, while recognizing the autonomy of the GAC as to implementation decisions and timelines. Recommendation 6 has nine sub-recommendations with two having eight and four components respectively - in total 19 elements of varying nature and level of detail. The common denominator is that they are related to GAC activities with a view to increase transparency of GAC activities and to increase government support and resource commitments to the GAC.

### Status of Deliverables

	Status
Project Initiation Phase	✓
ICANN 52 GAC session report and stocktaking	●
ICANN 53 GAC session report and stocktaking	●
ICANN 54 GAC session report and stocktaking	●

- ✓ = complete
- = on schedule
- = behind schedule, expect to recover
- = behind schedule, do not expect to recover

The elements of this Recommendation have been discussed within the GAC and the BGRI-WG (Board – GAC Recommendation Implementation WG, that has an oversight function for this Recommendation), which has led to agreed responsibilities for the individual elements to the BGRI-WG, the GAC and the ICANN GE and GSE department, respectively.

While the process of planning and mapping tasks and milestones is currently being concluded, considerable progress can be noted for implementation of certain elements, while others remain to be agreed. Solutions for 6.1.a and 6.7 are operational in practice, awaiting formal confirmation. 6.1 b, c, e – h, 6.2-4 and 6.8-9 have advanced substantially. For 6.8-6.9 several meetings have been held with members of the GAC and relevant staff. Under 6.8 draft guidelines for government engagement are being developed in close consultation with GAC wg members. Under 6.9 a new mechanism for monthly calls between GAC leadership and staff has been agreed upon and implemented. In addition a new template for government engagement reporting has been agreed on and reports are sent to the GAC leadership every month. New regional dialogs have started between regional staff and GAC members within regions to increase synergy of engagement. A briefing session on all these activities was held at ICANN 51. The GAC is considering agenda items and whether an update briefing can be accommodated in ICANN 52. A draft tool for creating and maintaining a ministerial db is in beta development and testing with a staff wg. Currently 6.5 has been put on hold. For a list of all the elements, see the [ATRT2 Final Report](#). Stocktaking of implementation is conducted at GAC sessions at each F2F meeting

### Implementation Notes

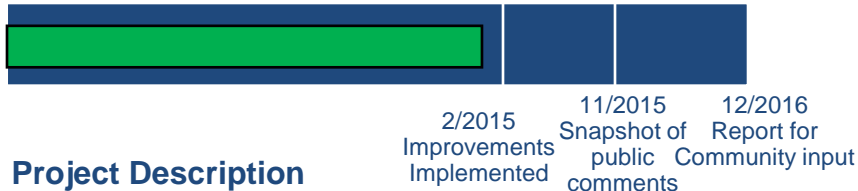
The varied individual elements of this Recommendation require attention to multiple aspects. This implies staggered implementation, depending on agreement on timelines and decisions by the responsible entities. Regarding Rec. 6.5, a proposed Bylaws revision was posted for public comment (see [link](#)), although input received was largely unfavorable, prompting the Board to put it on hold.

# ATRT2 Recommendation 7 Implementation

## Public Comment Improvements

29 January 2015

### Major Milestone Timeline



### Project Description

ATRT2 Recommendation 7 identifies various mechanisms to improve public comment periods through process modifications and the use of new tools. The Board has specifically instructed staff to create and implement a process to enable those who comment during Public Comment periods to request changes to Staff synthesis reports in cases where commenters believe the staff incorrectly summarized their comments.

### Status of Deliverables

	Status
Document Requirements	✓
Development and test	✓
Public Announcement	●
Implement improvements on icann.org	●

- ✓ = complete
- = on schedule
- = behind schedule, expect to recover
- = behind schedule, do not expect to recover

### Project Status

This project has both short term and long term components. ICANN Staff has mapped out specific tasks, milestones, deliverables and dependencies to implement both aspects of the ATRT2 recommendation.

The first phase of the improvements are scheduled to go into effect on 26 January 2015. On that date the following process changes and enhancements will go into effect: Discontinuation of the reply cycle phase of comment forums; default 40-day public comment forum period; and clarified expectations for staff summary report timing. The capability to permit an individual or organization to register a formal inquiry that staff review to make specific amendments to a particular Staff Summary Report has also been developed and will go into effect on 26 January for all future public comment proceedings.

Over the longer term ICANN staff will investigate new software tools to improve the public comment process and potentially incorporate threaded comments in appropriate circumstances. An analysis of the January 2015 improvement will be conducted at approximate 6 month intervals to gauge the success of the initial improvements and to identify other potential improvements.

### Implementation Notes

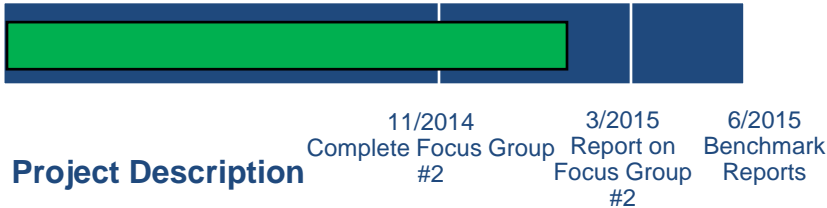
The staff implementation team has partnered closely with IT leadership to develop realistic plans and to identify meaningful implementation options based on the importance of ATRT2 implementation relative to other projects. This has been a successful collaboration.

# ATRT2 Recommendation 8 Implementation

## Multilingualism

29 January 2015

### Major Milestone Timeline



### Project Description

The recommendation states: To support public participation, the Board should review the capacity of the language services department versus the community need for the service using Key Performance Indicators (KPIs) and make relevant adjustments such as improving translation quality and timeliness and interpretation quality. ICANN should implement continuous improvement of translation and interpretation services including benchmarking of procedures used by international organizations such as the United Nations.

### Status of Deliverables

	Status
Complete Focus Group #2	✓
Complete Terminology Database	✓
Complete Report on Focus Group #2	●
Complete Benchmarking Reports	●

- ✓ = complete
- = on schedule
- = behind schedule, expect to recover
- = behind schedule, do not expect to recover

### Project Status

We have been actively working to allow an inclusive public participation; erasing language barriers to expand the outreach for the community.

1. Hiring Localization expert to work and focus on the assessment and planning stages for the translation/localization of the [www.icann.org](http://www.icann.org).
2. Create a summary/report detailing what content types will be translated for the new ICANN website
4. Building of an internal Language Services portal to facilitate a more clear process for submitting requests which will enhance the turn-around-time and quality.
5. Review and update "ICANN Language Services Policies and Procedures" (<https://www.icann.org/resources/files/policies-procedures-2012-05-18-en>).
6. Conduct a benchmark study to allow an assessment of ICANN Language Services as compared to other companies/organizations
7. Develop standard tracking and reporting mechanisms for progress updates on recommendations.

### Implementation Notes

All major initiatives as part of the implementation of this recommendation have been completed. The remaining Benchmark Reports are to be completed in order for this initiative to be fully operationalized.

Key Performance Indicators (KPIs) are posted monthly to the ICANN Dashboard (volume of work produced YTD.)





# ATRT2 Recommendation 9 Implementation

Decision-Making, Transparency and Appeals Processes

29 January 2015

## Major Milestone Timeline



6/2015  
Improvements to  
Tracking Register

By 12/2015  
Transparency Metric  
Report

## Project Description

Recommendation 9 addresses how ICANN considers formal advice from its Advisory Committees, how decisions of the Board are capable of review, the functioning of the Ombudsman role, reporting on transparency efforts, and ICANN's Anonymous Hotline.

## Status of Deliverables (Selected)

	Status
Updated Advice Tracking Register – Initial Improvements	✓
Updated Advice Tracking Register – Modified Format	●
Identification of External Reviewer for Anonymous Hotline	●
FY15 Transparency Metric Reporting	●

- ✓ = complete
- = on schedule
- = behind schedule, expect to recover
- = behind schedule, do not expect to recover

## Project Status

In furtherance of Recommendation 9.1, there is work ongoing to better structure the Advice Tracking Register to track items arising out of various Advisory Committees, to help create better accountability between the Board and its Advisory Committees. See <https://features.icann.org/board-advice>. Planning is underway for consideration of the proposed Bylaws revision. For Recommendation 9.3, work is underway on reviewing the scope of the Ombudsman's role, purpose and description, including the items raised within the recommendation. Towards Recommendation 9.4, in addition to the ongoing transparency efforts already discussed, planning is underway to consider how the requested items can be incorporated into regular reporting cycles, including ICANN's Annual Reports. On Recommendation 9.5, effort is underway to identify within Q3 of FY15 an appropriate external provider for review of the Anonymous Hotline Policy.

Some of the portions of this recommendation require external reviews to implement fully, and planning is underway towards those engagements.

## Implementation Notes

Careful attention is being paid to the Enhancing ICANN Accountability review work, particularly in the potential overlap with Recommendation 9.2 on the review of ICANN's accountability mechanisms through a community review process. If this is part of the work appropriately scoped there, all efforts will be taken to align the work to avoid duplication.

# ATRT2 Recommendation 10 Implementation

## Cross Community Deliberations

29 January 2015

### Major Milestone Timeline



### Project Description

This project captures a number of initiatives that are addressing the five components of recommendation 10 in relation to improving the effectiveness of cross community deliberations such as the [GNSO PDP improvements](#), [GAC-GNSO Consultation Group on Early Engagement of the GAC in Policy Development Processes](#) and [the Community Regional Outreach Pilot Program \(CROPP\)](#).

### Status of Deliverables

	Status
Appointment of GNSO Liaison to the GAC	✓
Development of additional recommendations for GAC Early Engagement in GNSO PDP and ongoing discussions	●
Implementation of CROPP	●
Implementation of GNSO PDP Improvements	●
Implementation of Facilitated PDP F2F WG meetings pilot project	●

✓ = complete  
● = on schedule  
● = behind schedule, expect to recover  
● = behind schedule, do not expect to recover

### Project Status

Work is actively under way in relation to most recommendation components. For example, the GAC-GNSO Consultation Group on Early Engagement of the GAC in Policy Development Processes has been meeting on a regular basis and as a result of their deliberations a GNSO liaison to the GAC pilot project has been appointed.

Additional recommendations concerning GAC early engagement in the GNSO PDP ('quick look mechanism') and ongoing discussions between the GAC and GNSO are expected to be presented by the Consultation Group to the GAC and GNSO during ICANN 52.

Furthermore, a number of improvements are being implemented as part of the GNSO PDP improvements such as a second meeting as part of the pilot project on facilitated PDP F2F WG meetings to take place in conjunction with ICANN 52 (first meeting was successfully held during ICANN 51 in LA, in October 2014) and mailing list observer status to facilitate participation in GNSO activities.

### Implementation Notes

The implementation of this recommendation requires substantial involvement from stakeholders, and volunteer fatigue and prioritization efforts must be considered. Furthermore, several of these initiatives are implemented as pilots. The pilot results will be evaluated relative to project goals and adjustments or alternatives will be considered, as needed.

# ATRT2 Recommendation 11 Implementation

## AoC Review Process Effectiveness

29 January 2015

### Major Milestone Timeline



Jan 2015 Draft Processes    March 2015 Develop KPIs    July 2015 Board Approval

### Project Description

Recommendation 11 addresses ways in which the AoC Review process can be improved to make subsequent reviews more effective.

Using lessons learned, recommendations and observations from the Review Teams, the Board, stakeholders and staff, ICANN will propose improvements to make the AoC Review process more predictable, consistent and efficient.

### Project Status

Planning has been completed and implementation work is in progress. ICANN has formulated ideas for process improvements and sought clarification of trigger actions for the 3-year review cycle, to bring predictability into planning, scheduling and budgeting of upcoming reviews. Public session will take place at ICANN52 to provide an overview of reviews as an important ICANN accountability mechanism and to discuss upcoming reviews and implications for the ICANN community.

Completed tasks include:

- [Document](#) project management approach to implementation
- Develop a predictable schedule for review activities
- Establish a standard process for budgeting for AoC reviews
- Improve AoC Review web pages on [icann.org](#) for improved transparency and clarity – scheduled release Feb 2015.

### Status of Deliverables

	Status
AoC review schedule and activities	●
Progress reporting templates	●
Budget/resource plan template	●
Guidance document	●

- ✓ = complete
- = on schedule
- = behind schedule, expect to recover
- = behind schedule, do not expect to recover

### Implementation Notes

Careful attention is being paid to the Enhancing ICANN Accountability work to achieve alignment. Review process effectiveness is dependent on availability of various resources, chief among them volunteers with requisite background, expertise and independence to undertake the reviews.



# ATRT2 Recommendation 12 Implementation

## Financial Accountability and Transparency

29 January 2015

### Major Milestone Timeline



### Project Description

The recommendation states:

12.1 & 12.5 Board to improve participation of SO/AC in planning process, including sufficient time for interaction.

12.2 Board to take into account the correlation of revenues and expenses in the long term when planning.

12.3 Board to benchmark operations every 3 years, and publish resulting analysis.

12.4 Annual budgets to be based on multi-annual strategic plan. SO/AC budgets to be specified.

### Project Status

12.1 & 12.5 - The Strategic Plan, Five-Year Operating Plan and FY16 Operating Plan and Budget processes allow for input from the ICANN community during their development stages via working groups and public comment periods. The commencement dates for the processes have been moved up to allow for sufficient time for interaction between the community and staff.

12.2 - The correlation of revenues and expenses in the long term is enabled through the development of a 5-year financial model included in the ICANN strategic plan.

12.3 - Implementation relative to benchmarking requires an evaluation as to whether the current Executive Dashboard process can be a reasonable vehicle for implementing the spirit of the recommendation.

12.4 The Five-Year (FY16-20) Operating Plan was posted for public comment on 11 November 2014 and includes: a five-year planning calendar; strategic goals with corresponding key performance indicators, dependencies, five-year phasing, and list of portfolios; and a five-year financial model. The FY16 Annual Operating Plan and Budget will subsequently be derived from the Five-Year Operating Plan following community input and a budget by SO/ AC group will be specified.

### Status of Deliverables

Status	12.1/ 12.5	12.2	12.3	12.4
Project Initiation Phase	✓	✓	●	✓
Planning Phase	✓	✓		✓
Execution Phase	●	●		●
Operationalize Plans				

- ✓ = complete
- = on schedule
- = behind schedule, expect to recover
- = behind schedule, do not expect to recover

### Implementation notes

Several of the elements of the recommendation will be implemented through the planning process conducted during FY15, for FY16 and beyond. As the planning work gets completed, ICANN will check effectiveness of actions implemented and revise as appropriate.