

ATRT2 Recommendation 1 Implementation

Board Performance and Work Practices

6 October 2014

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
Project Initiation Phase	✓
Planning Phase	●
Execution Phase	
Operationalize Plans	

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

Project Status

Currently in the process of planning out the tasks, milestones, deliverables and dependencies to implement this recommendation. The planning is expected to be complete by 31 October 2014, with dates and milestones.

As part of this work, we are in the process of formulating ideas for methods to help assess Board member skill sets, as well as how to evaluate post-training improvements to those skill sets. The work will then turn to how to document those methods.

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

Implementation Notes

The Board needs to be comfortable with the process of assessing their skill sets. To ensure this, responsible staff will maintain open communication with Board members throughout the development process.

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

6 October 2014

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

Status of Deliverables

	Status
Project Initiation Phase	✓
Planning Phase	●
Execution Phase	
Operationalize Plans	

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

Project Status

Currently in the process of planning out the tasks, milestones, deliverables and dependencies to implement this recommendation. The planning is expected to be complete by 31 October 2014, with dates and milestones.

As part of this work, ICANN is in the process of formulating ideas for methods to help assess Board member skill sets, as well as how to evaluate post-training improvements to those skill sets. The work will then turn to how to document those methods.

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

Implementation Notes

The Board needs to be comfortable with the process of assessing their skill sets. To ensure this, responsible staff will maintain open communication with Board members throughout the development process.

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

6 October 2014

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
Project Initiation Phase	✓
Planning Phase	●
Execution Phase	
Operationalize Plans	

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

Project Status

Currently in the process of planning out the tasks, milestones, deliverables and dependencies to implement this recommendation. The planning is expected to be complete by 31 October 2014, with dates and milestones.

A subset of the materials produced in Recommendation Nos. 1 and 2, will serve 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

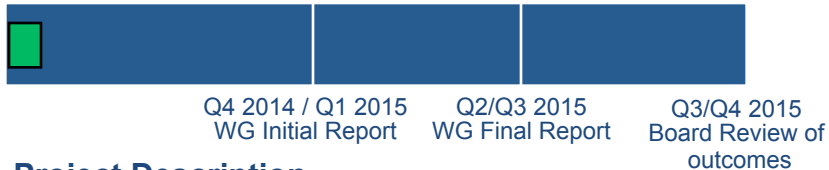
The timeline for this process is closely tied to the work on Recommendations Nos. 1 and 2, and sufficient work needs to be completed in implementing those recommendations so that the timeline for this work is not impacted. All three Recommendations (Nos. 1, 2 and 3) are being worked on by the same cross-functional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

ATRT2 Recommendation 4 Implementation

Policy/Implementation/Executive Function Distinction

6 October 2014

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
Project Initiation Phase	✓
Planning Phase	✓
Execution Phase	
Operationalize Plans	

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

Project Status

The WG has approved its Working Definitions document and developed a draft set of Working Principles. The WG has begun to consider each of its other Deliverables under its Work Plan (see https://community.icann.org/x/rC_fAg). The WG is meeting weekly to continue its work on its various deliverables. It has completed its review of input obtained from a number of SO/AC/SG/Cs on its Charter, and has solicited feedback on new proposed policy guidance and input processes with a view toward producing a more detailed framework for community discussion at the LA meeting. The WG now commenced its deliberations on a framework for implementation related discussions associated with GNSO Policy Recommendations and criteria to be used to determine when an action should be addressed by a policy process and when it should be considered implementation.

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

6 October 2014

Major Milestone Timeline



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.

Status of Deliverables

	Status
Project Initiation Phase	✓
Planning Phase	●
Execution Phase	
Operationalize Plans	

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

Project Status

Planning is ongoing for each of the facets of work called for in this recommendation. The planning work will be complete by 31 October 2014. The work is expected to result in making a single source document available that will explain ICANN's redaction practices, including a discussion of a path for re-evaluation of redacted materials. Also under review is a method for tracking redactions to allow for measurement of meeting the re-evaluation processes, which could include the development of a redaction log with updates.

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

6 October 2014

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	✓
Planning Phase	●
Execution Phase	
Operationalize Plans	

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

Project Status

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 attribution of implementation responsibilities for the individual elements to the BGRI-WG, the GAC and the ICANN GSE department, respectively.

While the process of planning and mapping tasks and milestones is currently ongoing, considerable progress can already be noted for implementation of certain elements, while others are at the early planning stages. Thus, solutions for 6.1.a and 6.7 are operational in practice, awaiting formal confirmation, and 6.4 and 6.5 have advanced substantially. For a list of all the elements, see the [ATRT2 Final Report](#). The planning phase is expected to be completed 31 October 2014, with timelines and milestones outlined by then.

Implementation Notes

The varied individual elements of this Recommendation require attention to multiple aspects. These remain to be identified in detail, albeit most will also depend on agreement on timelines and decisions by the responsible entities. Regarding the proposed solution for Rec. 6.5, proposed Bylaws revision was posted for public comment (see [link](#)), though input received to date is largely not in favor, which needs to be taken into account.

ATRT2 Recommendation 7 Implementation

Public Comment Improvements

6 October 2014

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
Project Initiation Phase	✓
Planning Phase	●
Execution Phase	
Operationalize Plans	

- ✓ = 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 is currently in the process of mapping out specific tasks, milestones, deliverables and dependencies to implement both aspects of the ATRT2 recommendation.

The team has identified the following short term process areas for changes and enhancements: Discontinuation of the reply cycle phase of comment forums; default 40 day public comment forum period; 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 been developed and is awaiting IT implementation.

Over the longer term ICANN will; investigate new software tools to improve the public comment process and potentially incorporate threaded comments in appropriate circumstances; will identify further dates and milestones as IT development expectations are clarified.

Implementation Notes

Limited IT resources will impact implementation timing and specific plans for longer term software implementation associated with the new tools being explored. The implementation team is working 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.

ATRT2 Recommendation 8 Implementation

Multilingualism
6 October 2014

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
Project Initiation Phase	✓
Planning Phase	●
Execution Phase	
Operationalize Plans	

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

Project Status

Planning work is in progress to identify dates and milestones, to be completed by 31 October 2014.

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

The First Focus Group with ICANN community (Sept –Nov 2013) resulted in a Glossary comprised of over 25,000 terms translated into 6 UN languages. This asset is shared with all Language Services (LS) vendors and a subset of terms is available to the community via Quizlet. LS is currently working on the development of the versions in four additional languages. Notifications to stakeholders regarding this tool are ongoing, including instructions for downloading the app on smart phones, social media support and direct promotion at every ICANN meeting.

A Second Focus Group is in progress and will conclude during ICANN 51 – focused on translations of content on icann.org and documents. The product of this work will be report issued in Nov. 2014.

LS has developed a Quality Assurance process, which is being implemented.

Implementation Notes

Work is progressing, particularly through the Focus Group efforts identified above.

ATRT2 Recommendation 9 Implementation

Decision-Making, Transparency and Appeals Processes

6 October 2014

Major Milestone Timeline



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.

Additional background information is available in the ATRT2 Report (<https://www.icann.org/en/system/files/files/final-recommendations-31dec13-en.pdf>).

Status of Deliverables

	Status
Project Initiation Phase	✓
Planning Phase	✓
Execution Phase	●
Operationalize Plans	

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

Project Status

Planning is ongoing for each of the facets of work called for in this recommendation. One key area where efforts are already underway to address the concern raised in the recommendation is the development of 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>. On transparency efforts, ICANN has begun providing clear status updates on ongoing Reconsideration Requests and Independent Reviews, which will lead to better transparency reporting as called for in the recommendation.

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

6 October 2014

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
Project Initiation Phase	✓
Planning Phase	✓
Execution Phase	●
Operationalize Plans	

- ✓ = 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 is now being implemented. Further conversations are ongoing in relation to additional measures that may be implemented / tested to promote GAC early engagement in GNSO Policy Development Activities. Furthermore, a number of improvements are being implemented as part of the GNSO PDP improvements such as a pilot project on facilitated PDP F2F WG meetings (first meeting scheduled to take place at 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

6 October 2014

Major Milestone Timeline



Draft Processes Jan 2015 Finalize KPIs March 2015 Board Approval June 2015

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.

Additional background information is available in the ATRT2 Report (<https://www.icann.org/en/system/files/files/final-recommendations-31dec13-en.pdf>).

Project Status

Planning is ongoing for each of the facets of work called for in this recommendation. ICANN has formulated ideas for process improvements and will begin to document these proposed changes and communicating cross-functionally for feedback and discussions.

Examples:

- Document project management approach to implementation of recommendations
- Consider appropriate trigger actions for the 3-year review cycle
- Develop a predictable schedule for review activities
- Establish a standard process for budgeting for AoC reviews
- Document process steps associated with Board action on recommendations

Status of Deliverables

	Status
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

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

6 October 2014

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.

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

Project Status

Several elements of the recommendation have been incorporated in the strategic planning and FY16 Operating Plan and Budget planning process.

See status section for specific progress.

Implementation of 12.3 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.

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.



ICANN