

ATRT2 Recommendation 7 Implementation

Public Comment Improvements

31 December 2015

Implementation 7 Timeline



December 2015
Completed

Recommendation 7 Implementation Description

ATRT2 Recommendation 7 identified various mechanisms to improve public comment periods through process modifications and the use of new tools. The Board 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.

The Recommendation 7 improvements have now been fully implemented, operationalized and assessed. Staff is establishing a multi-department team to investigate further evolution of the organization's community input capabilities and processes with an eye toward interfacing with future community review efforts (e.g., ATRT3) as needed in the future.

Status of Deliverables

	Responsible	Due Date
Centralized public comment page live on icann.org	Staff	✓
Enhanced visual timeline for public comment live on icann.org	Staff	✓
Ability to "follow" public comments on icann.org	Staff	✓
Eliminate Reply Cycle/Expand Comment period	Staff	✓
Create Staff Summary Report Inquiry Process	Staff	✓
Snapshot of public comment data 6 months after implementation	Staff	✓
Publish Report for Community	Staff	✓



Complete
Planned/In Process
Behind schedule, expected to recover within original plan
Behind schedule, original plan to be adjusted

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Project Status

This project had both short term and long term components. ICANN staff mapped out specific tasks, milestones, deliverables and dependencies to implement all aspects of the ATRT2 Rec 7 recommendations. The Rec 7 recommendations have been fully implemented as the following short term improvements have been realized:

- Centralized public comment page live on icann.org (see <https://www.icann.org/public-comments - open-public>)
- Elimination of Reply comments mechanism and expansion of public comment period to 40-day default time frame (see announcement <https://www.icann.org/resources/newsletter/policy-update-2014-11-21-en>)
- Enhanced visual timeline for public comment live on icann.org (see e.g., <https://www.icann.org/public-comments/rpm-review-2015-02-02-en>)
- Ability to “follow” public comments on icann.org
- Stricter staff expectations and processes to produce summary reports in a timely manner (default two weeks)
- Creation of process and mechanism for community to confer, challenge, correct, complain about staff summary reports. (see <https://www.icann.org/resources/pages/report-inquiry-2014-10-21-en>)
- Improvements Information shared with Community and Staff (see <https://community.icann.org/pages/viewpage.action?pagelId=51417227>) and (see <https://community.icann.org/pages/viewpage.action?pagelId=51418375>)
- Report on ATRT Rec 7 Enhancements (see <https://community.icann.org/pages/viewpage.action?pagelId=56987496>)

Implementation Notes

This project is now complete, but the evolution of how the ICANN organization requests, receives, processes and evaluates public input is ongoing. The 16-page staff assessment report published regarding the Rec 7 enhancements provides a summary of the six specific operational and process improvements implemented by the staff and confirms the value of those changes. While no specific key performance indicators have been established for the public comments infrastructure, staff will continue to monitor and measure fundamental aspects of the public comments environment on an annual basis - including the number of public comment proceedings, the number of comments filed and other relevant statistics. Staff is establishing a multi-department team to investigate further evolution of the organization’s community input capabilities and processes with an eye toward interfacing with future community review efforts (e.g., ATRT3) as needed in the future.