

Why are there Organizational Reviews?

ICANN's [Bylaws](#) require that its structures be reviewed on a five-year cycle. According to the Bylaws, the goal of the review is "to determine (i) whether that organization has a continuing purpose in the ICANN structure, and (ii) if so, whether any change in structure or operations is desirable to improve its effectiveness."

Reviews are part of ICANN's commitment to continuous improvement, accountability and transparency. They use mechanisms and measures to maintain public confidence in the viability, reliability and accountability of ICANN. The [Structural Improvements Committee](#) of the Board (SIC) is responsible for the oversight of ICANN's structural reviews.

What is the scope of Reviews?

Stemming from the Bylaws requirement, the scope of the Reviews is developed by the SIC, in conjunction with feedback and input from the structure under review. Based on direction from the Board, reviews include an examination of an organization's effectiveness in accordance with the ICANN-provided objective and quantifiable criteria.

Example: GNSO Review – see [Request for Proposal](#) and [Independent Examiner Workspace](#).

What are the upcoming Reviews?

Based on the schedule mandated by the Bylaws that every structure be reviewed on a five-year cycle, the following is the proposed schedule for upcoming reviews.

Review	Plan Review	Conduct Review	Implement Improvements
GNSO Review	Done	June 2014 – April 2015	May 2015
ALAC Review	December 2014 – May 2015	June 2015 – February 2016	March 2016
NomCom Review	February – July 2015	September 2015 – May 2016	June 2016
SSAC Review	February – July 2015	September 2015 – May 2016	June 2016
RSSAC Review	July 2015 – January 2016	February – October 2016	November 2016

Who performs the Reviews?

While an Independent Examiner performs the review, the structure under review also has an important role: performing a self-assessment, providing direct input and implementing improvements. The construct of the Working Party was introduced during the GNSO Review in May 2014; early indications are that this construct is a useful one. An assessment of the effectiveness of the Review Working Party construct will be considered after the conclusion of the GNSO Review.

For more information about Review Working Party, please see below.

How is the Independent Examiner selected?

The selection of an Independent Examiner is done in accordance with the process defined in [SIC Systematization of Organizational Reviews Processes](#) and involves Organizational Review Staff, Procurement Staff and the Structural Improvements Committee of the Board (SIC). A competitive bidding process is the launched wherein all proposals are carefully evaluated. The evaluation results and scores are then presented for consideration and action to the ICANN Board Structural Improvements

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Committee (SIC). The selection criteria includes: Knowledge and Expertise (including knowledge of ICANN), Qualifications of the Professional Team Assigned (including ability to act independently, without conflict of interest); Proposed Methodology; Ability to Deliver High Quality, Useful Report and Recommendations; and Costs.

How is the Review Working Party formed?

Based on recent experience, the [Structural Improvements Committee](#) of the Board will request that a Review Working Party be assembled to act as a liaison between the group being reviewed, the Independent Examiner, and the SIC. The Working Party will provide input on Review criteria and the 360 Assessment, coordinate interviews, and objectively supply clarification and responses to the draft findings and Recommendations of the Independent Examiner.

Once a final report is issued and the Board takes action on it, the Review Working Party is expected to coordinate with the community to prepare an Implementation Plan and champion implementation of improvement activities.

The membership of the Review Working Party includes members representing the diversity of the group being reviewed. The method used to select these individuals is up to the discretion of the organization being reviewed. The activities of the Review Working Party are conducted in an open and fully transparent manner.

An assessment of the effectiveness of the Review Working Party construct will be considered after the conclusion of the GNSO Review.

How is the Review Working Party Chair selected?

The choice of a Review Working Party Chair, including the method used to select this individual, is up to the discretion of the organization being reviewed.

What is the process and timeline of Reviews?

Organizational Review Cycle – 5 Years



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Staff has developed a draft template project plan, which includes detailed activities, responsibilities, participants and timing.

How is the community engaged/updated during the Review?

Organizational reviews depend on broad and diverse participation from the community, through a variety of opportunities and activities:

Participation opportunities	Participants
Serve as a member of the Review Working Party	Member/participant of structure under review
Respond to 360 Assessment (online survey)	Structure under review, other ICANN structures, any interested individual
Participate in interviews	Limited number of interviews are typically conducted by the independent examiner to supplement other means of information gathering
Attend webinars and in person briefings conducted at ICANN meetings	Structure under review, other ICANN structures, any interested individual
Provide views and feedback on the Draft Report through the Public Comment process	Structure under review, other ICANN structures, any interested individual
Participate in the implementation of improvements	Member/participant of structure under review

Staff, members of the Review Working Party and Independent Examiners conduct activities to engage the community, encourage participation and provide timely and relevant information; for example – webinars, briefings, blogs and other social media postings, sessions at ICANN meetings, and outreach through relevant ICANN staff and groups. A community wiki space is created to serve as a central repository of review information.

The GNSO [community wiki](#) space was created to act as a repository containing [background information](#), [call scheduling and summary notes](#), [FAQs](#), a list of [community engagement efforts](#), as well as other pertinent information.

Staff is in the process of revamping and updating Organizational Review pages on ICANN.org, to make the information easier to find, better organized and more consistent across all reviews. This work will be completed by ICANN52.

What are some of the engagement/outreach activities that Staff performs during the Review?

In past Reviews, Staff conducted a variety of engagement/outreach activities to help promote the Review, such as:

- Pamphlet of Frequently Asked Questions for distribution at ICANN meetings;
- Videos, postcards and QR Code business cards to help find information and participate in the 360 Assessment

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- Webinars to help answer questions and provide updates;
- Use of social media such as Facebook, Twitter, and CircleID for important announcements, reminders and sharing of information via blogs;
- Face to face meetings with various groups and constituencies during the ICANN meetings; and
- Information sharing with the Global Stakeholder Engagement team.

The following chart offers a quantitative means of summarizing outreach and engagement for the GNSO Review.

GNSO Review Statistics

360 Assessment:

-- Main survey 152 completed responses
(250 started)

-- Supplementary survey (WG) 26 completed responses
(50 started)

**Total 178 completed responses
60% completion rate**

Interviews: 27

GNSO Review Working Party meetings: 13

Engagement:

-- Announcements page views **1,709**

-- Blog page views **2,957**

Outreach:

-- Webinars **3**

-- Update presentations **14**

-- Blogs **2**

-- Videos **2**

-- FAQ Brochures and Post cards distributed **3,000**

Who can answer review-related questions?

For all inquiries related to Reviews, interested parties should email [Larisa Gurnick](#) or [Matt Ashtiani](#). Inquiries may also be directed to the Independent Examiner and the Chair of the Review Working Party, once designated.