



At-Large Review

Holly Raiche | ICANN55 | 05 March 2016

⦿ Saturday 5 March 2016 at 1730 – 1830

⦿ Room Roseraie

⦿ Moderator: Holly Raiche

⦿ With:

- Larisa Gurnick, Director, Strategic Initiatives
- Charla Shambley, Program Manager, Strategic Initiatives

Agenda

- **ALAC REVIEW 2008:**
 - Lessons Learned
- **ALAC REVIEW 2016:**
 - Review Objectives
 - Review of Timeline for 2016 Review
 - Selection of Independent Examiner
- **TASKS TO SUPPORT INDEPENDENT EXAMINER**
 - People to be contacted
 - Meetings to be attended
 - Documents to be considered
 - Plans for ICANN 56
- **QUESTIONS AND DISCUSSION**

ICANN Bylaws require:

a periodic review of the performance and operation of each Supporting Organization, each Supporting Organization Council, each Advisory Committee (other than the GAC) and the Nominating Committee by an entity or entities independent of the organization under review

NOTE: The Review was of ALAC – NOT the RALOS or ALSs

What was Implemented:

Thirteen areas for improvement – with a total of PAGES of recommendations – most of which have been completed

2008 REPORT:

<https://www.icann.org/en/system/files/files/alac-independent-review-final-25jul08-en.pdf>

AREAS FOR RECOMMENDATIONS:

- ICANN Bylaws/Board member
- ALS-RALO-ALAC Structure
- ALS Education and Engagement
- Strategic and Operational Plans
- Cost models
- Public comment period
- Translation processes
- Home of individual Internet Users
- Input from Consumer Representatives
- Policy Advice Mechanisms

Issues Listed as 'complete and ongoing'

- ICANN collaboration with ICANN on Beginners Guides relevant to ALAC
- RALOs to formalise outreach/in-reach roles
- Develop/implement sanctions process for non-performance of ALAC/RALOs/ALSs
- Develop/maintain management/retention system for ALAC, including skills development
- Equal treatment for ALAC and other funded communities for accommodations

Issues Listed as 'watching brief'

- Translation services/translation policy
- GNSO outreach to consumer representatives
- Strengthen policy development processes within SOs and ACs for considering ALAC input – how it has been considered and used
- Ensure GNSO PDP incorporates measures to guarantee ALAC input is considered

Assessment by Working Party

Did implemented improvements address findings & recommendations of 2008 Report?

- Did it get done?
- Did it work?
- How can progress be demonstrated / quantified?
- Is additional work needed?
- Is work underway?

What significant developments have impacted or will impact the At-Large organization since the last Review?



Lessons Learned from 2008 Review

- What worked?
- What did not work as well as expected?
- What improvements should be made?

Lessons from Recent Reviews

Community's attention, engagement & buy-in are critical

- Review Working Party role
- Coordinated communication & engagement to achieve participation
- Community buy-in and feedback loop are essential
- Coordinated review schedule in tune with community work

Operational effectiveness → readiness for strategic challenges

- Organizational Reviews comprised of different assessments/processes
- Ongoing purpose – part of the strategic planning process; link output of Reviews to Strategic Planning
- Alignment with overall structure of ICANN

Standard Policies, Procedures & Guidelines facilitate fulfillment of mandates & commitments

- Predictable, consistent and efficient application
- Include checks and balances
- Clear & understood by Community
- Cross-reference between Reviews

Project management discipline essential in reviews & implementation projects

- Widely accepted standards
- Well documented plans – timelines, milestones, resources
- Mechanism for risk management
- Plan to stretch review & implementation timeline in response to community workload

Implementation success difficult to assess without specific agreed upon success factors

- Implementation plans must contain required elements to be approved
- Shared understanding: Community, examiner, Board, Staff
- Consistently applied criteria: recommendation → implementation → assessment of effectiveness

Support for data-driven, measurable outcomes

- Measurable improvements essential to community's engagement
- Decision making
- Review methodology
- Assessment of effectiveness of improvements

OBJECTIVES OF 2016 REVIEW

Assess effectiveness of.....

- Improvements resulting from recommendations from last Review (2008)
- At-Large organization - ALAC, Regional At-Large Organizations (RALOs) and At-Large Structures (ALSes)
- ...relative to specified evaluation criteria

Review Evaluation Criteria

- Fulfilment of Mission
- Adherence to Policies/Procedures
- Organizational Support

- Accountability & Transparency to the Public

- Membership Processes & Participation
- Communication

- Governance & Management
- Effectiveness of Execution

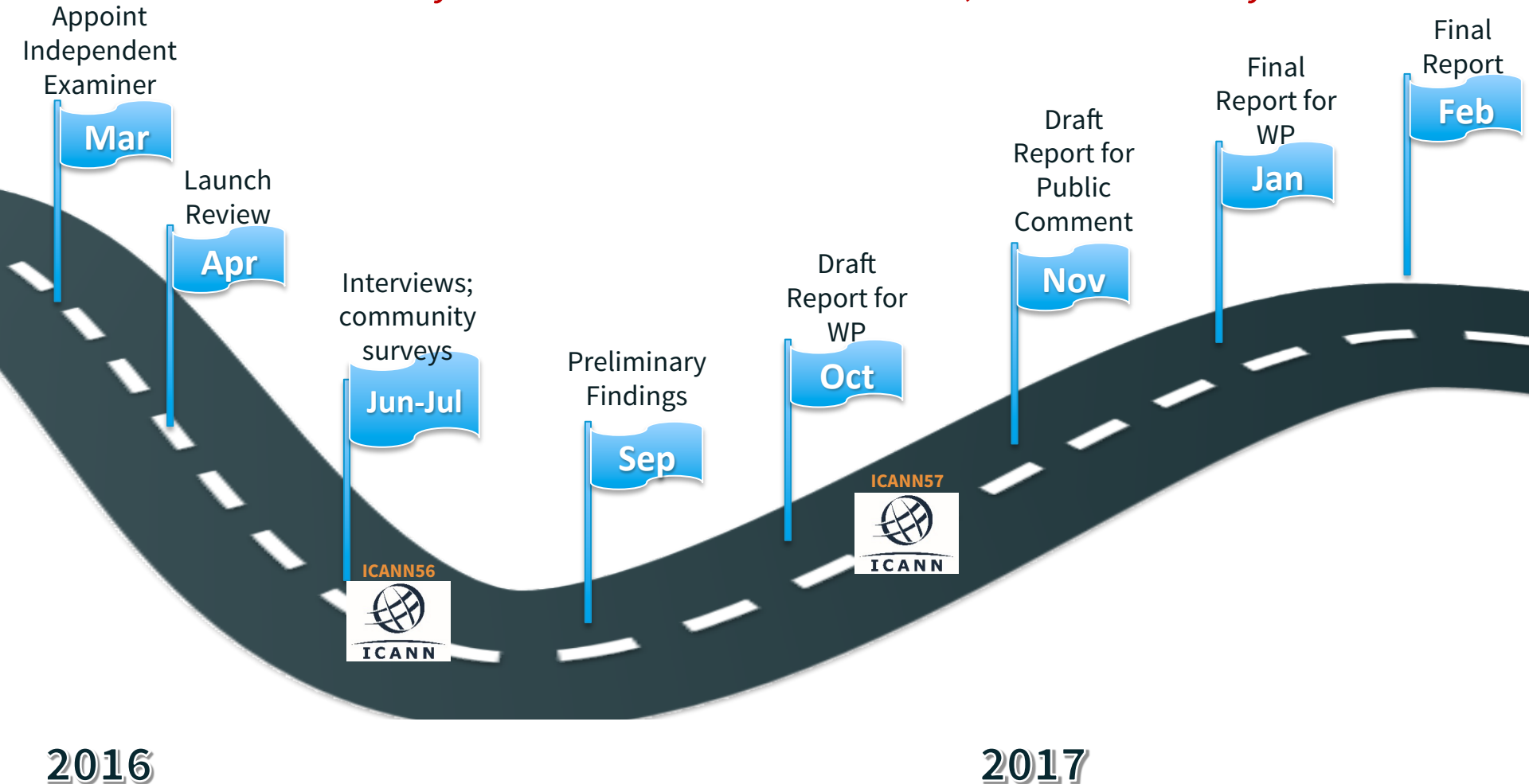
- Evaluation & Measurement of Outcomes

- Effectiveness of Implementation of Prior Review Recommendations

Additional Criteria?

Proposed Road Map for At-Large Review

Review plans continuously aligned with community workload and flexibility to accommodate extensions, when necessary.



2016

2017

Selection of Independent Examiner

Understanding of the Assignment

Knowledge and Expertise

Methodology and Flexibility

Finances/no conflict of interest

Experience with NGOs/not-for profits

Diversity of knowledge/experience culturally/geographically

Experience working with volunteers

Experience with multistakeholder organisations