CCWG-Accountability Work Stream 2
ICANN Ombuds Office

Meeting #18

20 March 2017

Rapporteur: Sébastien Bachollet

CCWG-Accountability Work Stream 2
ICANN Ombuds Office

(Om-buhdz-muhn: a person who investigates and attempts to resolve complaints and problems.)

Agenda Meeting #18 Ombuds

- Roll Call / Apologies – Welcome
- Participation & Dashboard
- External review of the ICANN Ombuds Office
  - Feedback from CPH ICANN58 by Cameron Ralph LLC
  - Overview of which Community members the Independent Assessors spoke to
  - Gather feedback from the Subteam on who should still be reached out
  - Discuss timeline for survey, and other mile stones
    - Draft survey on Thursday, 23 March, 23:59 UTC?
- ICANN Complaints Office
- Next meeting
  - #19 Monday 27 March 2017
- AOB

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Participation & Dashboard

WS2 Drafting Team "Ombudsman"

Active Participants

1. Sébastien **B**achollet - **Rapporteur** (**18**)
2. Adebunmi Akinbo (2)
3. Alberto Soto (**11**)
4. Arshad Mohammed (-)
5. Avri **D**oria (**13**)
6. Carlos Vera Quintana (4)
7. Cheryl **L**angdon-Orr (**11**)
8. Chris LaHatte (previous Ombuds) (**8**)
9. Denise Michel (-)
10. Edward Morris (2)
11. Farzaneh Badii (**8**)
12. Herb Waye (Ombuds) (**16**)
13. José Francisco Arce (2)
14. Jimson Olufuye (1)
15. Karel Douglas (3)
16. Klaus Stoll (**9**)
17. Michael Karanicolas (1)
18. Raoul Plommer (2)
19. Robin **G**ross (2)
20. Samantha **E**isner (1)
21. Sarah Kiden (1)
22. Sivasubramanian Muthusamy (4)
23. Susan Payne (2)

Observers

1. Aarti Bhavana
2. Adebunni Adeola Akinbo
3. Alan **G**reenberg
4. Akinremi Peter Taiwo
5. Amrita Choudhury
6. Angie Graves
7. Dan Shevet
8. David Maher
9. Elizabeth Bacon (1)
10. Gangesh Varma
11. Iftikhar Shah
12. Johan Helsingius
13. Jon Nevett
14. Mike Rodenbaugh
15. Pam Little (1)
16. Pablo Andrés Mazurier
17. Philip Corwin
18. Renu Sirothiya
19. Rinalia Abdul Rahim
20. Vidushi Marda
21. Vinay Kesari
22. Yoav Ostreicher

Board Liaisons

- Asha Hemrajani (**13**)
- Mike Silber (backup) (4)

Co-Chair

- Mathieu **W**eill

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Ombuds Office

Updates:
- RFP for an external review of the IOO posted, responses (7) received, analyzed.
- Final phase for the reviewer selection's.
- Contract to follow.

Upcoming Activities:
- Following the external review of the IOO.
- Draft document regarding "Complaints" Office's issues to be discussed by IOO. Subgroup and by the Plenary.

Open Items:
- Coordination with other sub-groups:
  - Transparency
  - Staff Accountability
  - Human Rights
  - Diversity
  - Accountability SO/AC
- A new timeline needs to be setup (following track 1 or longer).

Rapporteurs: Sebastien Bachollet

# of signed-up Active Participants: 23

# of signed-up Observers: 22

Useful links:
- Wiki
- Mailing List archive
- Meetings schedule

Description / Scope:

Evaluate the current Ombudsman charter and operations against industry best practices and recommend any changes necessary to ensure that the ICANN Ombuds Office (IOO) has the tools, independence, and authority needed to be an effective voice for ICANN stakeholders.

Activity:

Total # of meetings:	16
Total # of emails:	115
Collective hours on calls:	221

# of meetings / # of emails
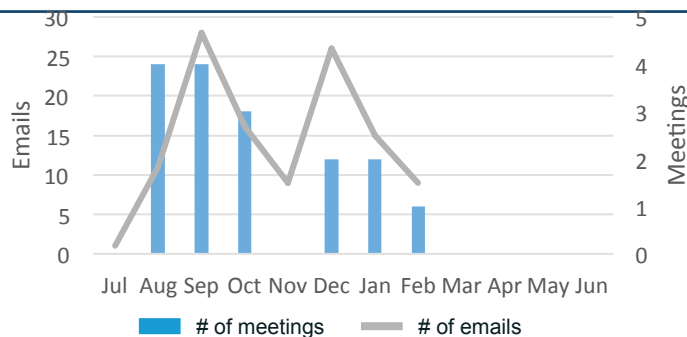
Work Plan:

Start work	Aug	✓
Document questions to answer	Sep	✓
Document work to do	Oct	✓
Produce draft for subgroup	Nov-Jan	
Produce draft for CCWG	Feb	
Produce draft for PC	March	
Public Comment	Apr	
Revise draft	May	
CCWG approval	Jun	

Based on data available from the WS2 wiki – this is a high level summary of the work underway .

🟢 On-track
🔺 Behind schedule, but recovery still possible

⬛ Not started
🟥 Target will be missed
⬜ Completed

Updated on 02 Mar 17

| 6
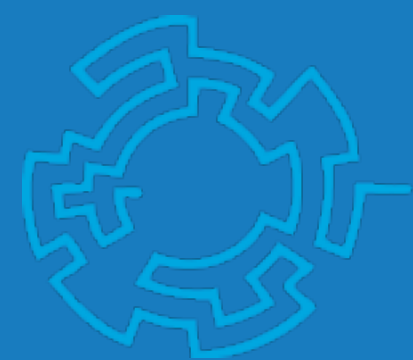
- Consulting firm specializing in governance, performance assurance and policies.

- Expertise in independent reviews of Ombudsman schemes – both Government established and industry based schemes.

- Reviewed some 16 schemes located in Australia, New Zealand and Canada (financial services, telecommunications, water and energy, public transport, legal services).

- Have assisted Ombudsman schemes with strengthening their quality assurance and other processes.

- More information available - http://crkhoury.com.au

Cameron Ralph LLC: Consultants

Phil Khoury

- A governance and change management consultant specializing in regulatory and other non-profit organizations
- Worked extensively with industry bodies, complaints handling schemes and specialist disciplinary bodies.
- Former Executive General Manager of the Australian Securities and Investments Commission (ASIC).
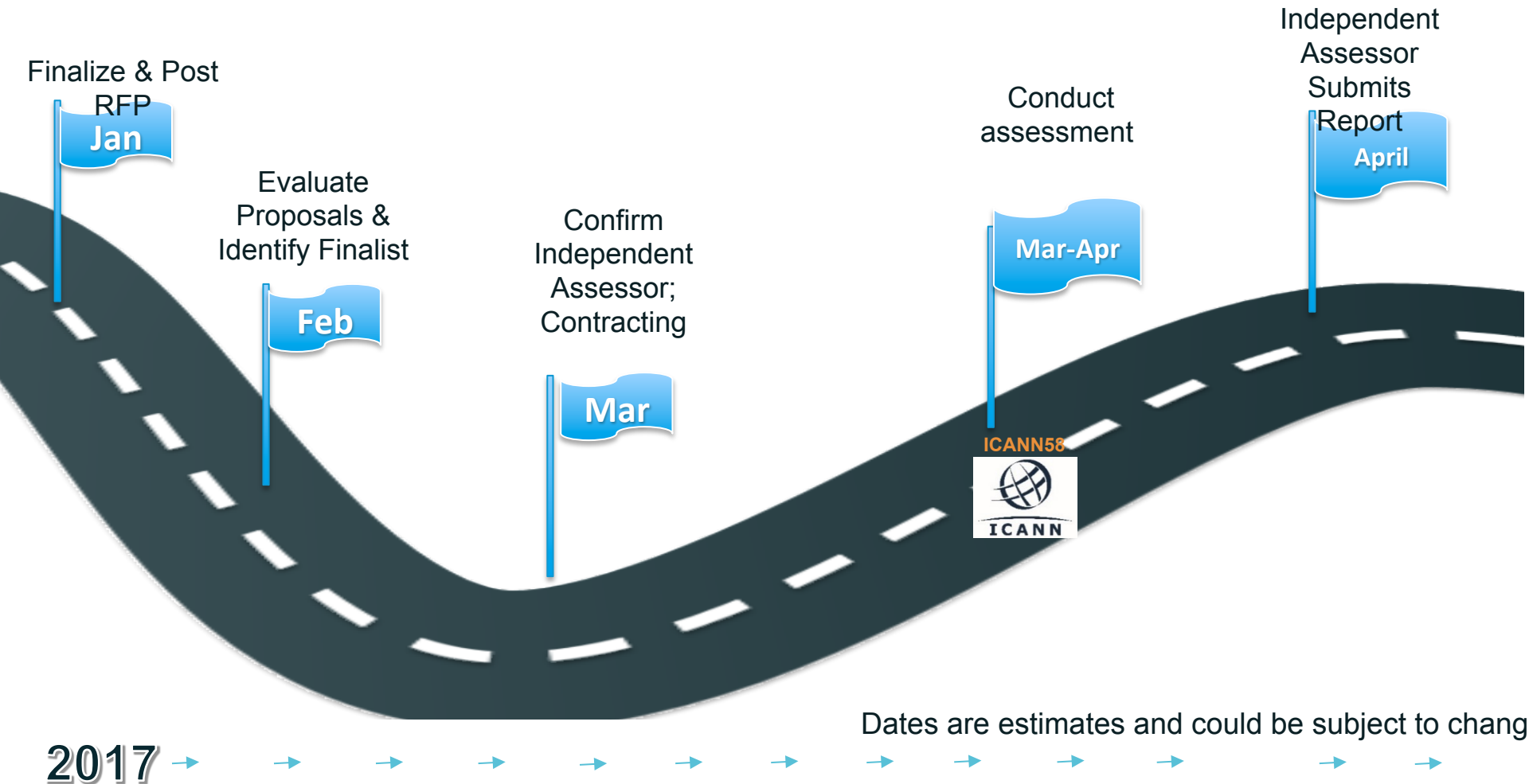
Debra Russell

- Formerly a senior executive with Australian Securities and Investments Commission, a senior manager with PricewaterhouseCoopers, a sessional lecturer at University of Melbourne Law School and a solicitor with Allens Arthur Robinson
- Strong legal and regulatory compliance background.

External review of the ICANN Ombuds Office

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Proposed Road Map for Assessment of ICANN's Ombudsman Office

Finalize & Post RFP
Jan

Evaluate Proposals & Identify Finalist
Feb

Confirm Independent Assessor; Contracting
Mar

Conduct assessment
Mar-Apr

ICANN58

Independent Assessor Submits Report
April

Dates are estimates and could be subject to chang

2017

ICANN Complaints Office

Calendar

Subgroup Time Slots

Day	#	WS2-Ombudsman	
lundi 20 mars 17	#18	**Omb-WS2 13:00UTC**	xx participants + Staff
lundi 27 mars 17	#19	**Omb-WS2 13:00UTC**	xx participants + Staff
lundi 3 avril 17	#20	**Omb-WS2 19:00UTC**	
lundi 10 avril 17	#21	**Omb-WS2 05:00UTC**	
mardi 18 avril 17	#22	**Omb-WS2 13:00UTC**	
lundi 24 avril 17	#23	**Omb-WS2 19:00UTC**	
lundi 1 mai 17	#24	**Omb-WS2 05:00UTC**	
lundi 8 mai 17	#25	**Omb-WS2 13:00UTC**	
lundi 15 mai 17	#26	**Omb-WS2 19:00UTC**	
lundi 22 mai 17	#27	**Omb-WS2 05:00UTC**	
mardi 30 mai 17	#28	**Omb-WS2 13:00UTC**	

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AOB

Anti-Harrassment Policy

- Possible role of the IOO regarding Anti-Harrassment Policy

- No transcript of the public Board meeting in Copenhagen (ICANN58)

- No resolution (yet) available

Dependencies between WS2 Design Teams

ICANN Ombuds

1. **Diversity** (Sébastien Bachollet)
2. **Human Rights** (Raoul Plommer)
3. **Jurisdiction** (Farzaneh Badii)
4. **SO/AC Accountability** (Cheryl Langdon-Orr)
5. **Staff Accountability** (Avri Doria)
6. **Transparency** (Michael Karanicolas)
7. **Reviewing CEP** (Edward Morris)
8. **Guidelines for Good Faith Conduct** (Karel Douglas)
9. **IRP "Phase 2"** (Robin Gross)
10. **ATRT2** (Avri Doria)