

# Information to Obtain/Questions to Ask

October 2016

The subgroup working on Staff Accountability as part of CCWG WorkStream 2 is developing questions to ask to obtain more information about current Staff Accountability arrangements at ICANN.

It seems likely that some of this information will already be published, and some may be documented internally. Some may not be documented or may not be available for release for a range of reasons. These questions may at the minimum inspire discussion with ICANN and among ICANN staff.

- Where is there documentation that concisely and authoritatively sets out ICANN's view of the respective roles and responsibilities of ICANN's Board, staff and community of participants in the organisation's work?
- What powers have been delegated by the ICANN Board to the Chief Executive and/or to staff more broadly, either with a need for an approval/consent/information check with the Board or for staff implementation?
- Is there any document (public or in-house) that enumerates such power delegation with the various approval/consent/information checks?
- What elements of the following document/s (or similar documents/systems) are in place regarding staff interaction with the community:
  - Code of Conduct
  - Transparency obligations or criteria
  - Induction
  - Training
  - Key performance indicators
  - Cross Function communication and influence, are there any Col firewalls between ICANN functional units.
- How is staff accountability to the community, broadly expressed, audited or monitored or reviewed?
- What feedback does ICANN seek from the community on matters related to staff accountability, and how does it solicit and consider that feedback?
- What processes are in place to respond to any community concerns regarding staff accountability, including appropriate escalation processes?
- What role does ICANN see the Ombudsman function as playing in helping to assure appropriate staff accountability?

- Are individual staff members accountable to the ICANN community, or are they only accountable to their bosses in the ICANN staff hierarchy? In other words are there multiple points of staff accountability to the community or is only the CEO accountable.
- Are their different accountability structures for policy staff who are an integral part of the community processes than there is for operational staff, e.g. GDd?
- Is the CEO accountable to the Board, to the ICANN community or to both?
- Are staff, members of the ICANN community? Are they stakeholders in any sense? If they are stakeholders, how does their position in a hierarchical top down structure affect the nature of their stakeholder relationship to the rest of the community.