

Information to Obtain/Questions to Ask

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. **The following questions are a WORKING DRAFT, and once finalised will be given to ICANN with a request for a response.**

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?
- 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
- 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?

Note from Jordan: it is worth acknowledging this is a sensitive area, since staff are accountable in the first instance (and by law) to the Chief Executive. "Accountability to the community" is an overlay that adds complexity and needs to be negotiated carefully. In conducting its work, I recommend that this sub-group take an approach that is open, respectful and about shaping future frameworks. In particular, any issues that community

participants have with any staff member/s, past or present, form no part of the work of this group and should not be raised as part of its proceedings.