

# CCWG Staff Accountability: Document A

## Current Working Draft - 1.4<sup>1</sup>

This Clean Version: <https://docs.google.com/document/d/1wGRrJZ-i7WA0uYBIHaB5Q3ssqfRmbAcgHJwIQ6scHZY/edit>

**Please use this document for any suggestions or additions.**

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*The creation of this document was requested as a proposed next steps for Staff Accountability WS2.*

*The CCWG-Accountability work with ICANN to develop a document that clearly describes the role of ICANN staff vis-à-vis the ICANN Board and the ICANN community. This document should include a general description of the powers vested in ICANN staff by the ICANN Board of Directors that need, and do not need, approval of the ICANN Board of Directors.*

1. The roles of ICANN's Board, Staff, Community
2. Specifies relationships between ICANN's Board, Staff, Community
3. Proposed Changes / Clarifications
4. Activities that should be started /continued / stopped
5. Recommendations

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<sup>1</sup> [Note: This is a draft document that does not yet have subgroup consensus](#)

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# Introduction

This document is one of two work outputs from the Staff Accountability track of Work Stream 2, and is part of the project being managed by the Cross Community Working Group on Enhancing ICANN's Accountability.

The document sets out [the](#) respective roles and responsibilities of ICANN's Staff, Board and Community in the effective operation of what we might call the "ICANN system". It looks at the relationships between these three parts of the system, and sets out some proposed changes or clarifications, along with activities that should be started, continued or stopped.

The ICANN system is a complicated one, where a wide array of stakeholders work to carry out the purpose and mission written down in ICANN's bylaws. The legal and governance structure that is the ICANN organisation exists only to help the system do what it needs to do. Since that is to serve the whole system, most of which is not organised within the confines of the organisation itself, this presents complexities and challenges for the organisation itself and for stakeholders.

This document was built on research and advice about the status quo, and tries to be clear about what is current practice versus what is recommended to be clarified and changed. The first two sections are therefore more an effort to document today's reality, and the second two sections are more future-focused.

In any document that is part of a discussion of staff accountability, it is important to be clear that the goal is a successful organisation where relationships are functional and working well, and where the community is satisfied and indeed impressed by how the organisation is working. Success should be recognised and celebrated, and issues that come up sorted out and resolved.

It is also important to acknowledge that the scope of this document is of necessity broad: while it is being done as part of staff accountability, this particular piece of work covers aspects of the whole ICANN system.

We look forward to the feedback we know that this document will generate. It is a first effort to document this and given the scale of ICANN and the community, we are sure there will be insights and information that reshapes and leads to significant changes to this draft. We welcome that process and input.

NOTE: in this paper, when we mean the whole ICANN system, we use that phrase "ICANN system", including the organisation's staff, board, and the stakeholders who participate in its work. Where we say "ICANN", we mean the organisation as a legal entity.

# 1. The roles of ICANN's Board, Staff, Community

## 1.1 Role of the ICANN Board

The Board's function in the ICANN system is a complex and delicate one. It is a large and diverse board, composed of a mix of direct stakeholder appointed members and NomCom appointed members.

The primary external role of the ICANN Board is to assure the Internet community that policies applied to the DNS are consistent with ICANN's mission and purpose, and developed through the bottom up consensus community processes set out in ICANN's bylaws.

In its primary internal role the Board is like the board of any other non-profit. That is, consistent with the law, it acts in accordance with documented policies and procedures collectively by voting at meetings to authorize and direct management to take action on behalf of the ICANN organization.

The Board's main functions are:

- Strategic oversight.
- Oversight of enterprise risk work within the organization.
- Select the CEO and appoint other officers.
- Setting and overseeing enforcement of conflicts of interest policy.
- Set the fiscal year, adopt annual budget, operation and strategic plans, appoint independent auditors and cause the annual financial report to be published.
- [Overseeing the development of, and approval of, key financial direction.](#)
- [Review and decide on Supporting Organization recommendations](#)
- [Review Advisory Committee advice](#)
- Appoint and oversee the performance of the Ombudsman.
- Consider recommendations from reviews.
- Selecting PTI Board membership.

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### What the ICANN Board doesn't do

The ICANN Board does not, or should not, have the following roles:

- **To determine policy where community processes have not reached consensus** – in such cases the Board's role is to push the issue(s) back to the relevant processes so that differences can be resolved by and among the broader community.

**Comment [1]:** This doesn't seem quite right. Which processes are being referred to here? If this is referring to the current IGO/INGO issue involving GAC and GNSO, there is no consensus community process that would resolve this. If a GNSO WG doesn't come to consensus, its recommendations don't go to the GNSO Council, so they wouldn't get to the Board. The GNSO Council itself doesn't operate by consensus, it operates by vote.

- **To do the work of the organisation** – the Board and its members are the governors and can best do their job with appropriate detachment and in line with their fiduciary duties by not becoming too involved in the day-to-day work of ICANN as *governors*. Where they (as they should) participate in the work of ICANN, they must do so on an equal footing with other participants. The Board collectively as well as each of its members should take care that they do not breach or blur the governance / management barrier or the roles of governors and of community participants in ways that undermine the roles of the Staff or the Community.

## 1.2 Role of the ICANN Staff

### 1.2.1 CEO Roles

The CEO (in a formal description the President and CEO) is the senior officer of the ICANN organisation. They are an employee, appointed by the Board. The CEO:

- speaks for ICANN organization and serves as the external face of the organization.
- leads and oversees in accordance with documented policies and procedures ICANN's day-to-day operations, within budget, plans and priorities.
- reports to the Board.
- is responsible for ensuring that the organization delivers on its support responsibilities to the ICANN Community, including those determined by the bottom up multistakeholder policy development process.
- supports all internal accountability and transparency mechanisms and ensures that ICANN remains in compliance with all applicable legal/regulatory requirements.
- proactively protects the organization from third-party claims and monitors and mitigates risks to the organization.

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### 1.2.2 Staff Roles

(see sections 2-2.2.2.4)

What ICANN Staff **doesn't** do

Comment [2]: Compare with how ICANN Community is handled below.

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The staff of ICANN **does** not have the following roles:

- deciding the long term strategy and direction of ICANN
- setting policy

- interpreting and acting on the boundary between the *development* and *implementation* of policy in a way that usurps the proper role/s of the Board and community.

### 1.3 Role of the ICANN Community

#### 1.3.1 The ICANN Community's Roles

ICANN community members act through ICANN's SOs to develop policies, and through ACs to provide advice, applicable to the domain name system. As such they bring their expertise, interests, opinions and judgement to bear in collectively evolving policy that ICANN in turn implements.

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In other words, community participation is about developing the policies that guide, the essential work of ICANN as set out in the Mission and Purpose sections of the Bylaws. ICANN as an organisation exists to support that community-led policy making process and to implement its outcomes.

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#### 1.3.2 ICANN's Empowered Community

ICANN's community holds ICANN as an organisation to account on behalf of the global Internet community. It does so through a construct called the Empowered Community. In this role, the community has a range of powers, including the right to approve or block changes to ICANN's bylaws and articles, to appoint and remove directors, and to have input into operational planning and budget processes.

The Empowered Community is a nonprofit association formed under the laws of the State of California consisting of the ASO, the ccNSO, the GNSO, the ALAC and the GAC.

#### What the ICANN Community doesn't do

The ICANN Community does not have the following roles:

- Governance – the Board's role is to fulfil the governance responsibilities required of it by law to allow the organisation to conduct its role in supporting the work of the ICANN system. When the Board acts to set the long-term direction for the organisation, it must take care to do so through processes and ways of working that are open and responsive to the needs of the community.
- Implement policy – ICANN as an organisation implements consensus policy as applicable. The community determines what the policy is and may oversee implementation, but does not usually carry out the day to day implementation. Tensions between policy *development* and *implementation* are inevitable given that there often is no sharp distinction, and where such tensions arise these need to be dealt with sensitively and in keeping with the defined development processes and the

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[bottom up model](#). It will not serve ICANN if the community feels that policy is being made under the guise of “implementation”.

## 2. Relationships between ICANN’s Board, Staff, and Community

ICANN’s Board and staff actively engage with the community in what we have called the “ICANN system” to do the work ICANN exists to do. The Board and staff have a special responsibility to ensure that ICANN serves the global public interest in line with, and within the scope of, ICANN’s purpose and mission.

Interdependencies are highlighted in a wide range of ways, including through ICANN accountability mechanisms such as:

- Empowered Community rights
- Reconsideration of Board or staff actions
- Independent review of Board or staff actions
- Recommendations of the Ombudsman
- Transparency and disclosure requirements
- [Legal appeal to an appropriate court](#)

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### 2.1 Staff-Board Relationships

Across the roles and obligations that the Board, CEO and senior management share, there are numerous interdependencies in these relationships. These include:

- The CEO (or designee/s) is the spokesperson for ICANN.
- The Board Chair is the spokesperson for the ICANN Board, unless delegated to other board members.
- The Board and Staff are key drivers in the development of ICANN’s strategic direction and in the organisation’s relationships with the ICANN community. They have significant influence on the degree of community confidence and trust in the organisation.
- Working together on Board workshop and Board meeting agendas, with the staff responsible for timely delivery of materials to the Board in the circumstances when the staff is informed that it should provide Board briefing materials.
- ICANN Board relies significantly on staff for information upon which the Board will base its decisions (along with the other sources of information available to them).

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- The Board relies on staff to some degree to support the Board's interactions with the ICANN community.
- The staff implements Board resolutions and acts within the scope of delegated authority reflected within those resolutions.

### 2.1.1 CEO-Board Relationship

The CEO oversees day-to-day operations, while the Board exercises oversight over the CEO, and is responsible for the formalising ICANN's strategic direction. This relationship is crucial to the organisation's success, and any problems or concerns in the relationship should be resolved at the first opportunity.

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Collegial setting of key goals and directions, effective performance management, succession planning and testing of the management's policy and analysis frameworks are essential to the Board helping maintain this relationship in a healthy state.

Openness, honesty and excellent and accessible provision of Board-appropriate information and analysis are essential to the Chief Executive helping maintain this relationship in a healthy state.

### 2.1.2 Staff-Board Relationship

Generally speaking the *formal* accountability interface between the staff and the Board is through the CEO. Informally and in reality, day to day a wide range of staff will work with the Board collectively and with its committees, as well as with individual Board members.

Ensuring this relationship remains healthy requires the Board and Board members always to keep their role as governors in mind. They are not entitled to manage staff members, or to seek to influence staff decisions or behaviour in ways not relevant to their particular roles and responsibilities (e.g., as members of particular Board committees). They must always bear in mind when a request might breach this approach, in which case it must be raised with the Chief Executive. Board members should undergo regular governance training that reminds them of how to work effectively with the organisation's staff.

Ensuring this relationship remains healthy requires staff members to be aware of Board members' roles and how these interact with theirs. They will need to be confident in drawing the appropriate boundaries if Board members do not do so, and management must be clear in supporting staff in this. Staff will also help ensure a healthy relationship with the Board by delivering promised work, and/or being clear when Board requests cannot be met (and why).

## 2.2 Staff-Community Relationship

ICANN's staff, or the ICANN organisation's executive and implementation roles, are there to support the ICANN community in its role of developing policies for the DNS and in its role of

holding ICANN accountable to the global Internet community. Without effective support of this sort, the community cannot perform the role assigned to it.

In turn the community's expectations of the staff must be reasonable: there should be a commitment by those who participate in ICANN's work to treat staff with respect and to understand their roles and responsibilities. It is a fact that there are limited numbers of staff and like all people, ICANN staff will perform best when they maintain a balance between their work and personal lives.

Staff also have an obligation to acknowledge that many community participants are volunteers with busy lives. They cannot and should not be expected to meet short deadlines, and the reality of a voluntary contribution should be understood and respected by staff.

The relationship will be healthy when staff and the community understand and respect their respective roles and responsibilities, and proactively work together in a spirit of [partnership](#), collaboration, openness and honesty, and respect.

The relationship will also work best when there are clear processes in place to commend staff for great performance, and to deal with performance problems. Given that staff can't be managed by the community directly, the approach management takes in developing good systems and holding staff to account, [with community input](#), are very important.

### 2.2.1 CEO-Community Relationship

The CEO is a key leader in ICANN, and the way they model and set the culture for the relationship between staff and community will have a very significant influence on how well the relationship works. In particular, the CEO:

- interacts with governments and organizations within the scope of ICANN's Mission and Board's directives.
- interacts with the broader Internet community and other interested parties within the scope of ICANN's Mission and Board's directives.

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### 2.2.2 Staff-Community Relationship

ICANN employees are hired to serve the organisation, which in turn exists to support the work of the whole ICANN system.

Individual staff members are accountable to their managers according to the internal processes of ICANN as an organisation. The CEO is the ultimate point of accountability for how ICANN provides service to the community. No ICANN employee reports to any person outside of the organization.

ICANN cannot perform its role in the ICANN system by relying on a limited, top-down accountability model for staff performance. There has to be a culture and systems in place that assess staff performance and the extent to which ICANN meets the needs of the community. Good performance needs to be rewarded and commended, and poor performance addressed and resolved.



Doing this requires an approach that takes community feedback into account: The ICANN community – as with any other issues – can raise with ICANN management any concerns or observations as they relate to staff accountability. But the system must also proactively seek people’s views and perspectives to achieve this outcome - feedback, positive or negative, isn’t enough on its own.

In general, ICANN expects that “staff accountability to the community” means that those within ICANN are performing the work that they are hired and expected to complete, and are doing it in a way that helps the whole ICANN system perform as well as possible.

**The companion work output from the Staff Accountability team goes into the processes in place, along with recommended adjustments, to give effect to this.**

The role of the Ombudsman regarding staff accountability:

The community can raise issues with the Ombudsman with regards to staff accountability if it relates to issues of fairness or other items appropriately within the Ombudsman’s jurisdiction<sup>2</sup>. If the issue, however, becomes a human resources-related issue, the resolution of the concern is not within the Ombudsman’s jurisdiction. See mandate of the Ombudsman at <https://www.icann.org/ombudsman>.

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## 2.3 Board-Community Relationship

ICANN’s Board is composed of community members. It has a vital role in ensuring the organisation’s strategy and approach meets the community’s expectations. It also takes a lead in setting ICANN’s culture as an organisation designed to support the Internet community - the ICANN system - in the important work of setting policies in the areas defined by the Mission and Purpose parts of the bylaws. It sets the tone for how the organisation relates to its community and is therefore a key player in building trust and confidence.

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The community working through ICANN relates to the Board in a range of ways. It has tools by which to hold the Board to account; it has to acknowledge the Board’s roles and rights as manager, of the CEO, formal decision-maker and governing body of the organisation. Community members should respect and aim to understand the responsibilities of the Board and its particular roles, to avoid misunderstandings and help build trust and confidence.

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The relationship is likely to work best when ICANN’s Board, as a Board, does not engage directly in the policy development process. The Board’s role is to assure that process is followed and that the outcome is consistent with the bylaws before being implemented. To the extent the Board acts to shape or change the outcome of policy processes, it is likely to strain the relationship with the community. Board members can (and should) participate in

<sup>2</sup> [The Ombudsman roles and responsibilities are the subject of discussion in another WS2 subteam.](#)

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the [policy development](#) work of the ICANN [community's SOs](#), but on an equal footing with all other participants.

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The relationship can be strengthened through open and honest dialogue, especially on controversial and difficult issues; through an acknowledgement and celebration of mutual accountability between the community and the Board; through a mutual commitment to openness and transparency in the work of the community; and through together developing a culture that celebrates and respects difference and disagreement as integral to the consensus-building process at the heart of ICANN's work.

### 3. Proposed Changes / Clarifications

The relationships between companies/organizations and their board, staff and the various stakeholders (customers, members, investors, governments and regulators, to name some), are well defined in law and in the various formal documents. Yet the way various stakeholders choose to behave and relate to each other – the culture and style of the organisation – have a very big impact on how well it can achieve its goals.

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An analysis of the relevant ICANN organizational and governance documents, shows that in the case of ICANN the situation is similar [in that](#);

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- ICANN [the organization](#) is governed by its Board.
- Key stakeholders have the power to remove/replace the Board.
- The CEO reports directly to the Board.
- Staff has its internal regulations and is accountable to the Board through the CEO and various direct/indirect interactions with the Board.

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**But** the main similarities with a "typical" organisation end here. Key differences are:

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- The stakeholders directly inform the decision making of the Board.
- ICANN staff report directly to ICANN managers and are evaluated following ICANN KPI's, but at the same time the role of ICANN staff as community support is emphasized.
- Some stakeholders (Registries/Registrars) have direct contractual arrangements with ICANN that are of vital interest to the contracted parties. This constitutes a clear conflict of interests for all parties involved. Existing processes and regulations to mitigate this conflict are in place but can never remove them, only aim to deal with them transparently and openly.
- ICANN depends on a very small number of Registries for a vital part [of](#) its core technical operation - the distribution of the root zone.
- ICANN depends on [Registrants](#), Registries and Registrars for its financial sustainability, and at the same time the business models and financial sustainability of Registries and Registrars are directly dependent on their contractual arrangements with ICANN.

- Parts of the stakeholder community (**registrants and users**) are in their operational sustainability dependent on logistical, operational and financial support from ICANN, through and based on ICANN staff decisions.

Comment [4]: I would include CSG as well.

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ICANN staff and to a large extent the ICANN Board are in a position where they are:

- directed by...
- accountable to...
- support ...
- operationally and financially sustained by...

...in part or in total to the stakeholder community, whilst at the same time the ICANN staff is:

- **affecting** stakeholder groups decision making and actions.
- are only indirectly accountable, and only to a limited extent (mainly excluding human resources related issues).
- **are bound to support the operations and interests of ICANN and support the interests of the stakeholders only to the extent to which doing so is compatible with wider ICANN institutional interests (though of course this is more complicated than the black letter law reality might suggest, as it is in most organisations)**
- **Are rewarded with bonuses and the like based on corporate goals that are not subject to community review or input.**

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In essence, ICANN is a multistakeholder organization that is not subject to the customary corporate hierarchical methods. The effective work of the ICANN system relies on quite a different approach, with the organisation (Board and staff) primarily being a support and implementation entity, and the community **being** the main source of direction and **policy development and guidance** work. **The** community is not external to the organization as it is in most corporations, **but is in partnership with the other parts of ICANN.**

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## 4. Activities that should be started / continued / stopped

In theory and in an ideal world scenario, the interests of Board, the Staff and the Community should be aligned, through balancing out different interests in the course of the various ICANN policy making processes. That conflicts with the reality that each **party** has its own specific interests which it tries to implement over the interests of other parties.

Comment [7]: Who does "party" refer to here? The 3 parts of the ICANN system, or also to subparts?

Even if each party tries to take the interests of other parties fully into account this is not always possible, as each **stakeholder group** has its own characteristics and development dynamic. There exists often just a simple lack of knowledge and understanding of

Comment [8]: Who does "stakeholder group" refer to here? The 3 parts of the ICANN system, only subparts, only community subparts?

stakeholder groups and their interests, by staff and community. The policy making process exists in part to allow for a [well defined formal development](#) process, so that the competing interests can be reconciled, and policy decisions made and implemented.

The all-encompassing expectation is that the Board, Staff and Community have an overarching joint interest [in working together to resolve conflicts](#).

Board and Staff see themselves as the main enablers and instruments to fulfil the will of the community, which has been reached through consensus based policy making. They also have perspectives, expertise and interests of their own which can assist the policy development process, as long as this input is incorporated in the right way.

“The right way” is important because, at the same time, the perceived interest of ICANN as a company and staff might stand or be seen to stand in direct conflict with the perceived interests of all or parts of the community. The list of issues where the interests of ICANN and its staff conflict or could conflict with the interests of the community is very long and only some examples can be mentioned here:

- Staff must negotiate contractual arrangements with stakeholders whose will they are bound to execute, putting Board and Staff into a situation where they sometimes have to serve two masters at the same time.
- ICANN is interested in a quick and controlled process of policy making. The reality of multistakeholder policy making has shown that it will ultimately deliver the required results but that the process is often long, messy and uncontrollable. ICANN staff in an attempt to bring the policy making process into order is tempted to offer the community “help”, either internal or external through the engagement of consultancies, to policymaking processes and sometimes thereby undermining the very essence of multistakeholder policy making. ICANN is driven by its institutional interests to build necessary capacities either in house or through buy-in, but not incentivised to develop this capacity where it by the very nature of ICANN should be placed: the ICANN multistakeholder community!
- There will also be a conflict between the long- and short-term interests of ICANN as instrument of the community’s will and the interest of ICANN as an organisation in the Internet community. For example, ICANN as an organisation might have long-term development interests, based on some particular stakeholder needs, such as promotion of general Internet governance literacy and awareness-building, before the self-promoting interests of ICANN as an organization.
- ICANN staff will be evaluated against KPIs that measure the promotion of ICANN, but we have no information to suggest that KPI indicators exist to measure the extent to which the work of staff has benefited the core interests of the multistakeholder community. One could say ICANN is supporting the community to produce the results that are needed for ICANN to function, but is not yet adequately supporting the underlying health and strength of the multistakeholder community on which good policy making is based. Our second document covers this in more depth. (Resolving this may be a broader strategic issue for the community to consider.)

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- The work of the stakeholder groups, and in particular those that are directly supported by ICANN, is observed and in part evaluated by staff. The criteria for the evaluation is based on participation and input into policy making processes and does not always consider the particular situation, interests, functions and dynamic of a stakeholder group. Decisions by ICANN staff about who and how to support are based on these flawed evaluation criteria with the result that the overall policymaking process risks becoming distorted.

**Comment [13]:** May want to find another term, since this can be confused with a reference to the four Stakeholder Groups of the GNSO. Perhaps "units" or "entities"?

**Comment [14]:** What evaluations are being referred to here?

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The distortions and conflicts of interests could be resolved by a change of self-understanding by all parties involved. The relationships between stakeholder groups, ICANN staff and ICANN as an organisation are dominated by promoting particular interests and outcomes in the policy making process. Real policy making is not a process in which one group of interests tries to impress its will on another stakeholder group, but is instead a process of constant dialogue, seeking understanding and compromise and a true balance of interest between all stakeholder groups. Such balanced policy making processes can only happen when all those involved move away from emphasizing the policy outcomes they want at the end of a process and instead put their energy into the process that results in a policy.

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**Comment [15]:** This whole paragraph obliterates the roles that different stakeholder units, staff and Board play (and more importantly, don't play) in the policy making process.

**Comment [16]:** Echoes of this issue play out below.

In the case of ICANN, this would mean emphasizing and strengthening the stakeholder groups themselves and the dialogue and interaction between stakeholder groups, and ICANN staff and Board. Many attempts have been made to do just this, and there are mechanisms in place to achieve this, but it is clear that the current instruments in place are not working as required, and that the policy making process is still too often dominated by pre-conceived or predetermined outcomes and not by the results of the ideal open process itself.

There seems to be also a large potential for conflict when it comes to the implementation of policies by ICANN's Board and staff.

It seems that the key to a successful relationship between Board, staff, community in the implementation of policies is the quality and clarity of the policies that result from the policy making processes within the community.

Effectiveness and value of staff is in direct proportion to how far proposed policies represent a true balance of all stakeholder interests and how far they take ICANN corporate and staff interests into account. Policies that are unbalanced sometimes motivate staff and Board to take actions that overstep their competences, rights, responsibilities - such policies will be damaging to all.

Unbalanced policies may motivate staff to assume stakeholders' policy making role. Staff and Board may start acting as a policymaker and as stakeholders themselves. As policy determined by the community will not always be balanced, staff may be motivated to make policy decisions. In order to reflect this possibility, it might be good to recognize staff as one of the stakeholder groups, or to otherwise find ways through the policy making process to include their perspectives, expertise and interests in a way that does not put the integrity of the process at risk. Given the role of staff, however, any recognition of holding a stake in the outcome, must be tempered by recognition of their special circumstance.

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The Ombudsman office is seen a important tool and instrument to maintain balance of interests and to resolve conflicts. Conflict situations between the stakeholder community and ICANN staff are mediated by the Ombudsman, whilst with "human resources-related issues", the resolution of the concern is not within the Ombudsman's jurisdiction, but through the new ICANN Complaints Officer. The Ombudsman as instrument to maintain balance of interests and to resolve conflicts is therefore critically weakened, as a major part of the staff accountability issues, the "human resources related issues", have been removed from an independent accountability mechanism to an ICANN internal mechanism. (Note that this change was made without full stakeholder community consultation and input.)

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Comment [17]: This assumes that the Ombudsman used to have jurisdiction over "human resources-related issues". Is it clear that this was the case?

Comment [18]: i do not think it ever did. certainly not in the last decade.

There seems to be an awareness about the issues mentioned above among ICANN staff. The reply of staff to the questions of the WG questionnaire contains a number of questions from staff to the community, which seem to cover the same or similar issues. It would be worthwhile to seek a dialogue between the WG and the wider stakeholder community with staff on these issues.

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[We might want to add a paragraph on communication of staff on their decision making to the community and add an recommendation based on this. We are often in the situation that staff informs us that they have made a decision, but we were not involved in the process of decision making or are getting told that the community has been "consulted".]

## 5. Recommendations

- Move the emphasis of ICANN as an organisation (its Board and staff) from policy outcomes to supporting and strengthening policy making processes and stakeholder structures, and the broadest possible participation of stakeholders in policy making.
- Emphasis in policy making needs to be on the quality of decision-making. If policy in the end does not reflect a true and lasting compromise and balance, it will show through in difficulties in implementing it. Staff and Board overstepping their competences and roles are sometimes a sign of bad policies that resulted from bad policy making processes in the first place.
- Educate staff better about the operation of the multistakeholder model, stakeholder interests, dynamics and needs, and the cultural approach that will support the model.
- Create a standing forum in which ICANN staff and stakeholders can discuss issues in a free and open manner that is free from fears of retribution.
- Redefine and clarify ICANN staff roles and be clear and transparent about what is in the interest of ICANN.

- Remove structural, operational and ideological conflicts of interest that staff is subject to.
- Encourage open and constructive reflection on the various interests and perspectives of the Board, Staff and Community in the ICANN system, and the [conflicts](#) this occasionally gives rise to - so that there is greater understanding, and so that conflicts can easily be identified and managed when they do arise.
- Base staff accountability and evaluation on how staff has managed to strengthen and serve ICANN through strengthening and serving the ICANN stakeholder community. Staff accountability is not only a question of sets of rules and standards of behaviors. KPIs, codes of conduct and the role of the Ombudsman need to reflect this. It goes beyond ticking boxes but needs to look first at how staff behavior impacts policymaking at the root of the process which is the stakeholder groups.
- In order to support the above item, consider how the community could channel \*positive\* feedbacks (acknowledgements, expressions of gratitude) or suggestions for improvements (specific skillsets, improvements to the underlying processes) into ICANN evaluation of staff.
- [Conduct yearly community satisfaction surveys to assess how the community perceives the quality of service of ICANN in supporting the community](#)
- [Include the community in the review of staff bonus structures](#)
- Removal over time of financial dependencies of some stakeholder groups and ICANN. (in the short and medium term enable constituencies to establish their own plans of sustainability that are not based on ICANN support.) This will mitigate any perceived concerns about ICANN "purchasing support" or legitimacy through self-interested creation or recruitment of stakeholder groups.
- Removal of existing financial dependencies between contracted parties and Board and staff. (Outsourcing of contractual functions from ICANN?)
- Strengthen and redefine the Ombudsman office. [The Ombudsman office is not mainly that of conflict resolution and judgement but as a facilitator of real balanced policy making process of stakeholders.](#) [Human resources related issues have to become again within the remit of the Ombudsman office.](#)

Comment [20]: Perhaps "conflicts" is meant?

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Comment [21]: This seems to be a novel interpretation of the Ombudsman's role. The Ombudsman's website states that its job is to make sure that community members are treated fairly, and to mediate disputes involving Board, staff or stakeholder organizations. The Ombudsman does not have a role in the policy making process.