CCWG-Accountability Work Stream 2
ICANN Ombuds Office

Strawman

Hyderabad ICANN 57

Rapporteur: Sébastien Bachollet

CCWG-Accountability Work Stream 2
ICANN Ombuds Office (IOO)

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

IOO Review

- The IOO sub-group has accepted to take on the recommendation from ATRT 2 to review the ICANN Ombuds Office

- Budget is confirm

- Next steps
  - Commission the evaluation and oversee the contractor
  - Analyze any issues raised and propose recommendations if required as per the new context of the IOO
  - A revised schedule will be needed to take all those tasks into account

Preparation for external evaluation of IOO

- Develop requirements and deliverables list
- Identify review oversight mechanisms for the vendor
- Develop vendor selection process
- Confirm a final report acceptance process
- Evaluation of the IOO including
  - current Ombudsman charter and operations
  - against industry best practices
  - recommend any changes necessary to ensure that the ICANN Ombudsman has the tools, independence, and authority needed to be an effective voice for ICANN stakeholders

Definition of the various role (if any)

- CCWG-Accountability (Plenary)
- IOO – DT
- Current Ombuds
- Staff
  - CCWG-Accountability policy staff support
  - Multistakeholder Strategy & Strategic Initiatives
    - Including review support team
  - Legal
  - Purchase