CCWG-Accountability Work Stream 2
ICANN Ombuds Office
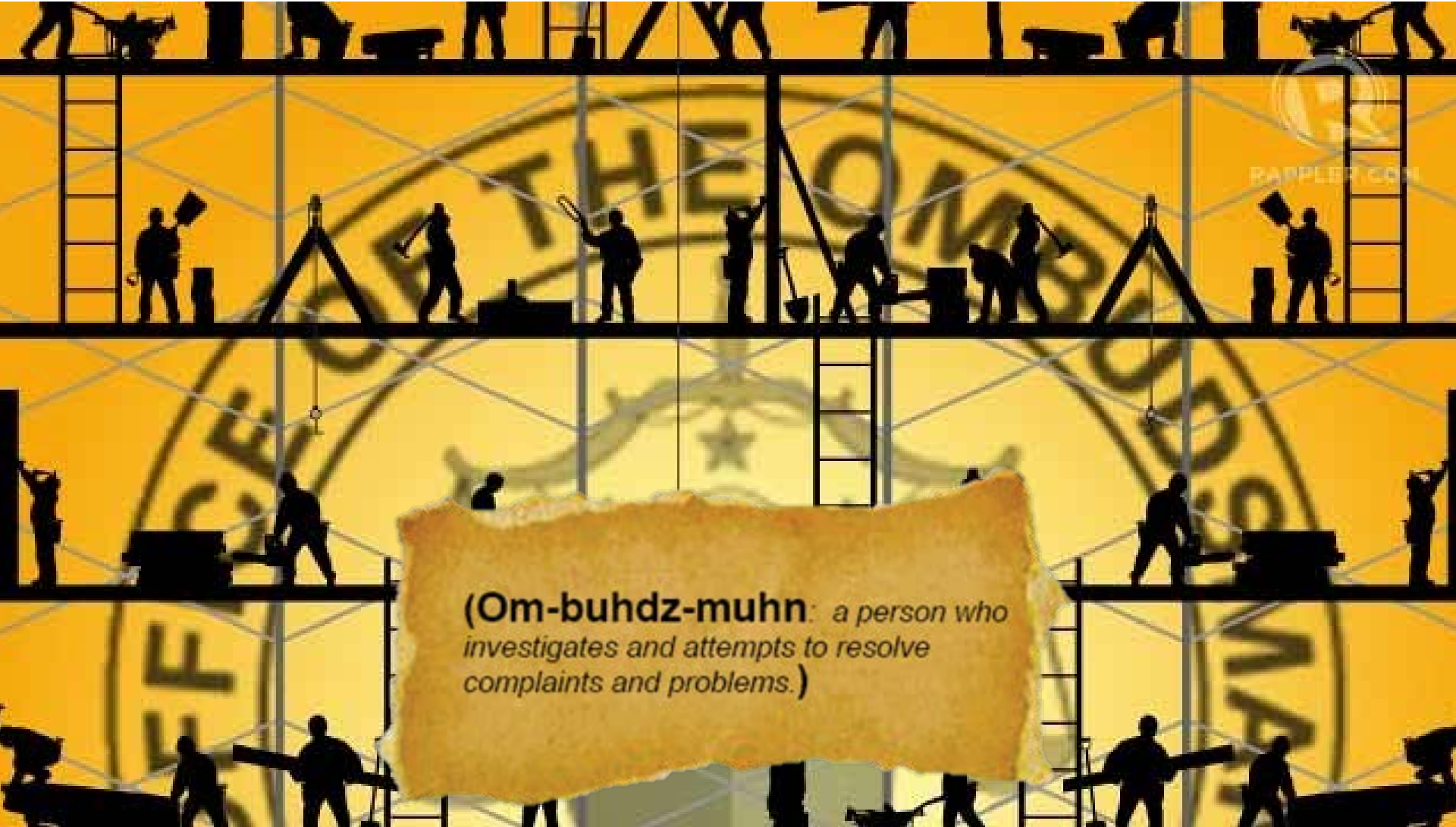

(Om-buhdz-muhn: a person who investigates and attempts to resolve complaints and problems.)

Agenda Meeting #10 Ombuds

- Roll Call / Apologies – Welcome – Opening Remarks

- Discussion of the questions

- Prep of the next WS2 plenary (Oct 19, 2016)

- Plan of the document

- Coordination with other DT

- Next meeting #11 – Oct 24, 2016

- AOB

CCWG-Accountability
Work Stream 2

WS2 Drafting Team "Ombudsman"

Active Participants

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

Observers

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

Board Liaisons   •   Asha Hemrajani   •   Mike Silber (backup)

Subgroup Time Slots

Day			WS2-Ombudsman	
Monday	August 8, 2016	#01	**Omb-WS2 05:00 UTC**	12 participants + Staff
Tuesday	August 16, 2016	#02	**Omb-WS2 13:00 UTC**	13 participants + Staff
Monday	August 22, 2016	#03	**Omb-WS2 19:00 UTC**	15 participants + Staff
Monday	August 29, 2016	#04	**Omb-WS2 05:00 UTC**	05 participants + Staff
Tuesday	September 6, 2016	#05	**Omb-WS2 13:00 UTC**	13 participants + Staff
Monday	September 12, 2016	#06	**Omb-WS2 19:00 UTC**	06 participants + Staff
Monday	September 19, 2016	#07	**Omb-WS2 05:00 UTC**	07 participants + Staff
Monday	September 26, 2016	#08	**Omb-WS2 13:00 UTC**	12 participants + Staff
Monday	October 3, 2016	#09	**Omb-WS2 19:00 UTC**	09 participants + Staff
~~Monday~~	~~October 10, 2016~~	#	**Omb-WS2 05:00 UTC**	canceled
Monday	October 17, 2016	#10	**Omb-WS2 13:00 UTC**	xx participants + Staff
Monday	October 24, 2016	#11	**Omb-WS2 19:00 UTC**	
Wednesday	November 2, 2016		**CCWG**	
Thursday	November 3, 2016			
Friday	November 4, 2016			
Saturday	November 5, 2016		**ICANN 57**	
Sunday	November 6, 2016		**03-09 November 2016**	
Monday	November 7, 2016		**Hyderabad**	
Tuesday	November 8, 2016			
Wednesday	November 9, 2016			

CCWG-Accountability
Work Stream 2
Ombuds
ICANN

Discussion of the questions

- Q3a.2: Role of the IOO regarding ICANN employees' vs
  - Public policy
  - ICANN Anonymous Hotline users and other whistleblowers
- Q3c.1: What is the role regarding IOO?
  - of the Board (BGC or other Board committee)
  - of the EC (Empowered Community)
- Q3c.2: What is the role regarding IOO?
  - Of the ICANN Complaints Officer
- Q3d.1: Can we and how can we enhance the independence of the IOO?

Prep of the next WS2 plenary (Oct 19, 2016)

- Review
  - After multiple discussion, the IOO DT suggest to undertake the review with outside help as it was planed by the ATRT2 implementation
  - We therefore are asking for a budget to do so
  - As it was not in our plan when we discuss about the budget of the ccwg-account WS2 we may need to turn to the CFO as it may have been plan in the ATRT2 review?
  - The outside expert will be able to review the IOO and to bring his/her expertise to the Drafting Team
  - We together with the currant ombudsman we are ready to provide possible name(s)
- ICANN staff support
  - I would like to ask help to write the report
  - Other eyes (and hands) will be helpful and also with better English command

Executive summary
Description of issue

1. Background for ICANN Ombuds Office (IOO) in Work Stream 2
2. Dependencies between the WS2 Design Teams
3. Overlap ATRT2 / CCWG-Accountability
4. Stress Tests (WS1) vs Ombuds
5. Current role of the IOO
6. Evaluation (Framework vs best practices)
7. Various types of Ombuds roles
8. Challenges
9. Recommendation (about the IOO)
10. Additional role for the IOO?
11. Interaction (with other ICANN mechanisms)
12. Communication & Relationship
13. Trust
14. Advice to the ICANN Ombuds Office (IOO)
15. Conclusion

Recommendations

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 stand. conduct** (Karel Douglas)
9. **IRP "Phase 2"** (Robin Gross)
10. **ATRT2** (Avri Doria)

Next Meeting #11 IOO-WS2

- Monday October 24, 2016 19:00 UTC
- Follow-up on the discussion of the document

AOB