



# GNSO Review Working Group

October 2016

# Overview

## PURPOSE

- Discuss the draft outline of the implementation plan.
- Agree on the approach and methodology.
- Discuss actions and next steps.

## DESIRED OUTCOME

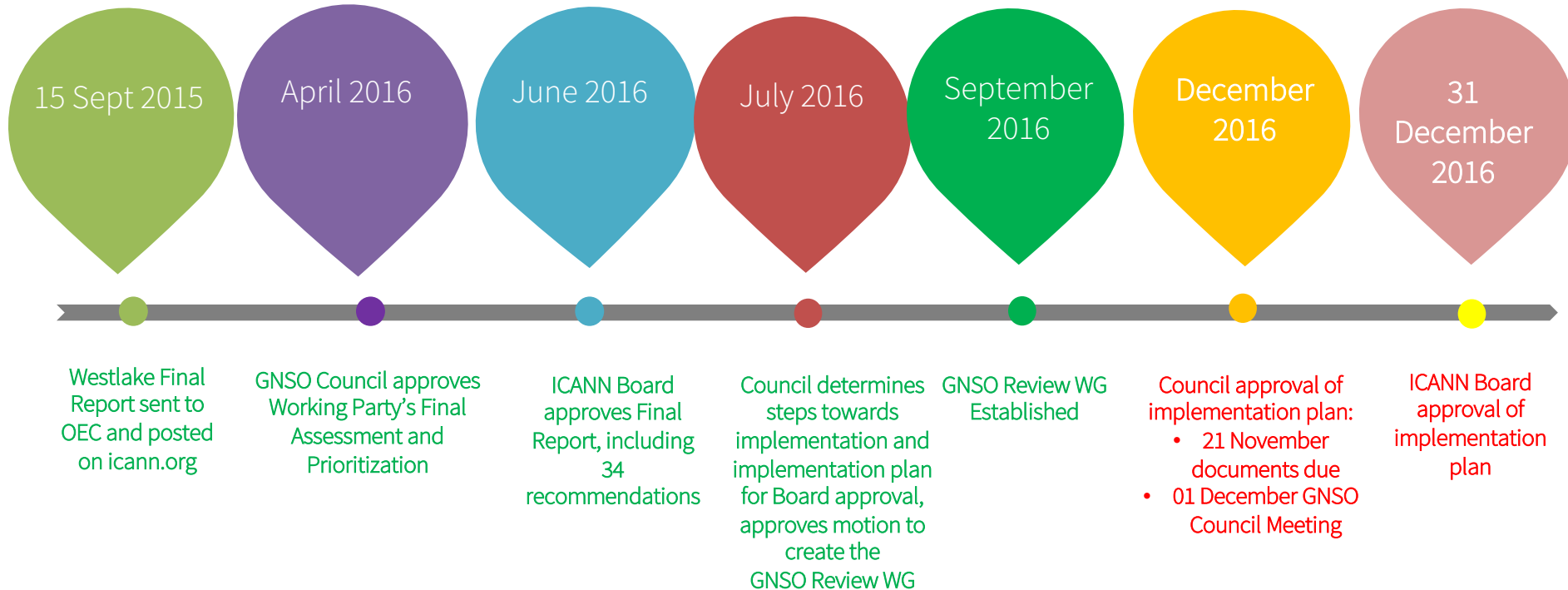
Agreement on a draft outline, approach and methodology for the implementation plan.



## CONSIDERATIONS

- GNSO volunteer capacity
- Realistic implementation schedule and plan
- Expected outcomes & measuring results

# Reminder: GNSO Review and WG Timeline



# Implementation Plan Overview

- What to implement? *The 34 recommendations.*
- What are the dependencies? *Recommendations that relate to each other.*
- What data to capture? *Data necessary for implementation.*
- How to prioritize? *Use the order of priority identified in the GNSO Review Work Party spreadsheet: high, medium, and low.*
- Who will oversee implementation? *Depends on the recommendation – could be community, staff, or community + staff.*
- What are the metrics? *Determine based on recommendation.*
- How to report? *Decide on a standard tracking and reporting mechanism.*

# Overview: Feasibility Assessment & Prioritization

GNSO Review Working Party evaluated and prioritized 36 recommendations issued by the independent examiner:

- ✓ Ease or difficulty of implementation,
- ✓ Cost of implementation,
- ✓ Alignment with the strategic plan of the GNSO
- ✓ Impact on existing or other work

Process Improvement

The recommendations are prioritized by the Working Party within each category: high, medium, low.

Category	Priority			Total	
	High	Medium	Low		
Agreed	3	7	3	13	36%
Work already underway	4	7	3	14	39%
Agreed with modifications	0	3	3	6	17%
Did not agree	0	0	3	3	8%
	7	17	12	36	100%
	19%	47%	33%	100%	

# Draft Implementation Plan Outline

1. Overview of recommendations.
2. Dependencies between recommendations.
3. Capturing data necessary for implementation.
4. Prioritization:
  - High, medium, low;
  - Dependencies among recommendations; and
  - Ease of implementation (low hanging fruit).
5. Methodology (outlined in the implementation plan):
  - Who will implement;
  - What metrics will be collected and who will collect them;

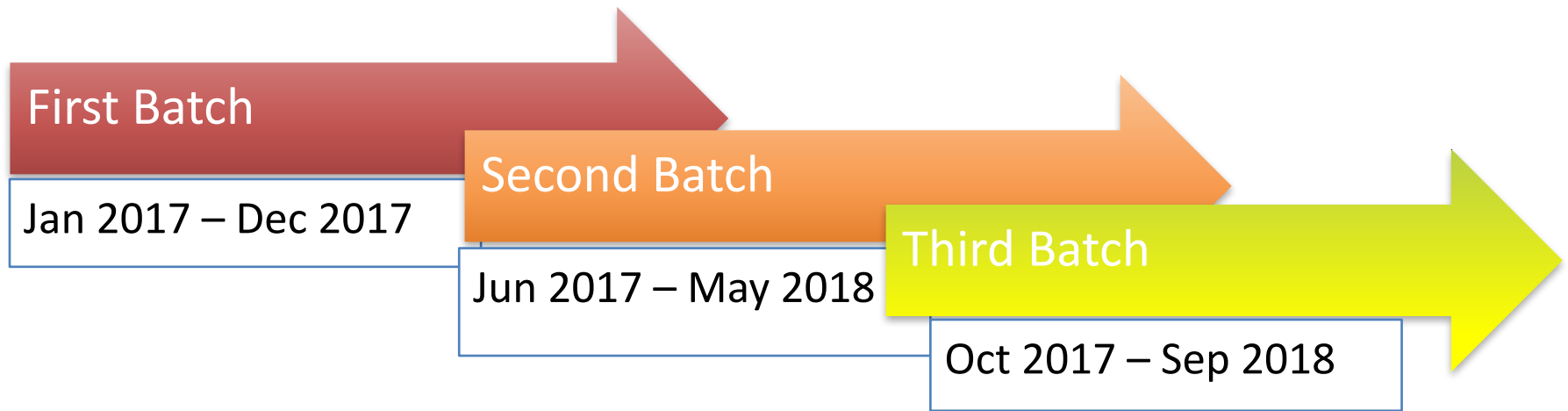
# Draft Implementation Plan Outline

## 5. Methodology, Cont.:

- Tracking and reporting mechanism.
- Provide detailed analysis for recommendations to be implemented in the first year;
- WG to decide whether necessary to provide detailed analysis for years two and three;
- Provide role of the community in implementation for at least first-year.
- Resources necessary: volunteer/staff time.

## 6. Timeline: Provide implementation timeline for first, second, third year -- including overlap (see example next slide).

# Sample Timeline





# Considerations

**GNSO volunteer  
capacity to  
implement  
improvements**



*How should other work  
(PDPs, WS2, etc.)  
be factored in to  
determine what's  
realistic?*

**Realistic  
implementation  
schedule and plan**



*How many  
recommendations  
can be tackled  
within one year and  
which ones?*

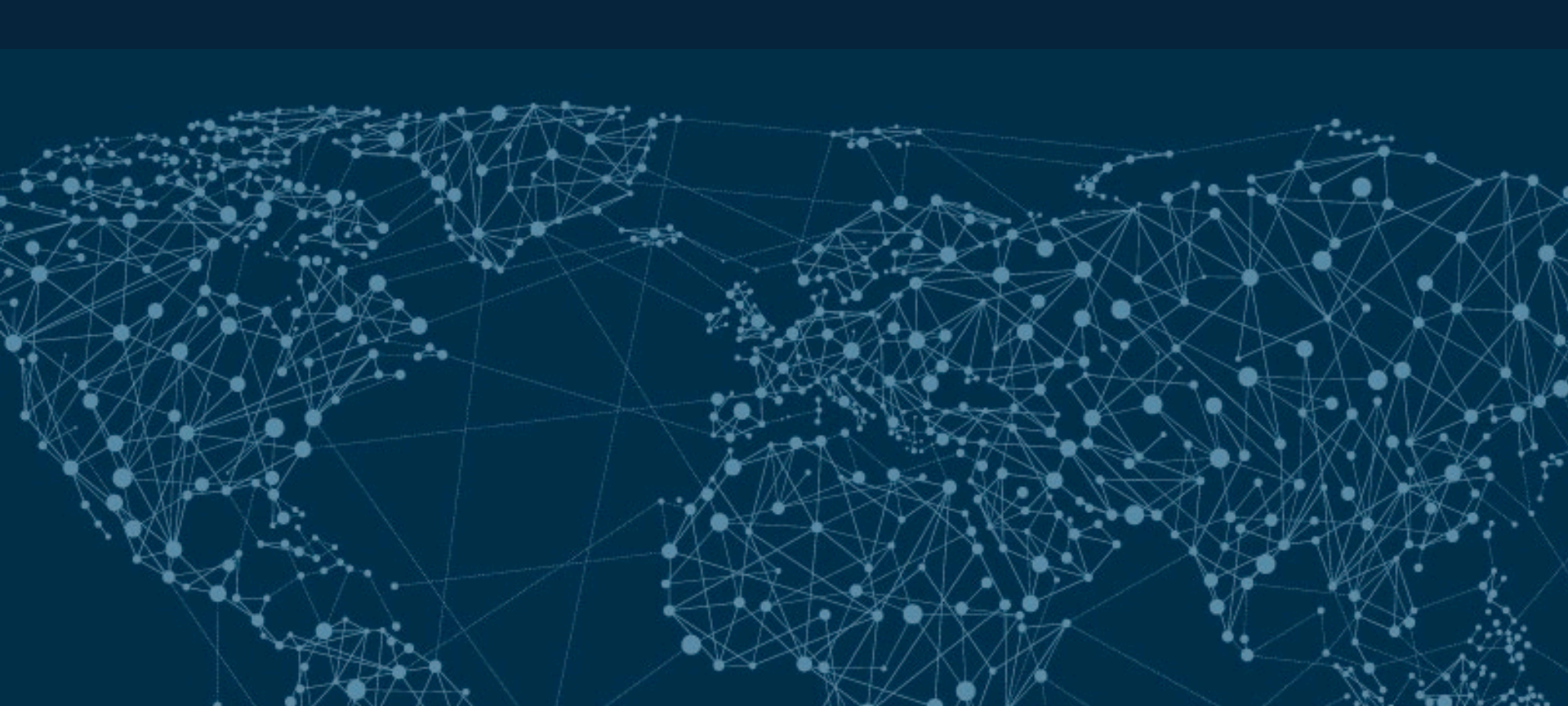
**Expected  
outcomes &  
measuring results**



*Would it be useful to  
agree on expected  
outcomes and how to  
measure results, prior  
to planning  
implementation?*

A world map where the continents are defined by a complex network of white dots and thin white lines, resembling a network or data visualization. The background is a solid dark blue color.

**Thank You!**



# Annex 1 Feasibility and Prioritization

September 2016

# GNSO Review – “Implement”

The GNSO Review Working Party suggests adoption of these recommendations.

Rec	Independent Examiner's Final Recommendation	Comments & Notes from GNSO Review Working Party	Priority
6	That the GNSO record and regularly publish statistics on WG participation (including diversity statistics).		High
26	That GNSO Council members, Executive Committee members of SGs and Cs and members of WGs complete and maintain a current, comprehensive SOI on the GNSO website. Where individuals represent bodies or clients, this information is to be posted. If not posted because of client confidentiality, the participant’s interest or position must be disclosed. Failing either of these, the individual not be permitted to participate.		High
27	That the GNSO establish and maintain a centralised publicly available list of members and individual participants of every Constituency and Stakeholder Group (with a link to the individual’s SOI where one is required and posted).		High
5	That, during each WG self-assessment, new members be asked how their input has been solicited and considered.		Med

# GNSO Review – “Implement” (con’t)

Rec	Independent Examiner's Final Recommendation	Comments & Notes from GNSO Review Working Party	Priority
17	That the practice of Working Group self-evaluation be incorporated into the policy development process; and that these evaluations should be published and used as a basis for continual process improvement in the PDP.		Med
29	That SOIs of GNSO Council Members and Executive Committee members of all SGs and Cs include the total number of years that person has held leadership positions in ICANN.		Med
12	That ICANN assess the feasibility of providing a real-time transcribing service in audio conferences for WG meetings.	Connect with work already done with ALAC	Med
1	That the GNSO develop and monitor metrics to evaluate the ongoing effectiveness of current outreach strategies and pilot programmes with regard to GNSO Working Groups (WGs).	Need strategic goals, objectives, and KPIs - themes around problems that we want to solve. Should measure the shared effectiveness between ICANN and community.	Med

# GNSO Review – “Implement” (con’t)

Rec	Independent Examiner's Final Recommendation	Comments & Notes from GNSO Review Working Party	Priority
2	That the GNSO develop and fund more targeted programmes to recruit volunteers and broaden participation in PDP WGs, given the vital role volunteers play in Working Groups and policy development.	Create in-depth program should be developed; stronger volunteer drive that includes metrics to capture volunteers based on outreach efforts	Med
9	That a formal Working Group leadership assessment programme be developed as part of the overall training and development programme.	Refine recommendation to note that it should develop a needs assessment for WG leaders.	Med
4	That the GNSO Council introduce non-financial rewards and recognition for volunteers.	No financial rewards - such as travel funding.	Low
28	That section 6.1.2 of the GNSO Operating Procedures be revised, as shown in Appendix 6, to clarify that key clauses are mandatory rather than advisory, and to institute meaningful sanctions for non-compliance where appropriate.		Low
34	That PDP WGs rotate the start time of their meetings in order not to disadvantage people who wish to participate from anywhere in the world.	Some groups already do this, but it's not a standard. Add some language to flag that this should be tested for effectiveness.	Low

# GNSO Review – “Agree with Intent but Suggest Modification”

The GNSO Review Working Party agrees with the intent of several recommendations and suggests modification to the recommendation language in the Final Report.

Rec	Independent Examiner's Final Recommendation	Comments & Notes from GNSO Review Working Party	GNSO Review WP Recommendation Language	WP Revised Priority
35	That the GNSO Council establish a WG, whose membership specifically reflects the demographic, cultural, gender and age diversity of the Internet as a whole, to recommend to Council ways to reduce barriers to participation in the GNSO by non- English speakers and those with limited command of English.	Agree with the intent, but not the WG approach. The metrics used to measure diversity should be specified with more consideration to what can actually be defined and measured. <u>Chuck</u> : What is wrong with the WG approach? What would be an alternative way of fulfilling the intent of this recommendation?	That the GNSO Council establish a WG to recommend ways to reduce barriers to participation by non-English speakers and those with limited command of English. To the extent practicable, the members of the WG should be diverse and reflect demographic, cultural, gender and age diversity.	Med
3	That the GNSO Council reduce or remove cost barriers to volunteer participation in WGs.	Overlap with other rec; GNSO Council should not determine how finances are allocated to WG members; what are cost barriers (time and costs?); training (wiki for example); identify cost barriers.	That the GNSO Council reduce time barriers to volunteer participation and consider ways enhance participation remotely without the need for travel expenditures.	Med
7	That Stakeholder Groups (SGs) and Constituencies (Cs) engage more deeply with community members whose first language is other than English, as a means to overcoming language barriers.	Include summaries in multiple languages; combine with other similar recs; further discussions with reps from SGs and Cs together and see what needs are before the WP makes a recommendation.	That Stakeholder Groups (SGs) and Constituencies (Cs) strive to overcome language barriers by participating in the WG established under Recommendation 35.	Med

# GNSO Review – “Agree with Intent but Suggest Modification” (con’t)

Rec	Independent Examiner's Final Recommendation	Comments & Notes from GNSO Review Working Party	GNSO Review WP Recommendation Language	WP Revised Priority
20	That the GNSO Council should review annually ICANN’s Strategic Objectives with a view to planning future policy development that strikes a balance between ICANN’s Strategic Objectives and the GNSO resources available for policy development.	Modify rec - input from GNSO should go into the Strategic Planning process.	That the GNSO Council should participate in developing ICANN’s Strategic Objectives and plan future policy development that aligns the Strategic Objectives with GNSO resources.	Low
36	That, when approving the formation of a PDP WG, the GNSO Council require that its membership represent as far as reasonably practicable the geographic, cultural and gender diversity of the Internet as a whole. Additionally, that when approving GNSO Policy, the ICANN Board explicitly satisfy itself that the GNSO Council undertook these actions when approving the formation of a PDP WG.	Reword recommendation so that it corresponds to the process that Council goes through in terms of approving a PDP, forming a working group, etc. and that Council review accomplishment toward achieving diversity and proper representation of all stakeholders; begin data collection as soon as possible. The metrics used to measure diversity should be specified with more consideration to what can actually be defined and measured.	That, when approving the formation of a PDP WG, the GNSO Council strive for its membership to be diverse and reflect demographic, cultural, gender and age diversity. When approving GNSO Policy, the Board should take into consideration if reasonable measures were taken to achieve such diversity.	Low
22	That the GNSO Council develop a competency-based framework, which its members should utilise to identify development needs and opportunities.	Reword recommendation: develop a framework to identify training needs on policy development process so that members have appropriate skills and background to participate effectively in the policy development process. This training is not intended to address technical issues.	That the GNSO Council develop a technical competency-based expectation of its members and provide training on the policy development process.	Low



# GNSO Review – “Agree with Intent but Suggest Modification” (con’t)

Rec	Independent Examiner's Final Recommendation	Comments & Notes from GNSO Review Working Party	Priority
21	That the GNSO Council should regularly undertake or commission analysis of trends in gTLDs in order to forecast likely requirements for policy and to ensure those affected are well-represented in the policy-making process.	This recommendation is not well phrased and does not compare to what is in the Final Report; additionally, the GNSO Review Working Party does not feel that it is appropriate to implement the recommendation at this time.	Low

# GNSO Review – “Agree and Note Work is Underway”

The GNSO Review Working Party agrees with several recommendations and notes that work is already underway

Rec	Independent Examiner's Final Recommendation	Comments & Notes from GNSO Review Working Party	Priority
8	That WGs should have an explicit role in responding to implementation issues related to policy they have developed.	Agree but work is already done elsewhere. <u>Chuck:</u> The already approved Policy & Implementation WG recommendations cover this. Ongoing GNSO action item: ensure it happens in all future policy implementation efforts.	High
15	That the GNSO continues current PDP Improvements Project initiatives to address timeliness of the PDP.	Already being done. <u>Chuck:</u> GNSO action items: ensure that efforts to improve the timeliness of PDPs continue.	High
16	That a policy impact assessment (PIA) be included as a standard part of any policy process.	Already in the PDP manual. Have no analytical framework to do this. What is being measured? <u>Chuck:</u> GNSO action items: i) Develop an analytical framework for assessing policy impacts; ii) determine what should be measured and corresponding metrics.	High

# GNSO Review – “Agree and Note Work is Underway” (con’t)

Rec	Independent Examiner's Final Recommendation	Comments & Notes from GNSO Review Working Party	Priority
18	That the GNSO Council evaluate post implementation policy effectiveness on an ongoing basis (rather than periodically as stated in the current GNSO Operating Procedures); and that these evaluations are analysed by the GNSO Council to monitor and improve the drafting and scope of future PDP Charters and facilitate the effectiveness of GNSO policy outcomes over time.	Define at the start of implementation, the assessment period is established. How should GNSO council evaluate implemented policies? Aligns with dmpm. <u>Chuck</u> : The Working Party supports this recommendation. GNSO action items: i) Change the PDP Guidelines to make post-implementation policy effectiveness evaluation an ongoing rather than a periodic process and to include an assessment period at the start of the implementation process; ii) develop guidelines for how implementation of policies should be evaluated.	High
10	That the GNSO Council develop criteria for WGs to engage a professional facilitator/moderator in certain situations.	What does it mean to "engage"?; could be costly; develop criteria such as using an internal facilitator; should review existing pilot program already underway and that additional criteria be developed.	Med
33	That SGs, Cs and the Nominating Committee, in selecting their candidates for appointment to the GNSO Council, should aim to increase the geographic, gender and cultural diversity of its participants, as defined in ICANN Core Value 4.	WP believes work is already being done but improvements/metrics need to be made in this area	Med

# GNSO Review – “Agree and Note Work is Underway” (con’t)

Rec	Independent Examiner's Final Recommendation	Comments & Notes from GNSO Review Working Party	Priority
11	That the face-to-face PDP WG pilot project be assessed when completed. If the results are beneficial, guidelines should be developed and support funding made available.	Has been done for two years. Need to evaluate. <u>Chuck</u> : GNSO action items: i) Develop guidelines; ii) encourage support funding in the ICANN budget.	Med
14	That the GNSO further explores PDP ‘chunking’ and examines each potential PDP as to its feasibility for breaking into discrete stages.	Allow GNSO flexibility to determine when chunking (or phases) is appropriate; needs refinement.	Med
24	That the GNSO Council and SGs and Cs adhere to the published process for applications for new Constituencies. That the ICANN Board in assessing an application satisfy itself that all parties have followed the published process, subject to which the default outcome is that a new Constituency is admitted. That all applications for new Constituencies, including historic applications, be published on the ICANN website with full transparency of decision-making.	Partly done. May need to be easier to find. Stephanie thinks that this is not being done and this should be done at the start. <u>Chuck</u> : Some in the Working Party believe this is already being done; some disagree. If it is being done, it should be done at the beginning of the process. Regardless, the Working Party believes that this recommendation will require some due diligence on the part of the GNSO. GNSO action items: i) Determine whether new Constituency application processes are clearly posted and easily accessible, ii) determine what steps are taken to ensure compliance with those processes and whether those steps are adequate; iii) determine if all Constituency applications, including historic ones, are publicly posted along with full transparency of the decision-making process; iv) determine whether or not there is a presumption that a new Constituency should be admitted if all requirements are met and if such a presumption is appropriate; v) determine what process the Board uses to evaluate new Constituency applications and whether they are ensuring process compliance; vi) make recommendations for any modifications to the process, if any.	Med

# GNSO Review – “Agree and Note Work is Underway” (con’t)

Rec	Independent Examiner's Final Recommendation	Comments & Notes from GNSO Review Working Party	Priority
31	That the GAC-GNSO Consultation Group on GAC Early Engagement in the GNSO Policy Development Process continue its two work streams as priority projects. As a part of its work it should consider how the GAC could appoint a non-binding, non-voting liaison to the WG of each relevant GNSO PDP as a means of providing timely input.	Ongoing work. <u>Chuck</u> :: The Working Party encourages the ongoing work of the Consultation Group and suggests that it consider whether ‘the GAC could appoint a non-binding, non-voting liaison to the WG of each relevant GNSO PDP as a means of providing timely input.’ GNSO action item: Send a letter to the GAC expressing appreciation for the work of the Consultation Group, encourage continuation of the group and ask whether it might be worthwhile for the GAC to consider appointing ‘a non-binding, non-voting liaison to the WG of each relevant GNSO PDP as a means of providing timely input.’ (An alternative approach here may be to first test this with the GNSO GAC liaison.)	Med
13	That the GNSO Council evaluate and, if appropriate, pilot a technology solution (such as Loomio or similar) to facilitate wider participation in WG consensus-based decision making.	WP believes in continuous improvement; no specific tool is being recommended; tool must meet need that is currently not being met.	Med
19	As strategic manager rather than a policy body the GNSO Council should continue to focus on ensuring that a WG has been properly constituted, has thoroughly fulfilled the terms of its charter and has followed due process.	Work is already being done.	Low

# GNSO Review – “Agree and Note Work is Underway” (con’t)

Rec	Independent Examiner's Final Recommendation	Comments & Notes from GNSO Review Working Party	Priority
25	That the GNSO Council commission the development of, and implement, guidelines to provide assistance for groups wishing to establish a new Constituency.	Guidance already exist; assistance is already made available. <u>Chuck:</u> The Working Party believes that guidance already exists and that assistance is already made available but suggests that the effectiveness and ease of finding the guidance and obtaining assistance be evaluated to see if improvements may be in order. GNSO action items: i) Evaluate the effectiveness and accessibility of guidance for new Constituency applications; ii) recommend improvements to the guidance and the available assistance as appropriate.	Low
30	That the GNSO develop and implement a policy for the provision of administrative support for SGs and Cs; and that SGs and Cs annually review and evaluate the effectiveness of administrative support they receive.	First part is done, but not the second. <u>Chuck:</u> The Working Party believes that there is already a procedure for providing some forms of administrative support to SGs and Cs but that there is not a procedure for SGs and Cs to evaluate the effectiveness of the support provided. GNSO action items: i) Identify and review the existing procedures for SGs and Cs to obtain administrative support; ii) evaluate the adequacy & effectiveness of the existing procedures including whether additional forms of support might be beneficial; iii) develop recommendations for improvements to the procedures and new types of support, if any.	Low