

Staff Accountability - Agenda 2016-12-01

- Intro: agenda review, attendance, SOI check
- Review mandate
- Review of where we are
 - Discuss outcomes from Hyderabad
 - Discuss recent changes and how they contribute to our task
 - Status of document requests
- Review of what we need to get done and how we will get it done.
- Schedule and can we still meet the short track schedule
- AOB

From Annex 12

13 Staff Accountability

14 In general, management and staff work for the benefit of the community and in line with ICANN's purpose and Mission. While it is obvious that they report to and are held accountable by the ICANN Board and the President and CEO, the purpose of their accountability is the same as that of the organization:

- Complying with ICANN's rules and processes.
- Complying with applicable Bylaws.
- Achieving certain levels of performance, as well as security.
- Making their decisions for the benefit of the community and not in the interest of a particular stakeholder or set of stakeholders or ICANN the organization alone.

From Annex 12 Cont'd

Having reviewed and inventoried the existing mechanisms related to staff accountability, areas for improvement include clarifying expectations from staff, as well as establishing appropriate redress mechanisms. The CCWG-Accountability recommends as part of its Work Stream 2:

- 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.
- The CCWG-Accountability work with ICANN to consider a Code of Conduct, transparency criteria, training, and key performance indicators to be followed by staff in relation to their interactions with all stakeholders, establish regular independent (internal and community) surveys and audits to track progress and identify areas that need improvement, and establish appropriate processes to escalate issues that enable both community and staff members to raise issues. *This work should be linked closely with the Ombudsman enhancement item of Work Stream 2.*

Review of where we are

- Made request for documentation formally in Hyderabad
 - Status: pending
- Had initial discussion with Göran in the open discussion in CCWG
 - Discussed creation of complaints officer role - is that sufficient?
- Jordan and I had discussions with Theresa Swinehart
 - Discussed basis for cooperation between Staff and Community

Next steps

- Documenting the discussions held in Hyderabad
- Discussing current procedures
- Reviewing whistleblowing work being done in transparency subgroup
- Reviewing relations of staff to ombudsman based on work in ombudsman subgroup
- Creating our recommendations
 - Create outline that reflects the group's mandate
 - Discuss outline in the group
 - Get volunteers working online in the various sections

Staff Accountability

Reporting Period:
OCTOBER 16

Progress: 20%

Status: On-track

Description / Scope: Annex 12 from CCWG report & ATRT 9.3, 9.4

- Describe the role of ICANN staff vis-à-vis the ICANN Board and the ICANN community.
- Consider a Code of Conduct, transparency criteria, training, and KPIs to be followed by staff in relation to their interactions with all stakeholders.
- Establish regular independent (internal and community) surveys and audits to track progress and identify areas that need improvement, and establish appropriate processes to escalate issues.

Rapporteurs: Avri Doria, Jordan Carter

of signed-up Active Participants: 23

of signed-up Observers: 18

Useful links:

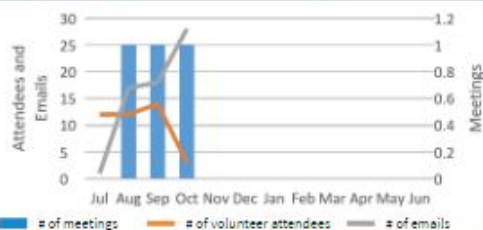
Wiki: <https://community.icann.org/x/mhWQAw>

Mailing List archive: http://mm.icann.org/pipermail/ws2-staff_acct/

Meetings schedule: [WS2-Master Call Schedule](#)

Activity:

Total # of meetings:	3
Total # of emails:	64
Average participation rate:	46%



Work Plan:

Start work	Aug	✓
Document questions to answer	Mid-Sep	✓
Document work to do	Sep	✓
Produce draft for subgroup	Oct	✓
Produce draft for CCWG	Nov	
Produce draft for PC	Dec	
Public Comment	Jan	
Revise draft	Feb	
CCWG approval	March	

Updates:

- Collated lists of information required
- In early stages of gathering information
- Detailed report: https://docs.google.com/document/d/1c-3DmDg5Vb0Fm3od5YUDle9W0vqK1u3P0tX0ed_s/edit#heading=h.3g

Upcoming Activities:

- Consult with staff to the extent allowed
- Continue to search for information to the extent that it can be found
- Wait for staff responses to questions
- Wait for results of conversation with CEO

Open Items:

- Set of questions sent to staff about staff accountability mechanisms: https://docs.google.com/document/d/1Qe2U-epDeU0M1h8a8aVwVtA7H1t0vY0q35P0tX0ed_s/edit#heading=h.3g



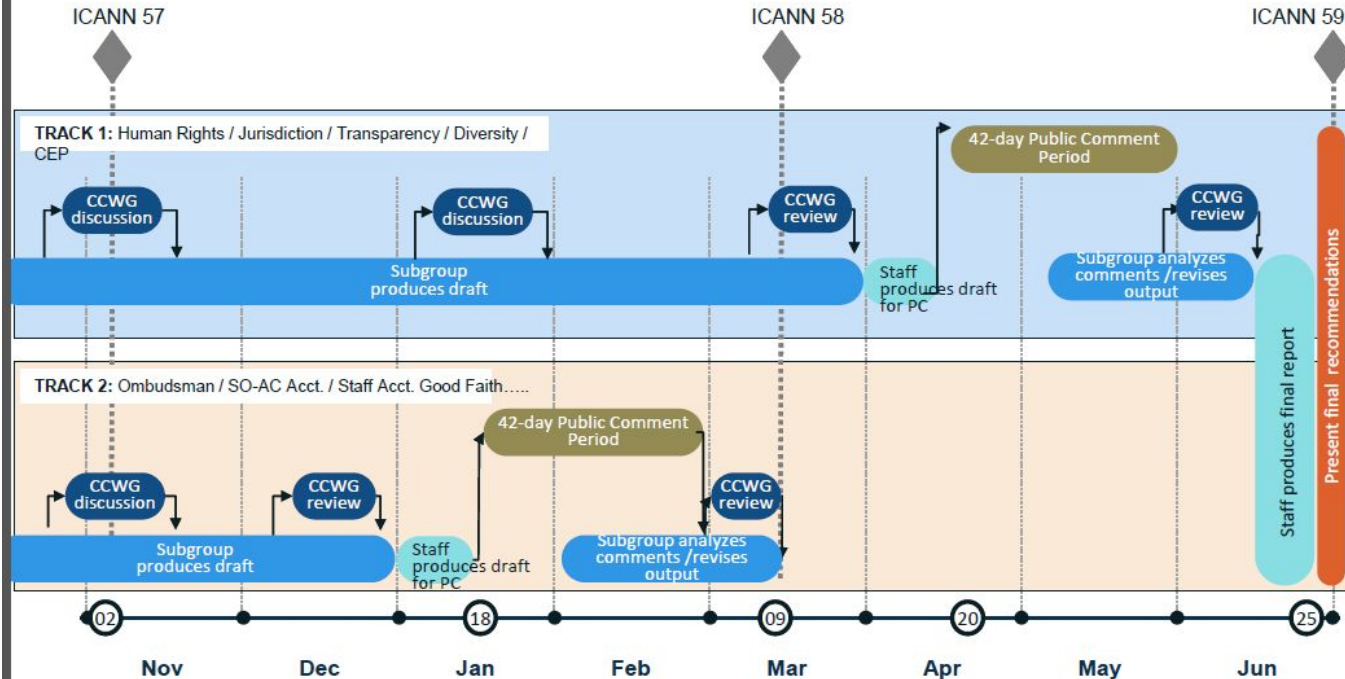
● On-track
▲ Behind schedule, but recovery still possible

■ Not started
■ Target will be missed
■ Completed

Updated on: 31 Oct 16 | 12

2 Administration - Work Stream 2 Timeline

The chart outlines the anticipated work flow for CCWG WS2 Subgroups and Plenary sessions in order to complete the work by **June 2017**.



AOB