08:30 – 09:00 Coffee
09:00 – 09:10 Welcome, SOIs, Standards of Behaviour, review and approve agenda
09:10 – 09:15 Review Action Items from last meeting
09:15 – 09:30 General updates and reminders
09:30 – 10:15 Staff Accountability – guidance requested
10:15 - 10:30 Coffee break
10:30 - 11:00 New mechanisms
11:00 – 12:00 SOAC accountability Recommendations (first reading)
12:00 - 13:00 Lunch
13:00 - 14:00 ICANN CEO
14:00 – 14:30 Glossary
14:30 – 15:00 Diversity questionnaire (first reading)
15:00 – 15:30 Diversity interpretation request
15:30 – 15:45 Coffee break
Agenda

15:45 – 16:15 WS2 timeline extension
16:15 – 16:45 IOT update
16:45 – 17:30 sub-group updates
17:30 -18:00 Wrap-up and Conclusions

Adjournment
ICANN Expected Standards of Behavior

Those who take part in ICANN’s multistakeholder process, including Board, staff and all those involved in SO and AC councils, undertake to:

- Act in accordance with ICANN’s Bylaws. In particular, participants undertake to act within the mission of ICANN and in the spirit of the values contained in the Bylaws.
- Adhere to ICANN’s conflict of interest policies.
- Treat all members of the ICANN community equally, irrespective of nationality, gender, racial or ethnic origin, religion or beliefs, disability, age or sexual orientation; members of the ICANN community should treat each other with civility both face-to-face and online.
- Respect all members of the ICANN community equally and behave according to professional standards and demonstrate appropriate behavior. ICANN strives to create and maintain an environment in which people of many different backgrounds and cultures are treated with dignity, decency and respect. Specifically, participants in the ICANN process must not engage in any type of harassment. Generally, harassment is considered unwelcome hostile or intimidating behavior – in particular, speech or behavior that is sexually aggressive or intimidates based on attributes such as race, gender, ethnicity, religion, age, color, national origin, ancestry, disability or medical condition, sexual orientation or gender identity.
- Protect the organization’s assets and ensure their efficient and effective use.
- Act fairly and in good faith with other participants in the ICANN process.
- Conduct themselves in accordance with ICANN policies.
- Support the maintenance of robust mechanisms for public input, accountability, and transparency so as to ensure that policy development and decision-making processes will reflect the public interest and be accountable to all stakeholders.
- Listen to the views of all stakeholders when considering policy issues. ICANN is a unique multistakeholder environment. Those who take part in the ICANN process must acknowledge the importance of all stakeholders and seek to understand their points of view.
- Work to build consensus with other stakeholders in order to find solutions to the issues that fall within the areas of ICANN’s responsibility. The ICANN model is based on a bottom-up, consensus-driven approach to policy development. Those who take part in the ICANN process must take responsibility for ensuring the success of the model by trying to build consensus with other participants.
- Promote ethical and responsible behavior. Ethics and integrity are essential, and ICANN expects all stakeholders to behave in a responsible and principled way.
- Facilitate transparency and openness when participating in policy development and decision-making processes.
- Act in a reasonable, objective and informed manner when participating in policy development and decision-making processes. This includes regularly attending all scheduled meetings and exercising independent judgment based solely on what is in the overall best interest of Internet users and the stability and security of the Internet’s system of unique identifiers, irrespective of personal interests and the interests of the entity to which individuals might owe their appointment.
09:10 – 09:15 Review Action Items from last meeting

- Staff to prepare public comment for Good Faith Recommendations (completed)
- Staff to work with the groups that have active consultations to have a standard set of slides for the co-chairs to support these during Copenhagen. (completed by staff)
- Staff to reach out to rapporteurs to establish a draft agenda for Copenhagen. (completed)
- Co-Chairs and staff to create a document for plenary consideration on the topic of time extension. (completed)
09:10 – 09:15 Review Action Items from last meeting

• Staff to reach out to plenary to identify volunteers should produce a draft glossary for terms to refer to the three parts of ICANN for our next meeting. (completed)
• SB to liaise with co-chairs to draft a request for information on selection of Ombudsman evaluator. (completed)
09:15 – 09:30 General updates and reminders

• Update from Legal Committee
• Update on ATRT3
• Update on Public Comments and Questionnaires
• Travel funding for ICANN59
Presentation of document by Avri Doria and Jordan Carter.
Staff Accountability
Background and Update

Cross-Community Working Group on Enhancing ICANN Accountability
ICANN 58: Copenhagen, Denmark
Avri Doria and Jordan Carter
10 March 2017
What we’ll talk about today

- Our task as specified in WorkStream 1
- The work we have done so far
- The challenges we face
- The need for a better working method with ICANN
- The need to re-scope our work
- Some examples of issues identified so far
Our task: “Staff Accountability”

• Established in Work Stream 1 as an area of further work
• To work with ICANN on two main areas
  • Document role of staff compared with Board and community (incl delegated and non-delegated powers)
  • Consider a range of improvements to HR processes and feedback loops

•Implicitly, the intent of the work is to improve relationships between staff and community through better process and greater clarity.
What we have done so far

• We developed a work plan
• We discussed these topics
• We asked ICANN for information
• We considered the info ICANN provided
• We have begun to draft documents
  • A – on the relationships and roles
  • B – on the processes
The challenge...

- The formal specification of our work leaves the implicit aim a little bit opaque
- In particular, we haven’t explicitly been tasked to
  - actually identify specific problems or concerns
  - Identify mechanisms to address those problems/concerns
- As a result, the work done to date feels removed from what would be most useful.
- It has also been a dreadfully slow process to ask for and get information
- “Working with ICANN” hasn’t worked.
A better working method

• “Working with ICANN” is something different to “ICANN supporting a WG”

• Implies Staff (?Board?) who can offer views and make commitments being involved directly in the process of exploration, problem ID and solution generation

• Can ICANN manage this?
• Can the Staff Accountability group manage this?

Does the CCWG endorse this approach?
A re-scope of our work

Consistent with the intent of the WS1 report, can we be re-tasked to:

• Document or summarise the status quo
• Identify problems or concerns with staff accountability
• Propose mechanisms to address those concerns
• Do all this clearly in the scope of “Staff Accountability”

Does the CCWG endorse this approach?
Some examples of issues/problems...

- Lack of a forum in which staff or community can safely raise and work through issues raised abt staff accountability or performance

- Staff perceived as crossing the line from policy implementation to development or decision

- Culture of the staff in respect of focusing on supporting community role in policy development

- Lack of formalised inclusion of community feedback in staff performance assessment
Thanks!

Co-Rapporteurs

Avri Doria: avri@apc.org
Jordan Carter: jordan@internetnz.net.nz

Wiki homepage:
https://community.icann.org/display/WEIA/Staff+Accountability
10:15 - 10:30 Coffee break
Presentation of document by Sebastien Bachollet
Presentation of document by Cheryl Langdon-Orr and Steve DelBianco
Work Stream 2 Project on SO/AC Accountability

First reading of draft recommendations
10-Mar-2017
The mandate for SO/AC Accountability

1. “review and develop ... recommendations on SO/AC accountability, including improved processes for accountability, transparency, and participation that are helpful to prevent capture”

2. Evaluate Mutual Accountability Roundtable

3. Assess whether the IRP would also be applicable to SO/AC activities
Track 1: Reviews & Recommendations

- Looked at ACs, SOs, and GNSO subgroups
- All responded to our questions (thank you!)
- We recommend **Best Practices** in these areas:
  - Accountability *to designated community*
  - Transparency *to everyone*
  - Participation by members
  - Outreach to designated community *not yet* participating
  - Updates to policies & procedures
Track 1: Selected Recommendations

• **Accountability:** SO/AC/Subgroups should **publish an annual report** on what they have done during the prior year to improve accountability, transparency, and participation, describing where they might have fallen short, and any plans for future improvements.

• **Transparency:** Meetings and calls of SO/ACs and subgroups **should normally be open to public observation.** When a meeting is determined to be **members-only,** that should be explained publicly, giving specific reasons for holding a closed meeting.

• **Participation:** Where membership must be applied for, there should be a **process of appeal when application for membership is rejected.**

• **Outreach:** Each AC/SO/Subgroup should have a **strategy for outreach** to parts of their targeted community that may not be significantly participating at the time.

• **Updates to policies and procedures:** Internal reviews of policies and procedures **should not be prolonged for more than 1 year,** and temporary measures should be considered if the review extends longer.
Track 2: Evaluate **Mutual Accountability Roundtable and implement, if viable**

“The idea of mutual accountability is that multiple actors are accountable to each other”

*CCWG Advisor Willie Currie, May-2015*

Our recommendation:

- Each AC/SO is accountable **to its designated community** – not to other ACs or SOs.
- Sharing of best practices among AC/SOs is beneficial and can be done informally.
- **No need** to implement new processes for a Mutual Accountability Roundtable
Track 3: Should the IRP also be applicable to AC and SO activities?

Our recommendation:

• The IRP **would not** be applicable to SO & AC activities, as it is now described in the Bylaws.
• While the IRP **could** be made applicable by amending bylaws significantly,
• the IRP **should not** be made applicable to SO & AC activities, because it is complex and expensive, and there are easier alternative ways to challenge an AC or SO action or inaction.
12:00 - 13:00 Lunch
Exchange with Goran Marby. ICANN CEO
ICANN Community, aka Community: the members of the SOAC and aggregated participants in all work efforts with ICANN. When specifically referring to the organized elements, i.e. the Supporting Organizations and Advisory Committees, SOAC can be used.

ICANN wider Community: the ICANN Community plus the populations whose interests are the responsibility of the various SOAC.

ICANN Empowered Community aka ICANN EC: The representatives of the ICANN Corporation assigned by the various SOAC to the Empowered Community function

ICANN Board, aka Board: Those elected by the various SOAC, selected by the Nomcom and named as liaison as Board member according to the Bylaws.
DRAFT QUESTIONS ON DIVERSITY

The CCWG Work Stream 2 Diversity Sub-Group has identified the following elements of diversity as potentially relevant to ICANN SO/AC/groups:

A. Geographic/regional representation
B. Language
C. Gender
D. Age
E. Physical ability
F. Skills
G. Stakeholder group or constituency
1. Which, if any, of these elements of diversity are important to your SO/AC/group?

2. Are there any additional elements of diversity not listed in the 6 dimensions above, that are important to your SO/AC/group? If so, please provide details of these.

3. Which elements of diversity does your SO/AC/group measure and track, which level of details if any?

4. Are diverse interests and viewpoints proportionally represented within your SO/AC/group and its leadership? How is this done?

5. Is there any educational or informational initiative towards diversity in your SO/AC (seminars, reading materials recommended, a discussion group or any other resource)?

6. Does your SO/AC/group have any informal practices or unwritten policies relating to diversity? If so, please provide details of these.
Presentation of document by Fiona Asonga
15:30 – 15:45 Coffee break
15:45 – 16:15 WS2 timeline extension

Step 1: define the revised work plan of WS2, as extended into FY18
- List of subgroups active during FY18
- Milestones by subgroup, with timeline in FY18
- Number of face-to-face meetings if any
- Estimate of legal or other advice if any
- Estimate of language services (translation notably) if any
The above will enable the PCST to produce an estimated impact of the extension. Please note that the extension would impact the Draft FY18 Operating Plan and Budget ("OP&B"), as well as the WS2 budget. As an illustration, the current assumption in the Draft FY18 OP&B is that WS2 will be completed as planned by June 2017, and therefore the ICANN staff currently supporting the WS2 work is allocated to other activities in FY18.
Step 2: submit the extension request to the Chartering Organization, with appropriate rationale, inclusive of budgetary impact (resulting from Step 1 above), and obtain approval from all Chartering Organizations.

Step 3: Inform the Board Finance Committee (should probably happen in parallel of Step 2).
Step 4: Suggestion: submit the request for extension of WS2 as a public comment to the Draft FY18 OP&B. This would allow the CCWG to have a transparent record of the request and of its impact on the FY18 OP&B, and provide to the ICANN staff a transparent channel to offer an answer. It would also help ensure that the budgetary impact of the request for extension is linked to the OP&B process. The public comment period for the Draft FY18 OP&B begins 7 March and concludes 28 April.
Step 5: If and when approval from the Chartering Organizations is obtained, a formal budgetary request should be made to ICANN, so that it is considered by ICANN Staff and the funding required, if any, is identified, and submitted for approval by the BFC. If this step would occur before the FY18 OP&B has been finalized (by early June) for Board approval (by end of June), then the Board would approve the FY18 OP&B with this request included (presuming funding has been identified). If this step would occur after the FY18 OP&B has been finalized, the Board would need to approve this request separately.
Presentation by David McAuley
IRP
Implementation Oversight Team

CCWG Face-to-Face Meeting
Copenhagen
March 10, 2017
IRP IOT

• New ICANN Bylaws effective Oct. 1, 2016

• Revised IRP set forth in Bylaw Section 4.3
IRP IOT

- IRP to review claims that ICANN board/staff, by action/inaction, violated Articles/Bylaws. Without limitation, this includes:

  2. Claims regarding action taken in response to input from an SO/AC that may violate Articles/Bylaws.
  3. Claims resulting from decisions of process-specific expert panels that may violate Articles/Bylaws.
  4. Claims resulting from a response to a DIDP request that may violate Articles/Bylaws.
  5. Claims involving rights of the Empowered Community as set forth in the Articles/Bylaws.
IRP IOT

• IRP can also review:

  • Claims that ICANN board or staff have not enforced ICANN's contractual rights with respect to the IANA Naming Function Contract; and

  • Claims regarding PTI service complaints by direct customers of the IANA naming functions that are not resolved through mediation.
IRP IOT

• Bylaw Article 4, Section 4.3(n)(i):

• (i) An IRP Implementation Oversight Team shall be established in consultation with the Supporting Organizations and the Advisory Committees and comprised of members of the global Internet community. The IRP Implementation Oversight Team, and once the Standing Panel is established the IRP Implementation Oversight Team in consultation with the Standing Panel, shall develop clear published rules for the IRP ("Rules of Procedure") that conform with international arbitration norms and are streamlined, easy to understand and apply fairly to all parties. Upon request, the IRP Implementation Oversight Team shall have assistance of counsel and other appropriate experts.
IRP IOT

• The road to the new IRP:

• New Bylaws – Done ✔ October 1, 2016.
• IRP Admin Support Organization – ICDR is in place from prior IRP ✔ – could be re-tendered by ICANN (Bylaw 4.3(j)(ii)(A)).
• Rules of Procedure – in process by IOT (considering community comments) (Bylaw 4.3(n)).
• Request Expressions of Interest from persons interested in serving on Standing IRP Panel - ICANN working on EoI form (Bylaw 4.3(j)(ii)(B)).
• Select Standing Panel – to be done following expressions of interest – SOs/ACs to nominate panelists/Board to confirm (Bylaw 4.3(j)(ii)(C) and (D))
• IRP IOT presently considering public comments to draft rules of procedure. Some representative concerns from such comments:

  • **Time limitations** within which a complainant must file a claim or lose it.
  • **Retroactivity** of rules and IRP bylaw provisions.
  • **Parties** – Consolidation, Intervention, Joinder.
  • **Discovery**.
  • **Hearings** – manner of conducting and availability.
  • **Consensus policies** – challenges.
16:45 – 17:30 sub-group updates

- Human Rights – Niels ten Oever (10 minutes)
- Ombudsman – Sebastien Bachollet (10 minutes)
- Good Faith – Lori Schulman (10 minutes)
- CEP – Ed Morris (5 minutes)
- Jurisdiction (10 Minutes)
Human Rights

• Human Rights Subgroup Quo vadis?
• The Hare and the Tortoise A tale of two documents
• FoI & Considerations Very active and committed drafting team
  • Tatiana Tropina
  • Anne Aikman-Scalese
  • Jorge Cancio
  • David McAuley
  • Greg Shatan
  • Matthew Shears
Human Rights

Summary

• Framework of Interpretation is done
• Considerations document underway
• Expected to reach drafting team consensus during Copenhagen meeting
• Topics of contention:
  • To Ruggie of not to Ruggie
  • Levels of detail (operationalization)
# WS2 Drafting Team “Ombudsman”

## Active Participants

1. Sébastien Bachollet - **Rapporteur** (18)
2. Adebunmi Akinbo (2)
3. Alberto Soto (11)
4. Arshad Mohammed (-)
5. Avri Doria (13)
6. Carlos Vera Quintana (4)
7. Cheryl Langdon-Orr (11)
8. Chris LaHatte (previous Ombuds) (8)
9. Denise Michel (-)
10. Edward Morris (2)
11. Farzaneh Badii (8)
12. Herb Waye (Ombuds) (16)
13. José Francisco Arce (2)
14. Jimson Olufuye (1)
15. Karel Douglas (3)
16. Klaus Stoll (9)
17. Michael Karanicolas (1)
18. Raoul Plommer (2)
19. Robin Gross (2)
20. Samantha Eisner (1)
21. Sarah Kiden (1)
22. Sivasubramanian Muthusamy (4)
23. Susan Payne (2)

## Observers

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

## Board Liaisons

- Asha Hemrajani (13)
- Mike Silber (backup) (4)

## Co-Chair

- Mathieu Weill

---

**CCWG-Accountability Work Stream 2**

![ICANN Logo]
Ombuds Office

Description / Scope:
Evaluate the current Ombudsman charter and operations against industry best practices and recommend any changes necessary to ensure that the ICANN Ombuds Office (IOO) has the tools, independence, and authority needed to be an effective voice for ICANN stakeholders.

Updates:
- RFP for an external review of the IOO posted, responses (7) received, analyzed.
- Final phase for the reviewer selection’s.
- Contract to follow.

Upcoming Activities:
- Following the external review of the IOO.
- Draft document regarding “Complaints” Office’s issues to be discussed by IOO. Subgroup and by the Plenary.

Open Items:
- Coordination with other sub-groups:
  - Transparency
  - Staff Accountability
  - Human Rights
  - Diversity
  - Accountability SO/AC
- A new timeline needs to be setup (following track 1 or longer).

Updates:
- RFP for an external review of the IOO posted, responses (7) received, analyzed.
- Final phase for the reviewer selection’s.
- Contract to follow.

Upcoming Activities:
- Following the external review of the IOO.
- Draft document regarding “Complaints” Office’s issues to be discussed by IOO. Subgroup and by the Plenary.

Open Items:
- Coordination with other sub-groups:
  - Transparency
  - Staff Accountability
  - Human Rights
  - Diversity
  - Accountability SO/AC
- A new timeline needs to be setup (following track 1 or longer).
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 for Good Faith Conduct (Karel Douglas)
9. IRP “Phase 2” (Robin Gross)
10. ATRT2 (Avri Doria)
External review of the ICANN Ombuds Office

Cameron Ralph LLC &

CCWG-Accountability
Work Stream 2

nbuds
• Consulting firm specializing in governance, performance assurance and policies.

• Expertise in independent reviews of Ombudsman schemes – both Government established and industry based schemes.

• Reviewed some 16 schemes located in Australia, New Zealand and Canada (financial services, telecommunications, water and energy, public transport, legal services).

• Have assisted Ombudsman schemes with strengthening their quality assurance and other processes.

Phil Khoury

• A governance and change management consultant specializing in regulatory and other non-profit organizations
• Worked extensively with industry bodies, complaints handling schemes and specialist disciplinary bodies.
• Former Executive General Manager of the Australian Securities and Investments Commission (ASIC).

Debra Russell

• Formerly a senior executive with Australian Securities and Investments Commission, a senior manager with PricewaterhouseCoopers, a sessional lecturer at University of Melbourne Law School and a solicitor with Allens Arthur Robinson
• Strong legal and regulatory compliance background.
Proposed Road Map for Assessment of ICANN’s Ombudsman Office

- **Jan**
  - Finalize & Post RFP

- **Feb**
  - Evaluate Proposals & Identify Finalist

- **Mar**
  - Confirm Independent Assessor; Contracting

- **Mar-Apr**
  - Conduct assessment

- **April**
  - Independent Assessor Submits Report

Dates are estimates and could be subject to change.
Guidelines on Good Faith Conduct in Participating in Board Removal Discussions

1. **The task:** Create a set of guidelines to meet “good faith” standard (for community behavior) under indemnification clause in by-laws.

2. **Philosophy of the Group:**
   - Keep it simple and flexible;
   - Apply to all Board seats (NomCom and SO/AC);
   - Respect SO/AC Processes; and
   - Meet Legal standard without creating “cause” for board removal.

3. **Opinion from ICANN Legal:** “We should be OK.”

4. **Report approved by Plenary:** publication for comment.
Guidelines on Good Faith Conduct in Participating in Board Removal Discussions

1. Petitions for removal:
   a. may be for any reason; and
   b. must:
      • be believed by the Indemnified Party to be true;
      • be in writing;
      • contain sufficient detail to verify facts, if verifiable facts are asserted;
      • supply supporting evidence if available/applicable;
      • include references to applicable by-laws and/or procedures if the assertion is that a specific by-law or procedure has been breached; and
      • be respectful and professional in tone.
2. SO/AC’s shall have procedures for consideration of board removal notices to include:

- reasonable time frames for investigation by SO/AC counsels or the equivalent if the SO/AC deems that an investigation is required;
- period of review by the entire membership of the SO/AC;
- consistent and transparent voting method for accepting or rejecting a petition; and
- documentation of the community process and how decisions are reached.
Stand Alone Recommendations:

A standard framework be developed and used to raise the issue of Board removal to the respective body – either the specific SO/AC who appointed the member or the Decisional Participant in the case of a Nom Com appointee. The framework would be in the context of developing a broader framework for implementing community powers and entering into the discussions contemplated by WS1.

Implement the guidelines as a community best practice to apply to all discussions even if not covered by the indemnities contemplated under Article 20. There may be discussions around rejecting a budget or rejecting a proposed standard by-law that would benefit from a good faith process. The guidelines could be adopted as a universal standard given that they are broad enough to encompass any discussion.
cepreview1@gmail.com
Questionnaire:

- Jurisdiction questionnaire was published on February 9.
  - Purpose is to collect factual inputs from the broader Internet community.
  - Questionnaire was translated into the ICANN languages.
  - Deadline is April 17, but earlier responses are welcomed.
  - Responses are being reviewed on a rolling basis.
  - All CCWG members are encouraged to review and respond to the questionnaire if they have inputs.
  - CCWG members are also encouraged to publicize the questionnaire in both ICANN and non-ICANN groups and lists.
  - [https://community.icann.org/display/WEIA/Jurisdiction+Questionnaire](https://community.icann.org/display/WEIA/Jurisdiction+Questionnaire)
Jurisdiction Subgroup Update

**ICANN Litigation Review:**
- Subgroup members are reviewing and summarizing all of the litigations in which ICANN has been involved.
  - A standard chart was developed and is being used for all summaries
  - Volunteers are still needed
  - Volunteers need to pick up more cases

**Questions for ICANN Legal:**
- A set of questions has been submitted to ICANN Legal seeking information on several jurisdiction-related topics.
Jurisdiction Subgroup Update

**Documents:**
- Reduced emphasis on two current draft documents pending receipt of other inputs:
  - “The influence of ICANN’s existing jurisdictions relating to resolution of disputes (i.e., “Governing Law” and “Venue”) on the actual operation of policies and accountability mechanisms”
    - Pending response from ICANN Legal to questions submitted by Subgroup
  - “Hypothetical #1”
    - Pending responses to Jurisdiction Questionnaire
17:30 - 18:00 Wrap-up and Conclusions

Discussion led by Co-Chairs
Adjourned.