CCWG-Accountability Work Stream 2
ICANN Ombuds Office
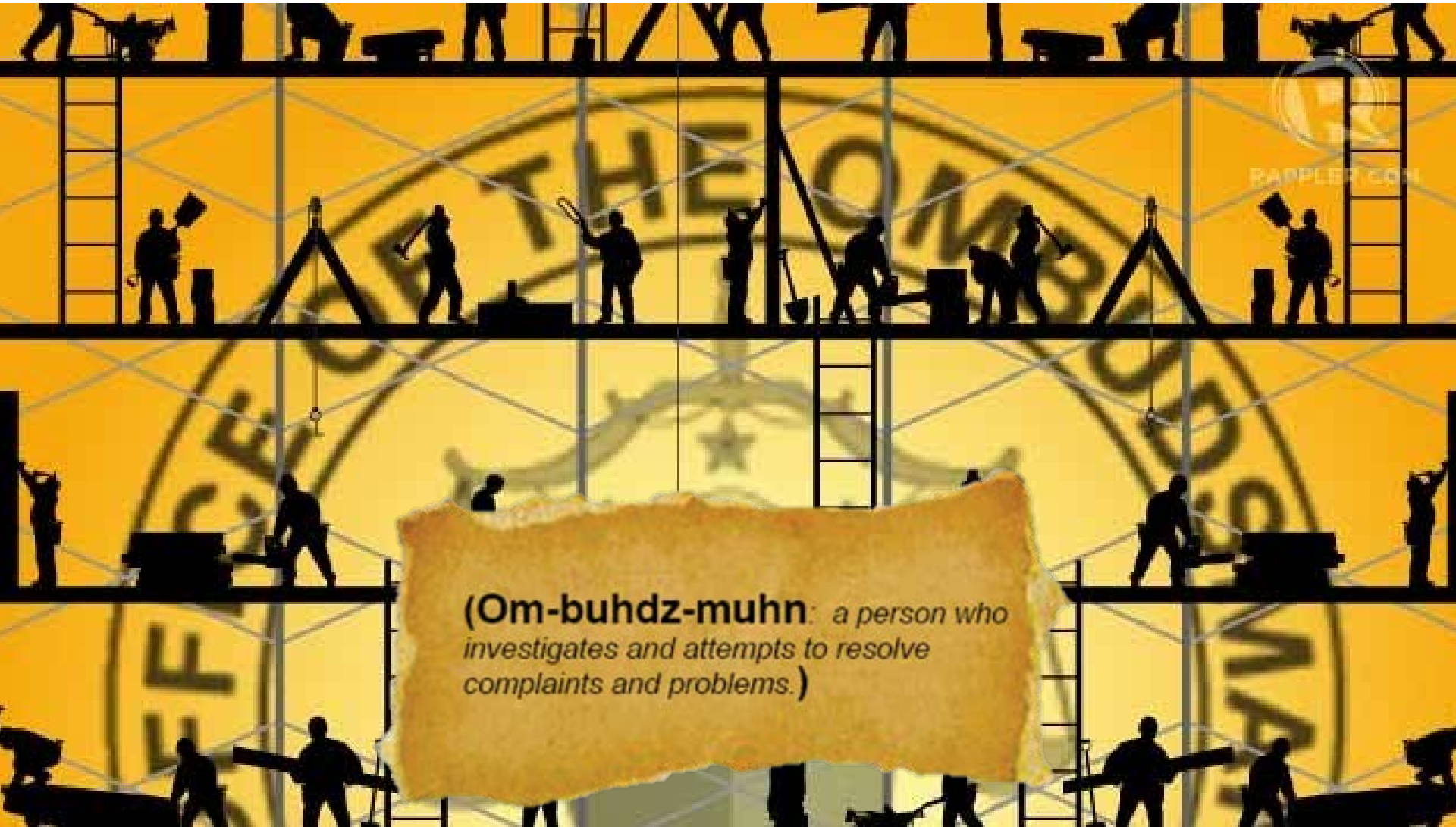

(Om-buhdz-muhn: a person who investigates and attempts to resolve complaints and problems.)

Agenda Meeting #17 Bis Ombuds

- Roll Call / Apologies – Welcome
- ICANN Ombuds Office review
  - Meeting between Cameron Ralph LLC & IOO subteam
  - Presentation – Q&A
- Useful documents
- Next meeting
  - F2F meeting in Copenhagen 11 March 2017 (time TBD)
- AOB

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Work Stream 2

External review of the ICANN Ombuds Office

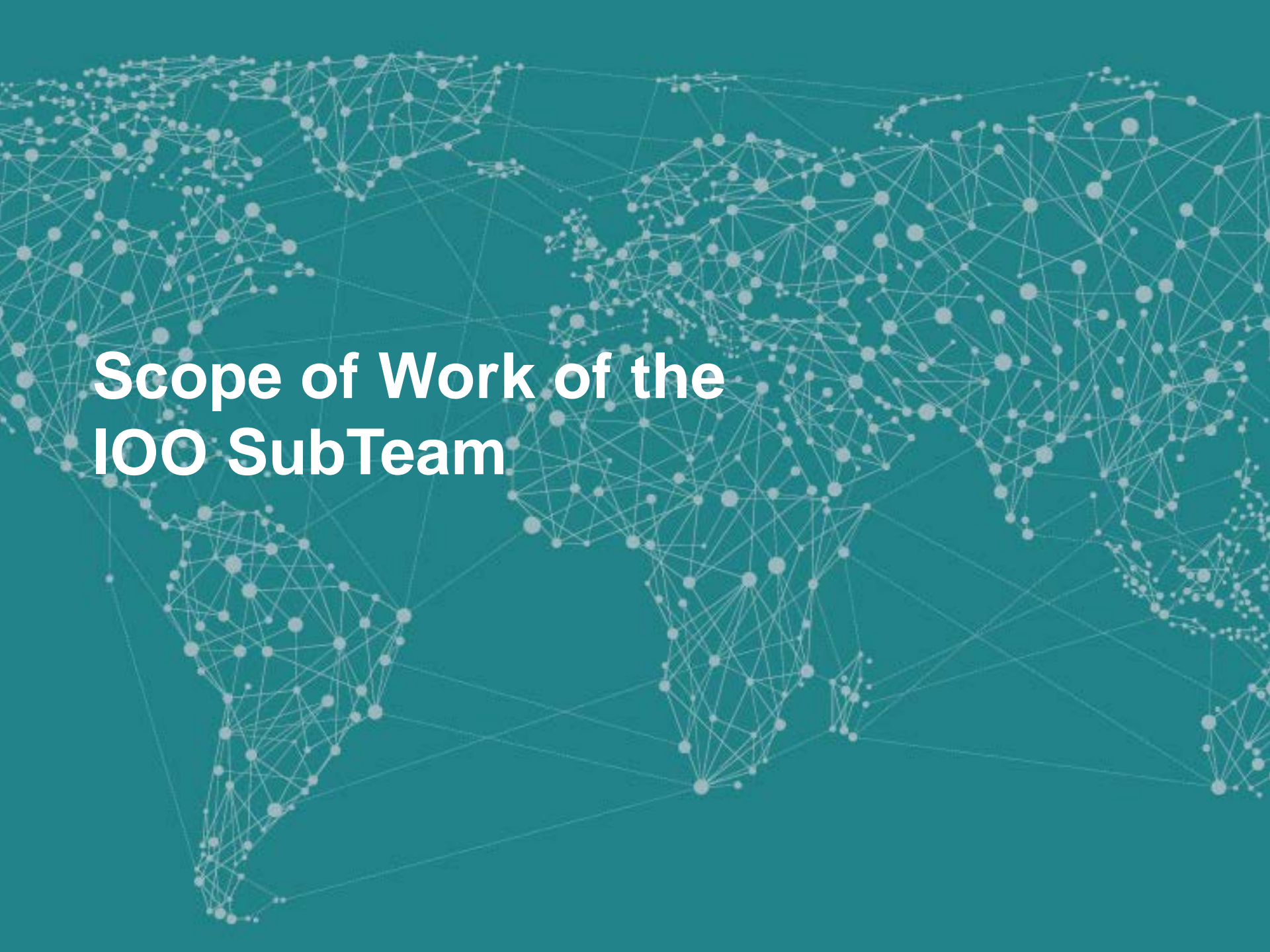## Meeting between Cameron Ralph LLC & IOO subteam

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Work Stream 2

nbuds

ICANN

Scope of Work of the IOO SubTeam

Considering enhancements to the Ombudsman's role and function

- *The Ombudsman can perform a critical role in ensuring that ICANN is transparent and accountable, preventing and resolving disputes, supporting consensus-development, and protecting bottom-up, multistakeholder decision-making at ICANN*

- *ICANN's Office of Ombudsman must have a clear charter that reflects, supports, and respects ICANN's Mission, Commitments and Core Values, and must have sufficient authority and independence to ensure that it can perform these important roles effectively*

- *As part of Work Stream 2, the CCWG-Accountability will evaluate the current Ombudsman charter and operations against industry best practices and 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*

WS2 Drafting Team "Ombudsman"

Active Participants

1. Sébastien **B**achollet - **Rapporteur** (17)
2. Adebunmi Akinbo (2)
3. Alberto Soto (10)
4. Arshad Mohammed (-)
5. Avri **D**oria (12)
6. Carlos Vera Quintana (4)
7. Cheryl **L**angdon-Orr (10)
8. Chris LaHatte (previous Ombuds) (8)
9. Denise Michel (-)
10. Edward Morris (2)
11. Farzaneh Badii (7)
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 **G**ross (2)
20. Samantha **E**isner (1)
21. Sarah Kiden (1)
22. Sivasubramanian Muthusamy (4)
23. Susan Payne (2)

Observers

1. Aarti Bhavana
2. Adebunni Adeola Akinbo
3. Alan **G**reenberg
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 (12)
- Mike Silber (backup) (4)

Co-Chair

- Mathieu **W**eill

CCWG-Accountability

Work Stream 2

Ombuds
ICANN

Dependencies between WS2 Design Teams

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)

Cameron Ralph LLC

Cameron Ralph LLC

- 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.

- More information available - http://crkhoury.com.au

Cameron Ralph LLC: Consultants

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.

Q&A

- To Phil and Debra
  - Your understanding of the mission?
  - Your vision of the time line?
  - How you want to interact with us?

- To the IOO Subteam
  - ?

Documents

Useful documents

- Draft report of the IOO subgroup
  - CCWG_WS2_Ombuds_report_V7
- Draft Glossary - for discussion
  - CCWG-Accountability-WS2-PlenaryMeeting-20170310-Glossary-Draft
- How to organize the various WS2 request for new mechanisms to increase ICANN accountability?
  - CCWG-Accountability-WS2-PlenaryMeeting-20170310-NewMechanismsV4

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

Calendar

- **F2F meeting in Copenhagen**
  - **Saturday 11 March 2017**
  - **Time TBD**
  - **Place TBD (Office of the Ombuds?)**

Subgroup Time Slots

Day	#	WS2-Ombudsman	
lundi 20 mars 17	#18	Omb-WS2 13:00UTC	xx participants + Staff
lundi 27 mars 17	#19	Omb-WS2 13:00UTC	xx participants + Staff
lundi 3 avril 17	#20	Omb-WS2 19:00UTC	
lundi 10 avril 17	#21	Omb-WS2 05:00UTC	
mardi 18 avril 17	#22	Omb-WS2 13:00UTC	
lundi 24 avril 17	#23	Omb-WS2 19:00UTC	
lundi 1 mai 17	#24	Omb-WS2 05:00UTC	
lundi 8 mai 17	#25	Omb-WS2 13:00UTC	
lundi 15 mai 17	#26	Omb-WS2 19:00UTC	
lundi 22 mai 17	#27	Omb-WS2 05:00UTC	
mardi 30 mai 17	#28	Omb-WS2 13:00UTC	

CCWG-Accountability
Work Stream 2

mbuds
ICANN

AOB