CCWG-Accountability Work Stream 2
ICANN Ombuds Office
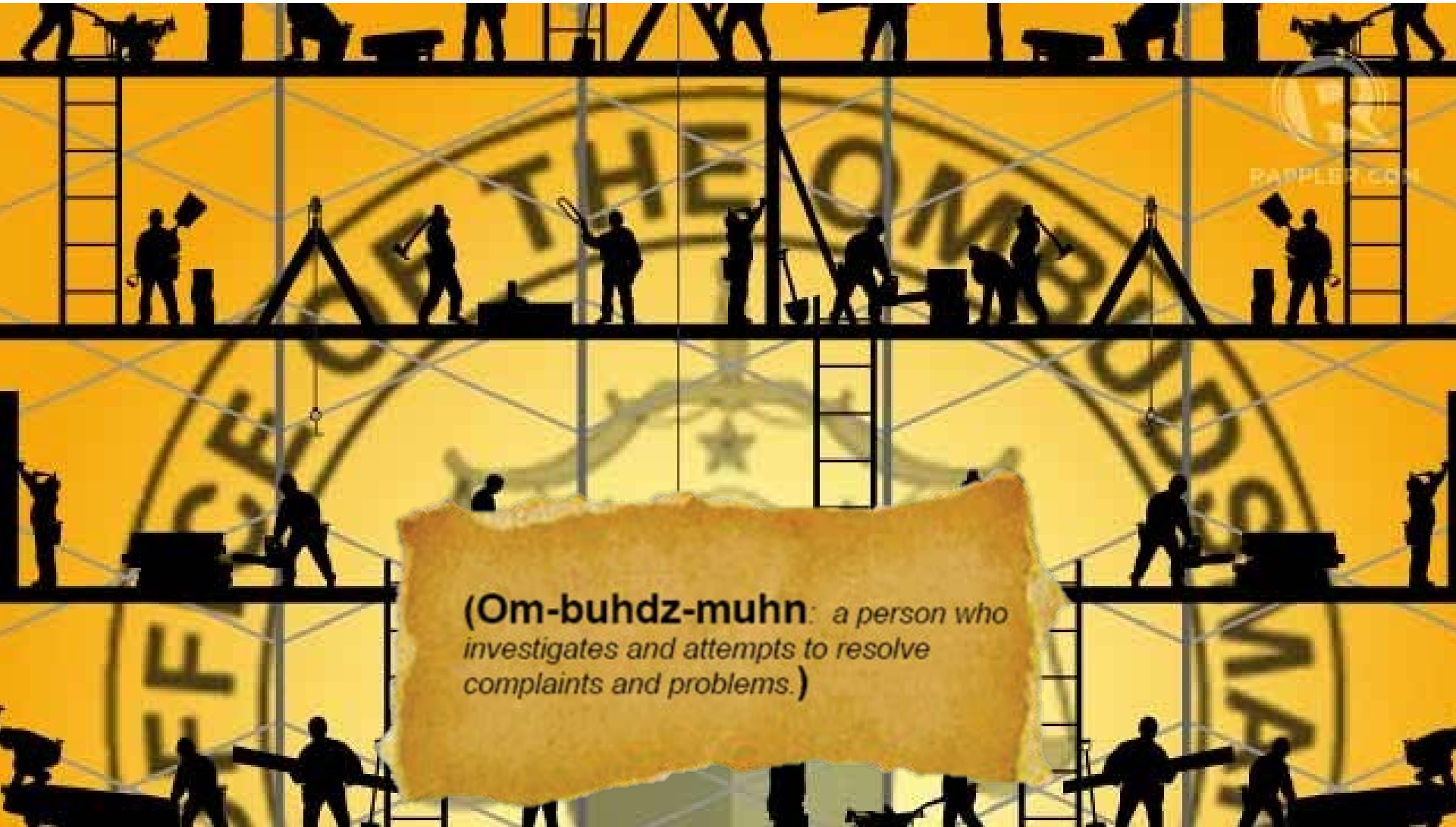

(Om-buhdz-muhn: *a person who investigates and attempts to resolve complaints and problems.*)

Agenda Meeting #17 Ombuds

- Roll Call / Apologies – Welcome
- Report from staff external review of the ICANN Ombuds Office
- Possible road map and timeline
- Review of the document
  - "Complaints" OfficeS
- Next meeting
  - #18 ? 2017
- AOB

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Work Stream 2

Ombuds
ICANN

WS2 Drafting Team "Ombudsman"

Active Participants

1. Sébastien **B**achollet - **Rapporteur** (16)
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 (9)
8. Chris LaHatte (previous Ombuds) (8)
9. Denise Michel (-)
10. Edward Morris (2)
11. Farzaneh Badii (7)
12. Herb Waye (Ombuds) (15)
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 (11)
- Mike Silber (backup) (4)

Co-Chair

- Mathieu **W**eill

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Subgroup Time Slots

Day	#	WS2-Ombudsman	
~~Tuesday 22 November 16~~		~~Omb-WS2 05:00UTC~~	canceled
Friday 9 December 16	#12	**Omb-WS2 19:00UTC**	06 participants + Staff
Monday 19 December 16	#13	**Omb-WS2 05:00UTC**	07 participants + Staff
Tuesday 10 January 17	#14	**Omb-WS2 05:00UTC**	07 participants + Staff
Monday 23 January 17	#15	**Omb-WS2 19:00UTC**	10 participants + Staff
Monday 6 February 17	#16	**Omb-WS2 05:00UTC**	04 participants + Staff
~~Monday 13 February 17~~		**Omb-WS2 13:00UTC**	Canceled
~~Monday 27 February 17~~ Monday 06 March	#17	**Omb-WS2 05:00UTC**	xx participants + Staff
Friday 10 March 17		**CCWG**	
Saturday 11 March 17			
Sunday 12 March 17			
Monday 13 March 17		**ICANN 58 11-16 march 2017 Copenhagen**	
Tuesday 14 March 17			
Wednesday 15 March 17			
Tuesday 16 March 17			

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External review of the ICANN Ombuds Office

Next step

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Work Stream 2

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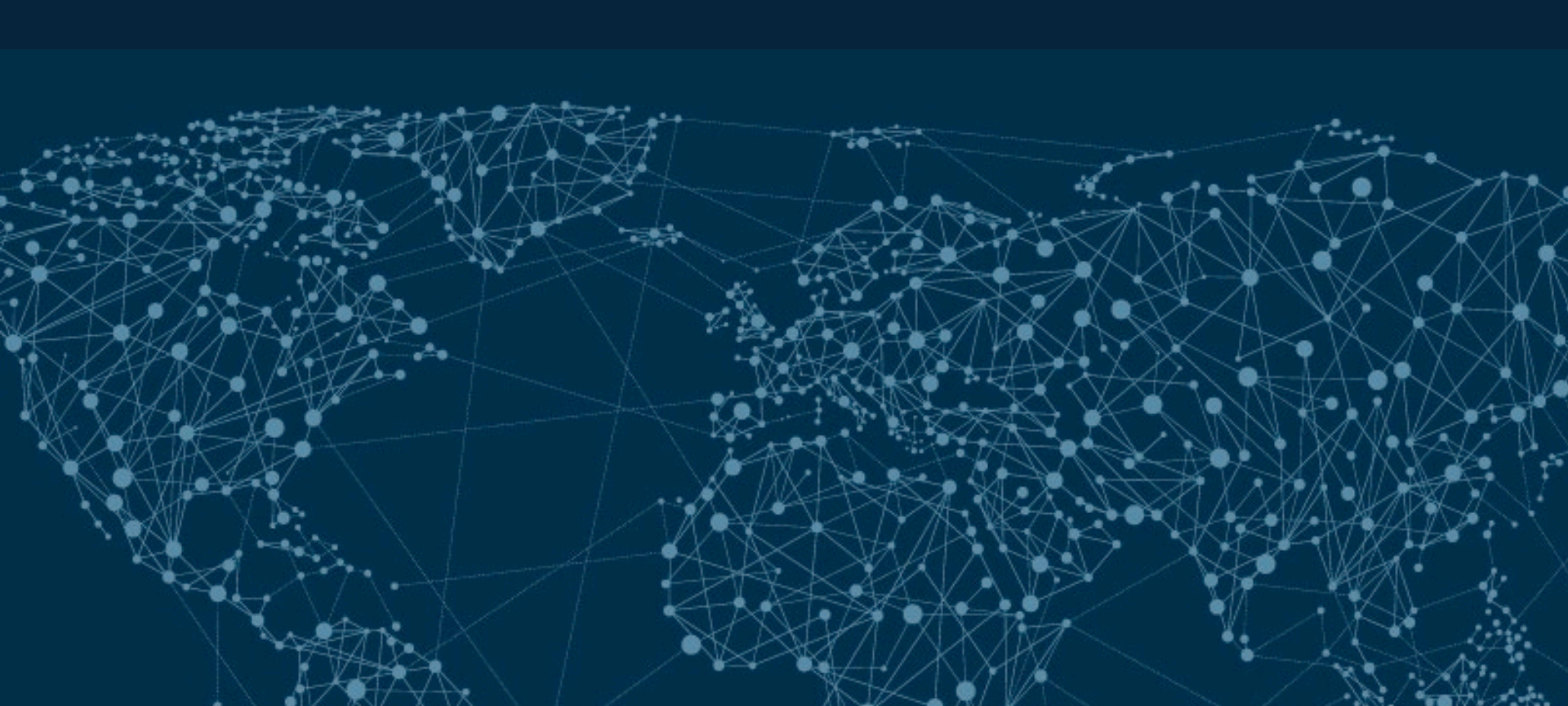
ICANN

ICANN Ombudsman Assessment

6 March 2017

Procurement

- ⊙ Bids assessed independently by multiple members of ICANN organization

- ⊙ Interviews conducted with three bidders that received the highest combined scores

- ⊙ Checked references for top two bidders following interviews

- ⊙ Decision between the last two candidates was based on experience of Ombudsman reviews vs knowledge of ICANN

Evaluation Criteria

- Overall Criteria categories:
  - Flexibility
  - Financial Value
  - Proposed Methodology
  - Understanding of the Assignment
  - Knowledge and Expertise

- Each category had between one (financial value) and twelve (knowledge and expertise) different sub-categories, such as:
  - "Demonstrated understanding of non-for-profit or non-governmental organizations "
  - "Suitability for engagement volunteers within volunteer-based organization"
  - "Knowledge of the Ombudsman Office"

- If bid falls inside the allocated budget, it receives the highest 'financial value' mark.

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
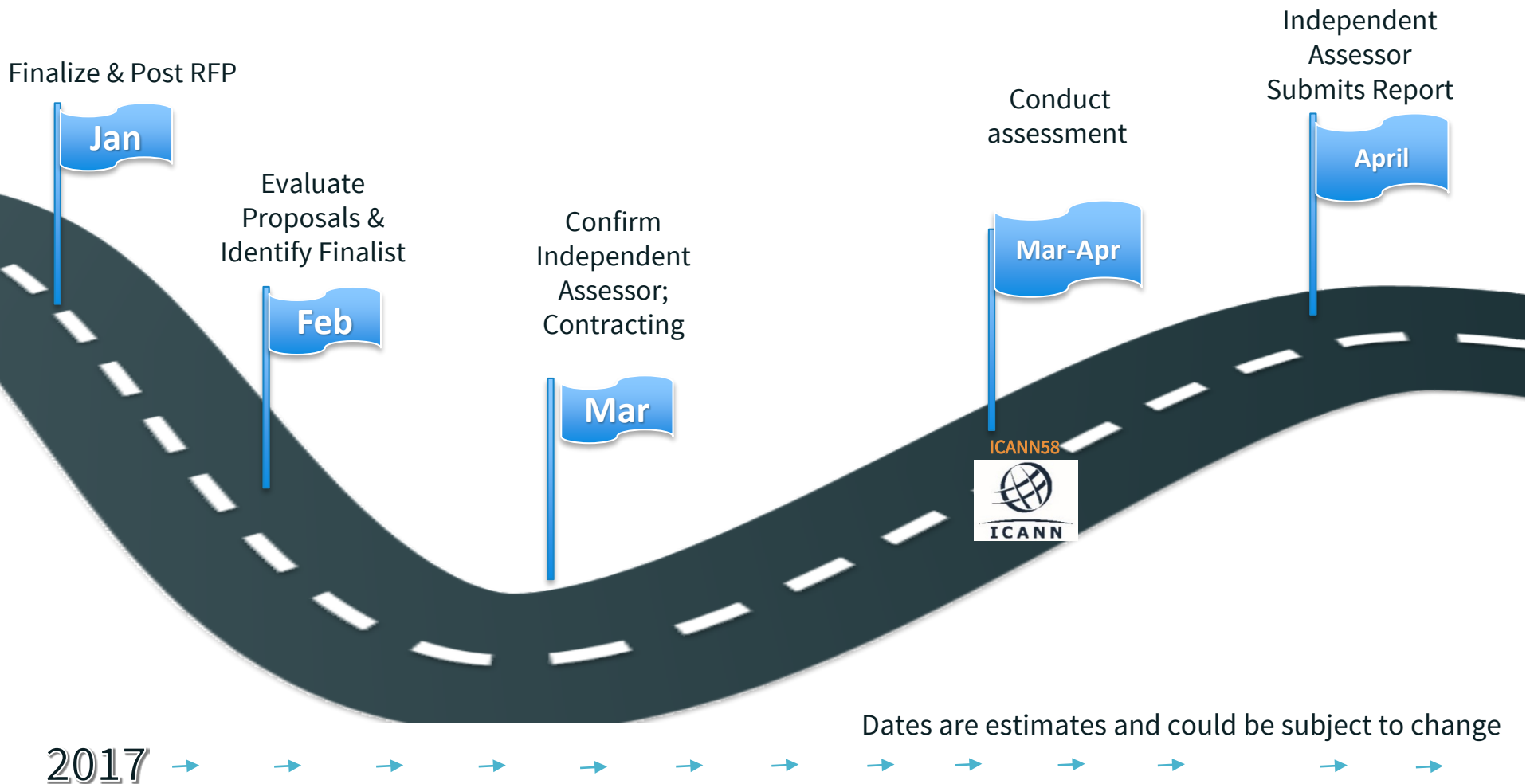- Strong legal and regulatory compliance background.

Next Steps

- Both Phil and Debra will travel to ICANN58

- Suggestion: Subteam to hold phone conference with Cameron Ralph in the next few days for introduction and to set expectations

- Meeting with Subteam and Cameron Ralph in Copenhagen- Saturday?

- Subteam to provide list of interviewees and other documentation deemed relevant to Cameron Ralph at their earliest convenience.

Questions?

Proposed Road Map for Assessment of ICANN's Ombudsman Office

Independent Assessor Submits Report

Finalize & Post RFP

Jan

Conduct assessment

April

Evaluate Proposals & Identify Finalist

Confirm Independent Assessor; Contracting

Mar-Apr

Feb

Mar

ICANN58

Dates are estimates and could be subject to change

2017

Review of the document

– "Complaints" OfficeS

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)

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

Subgroup Time Slots

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Wednesday 15 March 17			
Tuesday 16 March 17			

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ICANN

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**	

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Work Stream 2

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Calendar

- Call of IOO subteam with reviewers (TBD)
- Meeting IOO Subteam and reviewers in Copenhagen – Saturday 12 March 2017?
- Next meeting #18 – Monday March 20, 2017
- Proposed Agenda
  - Roll Call / Apologies – Welcome
  - External review of the ICANN Ombuds Office follow-up
  - Other tasks
  - Next meeting #19 – March 27, 2017
  - AOB

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Work Stream 2

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AOB