

CCWG-Accountability Work Stream 2

ICANN Ombuds Office

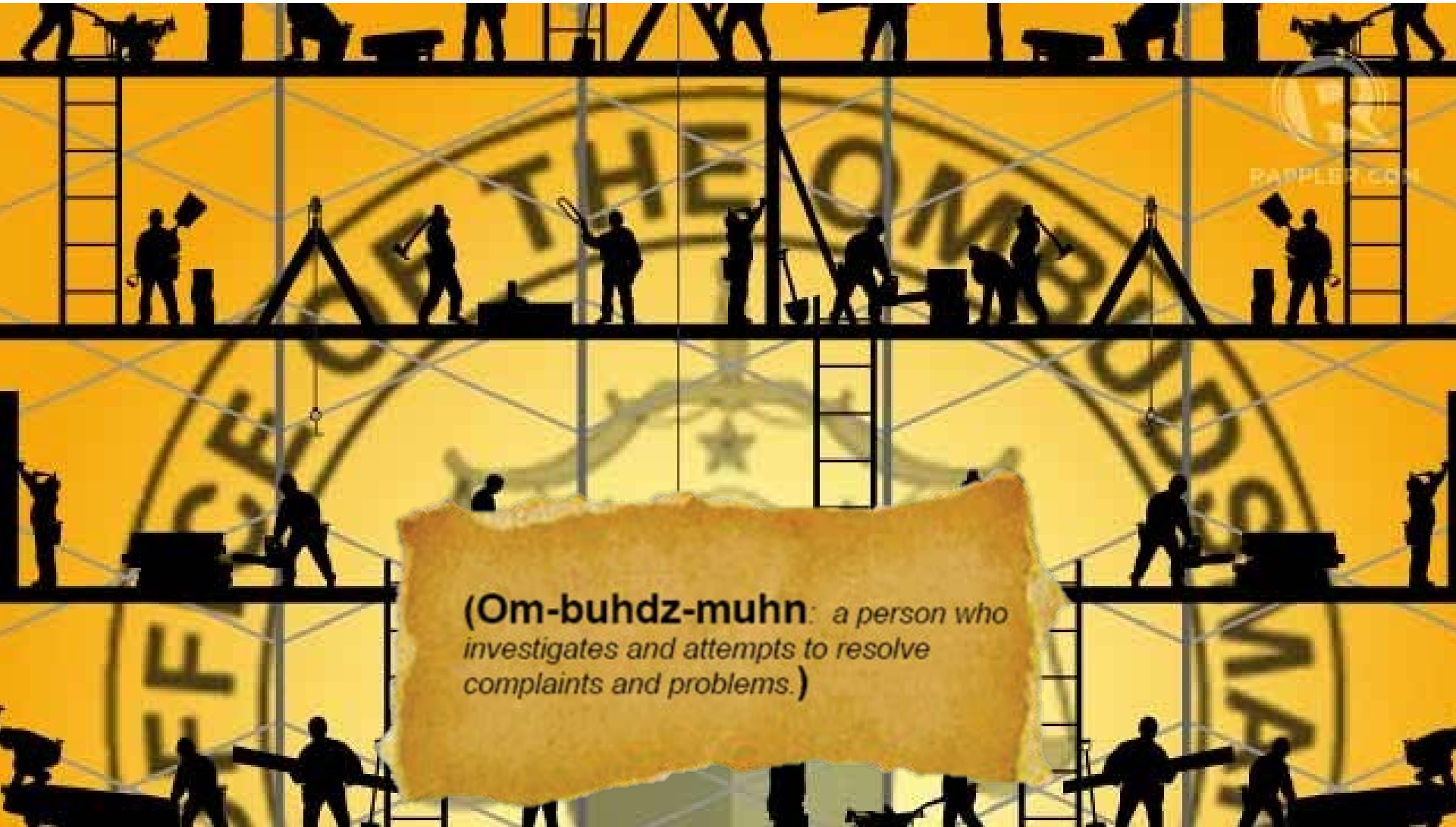


Meeting #19
27 March 2017

Rapporteur: Sébastien Bachollet

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ICANN Ombuds Office



Agenda Meeting #19 Ombuds

- Roll Call / Apologies – Welcome
- Participation & Dashboard
- External review of the ICANN Ombuds Office
 - Interviews
 - Survey
- ICANN Anti-Harrassment Policy
- Next meeting
 - #20 Monday 3 April 2017
- AOB

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A world map where the continents are defined by a complex network of white nodes and connecting lines, set against a solid teal background. The nodes vary in size, and the lines represent connections between them, creating a digital or network-like appearance of the globe.

Participation & Dashboard

WS2 Drafting Team “Ombudsman”

Active Participants

1. Sébastien **B**achollet - **Rapporteur** (19)
2. Adebunmi Akinbo (2)
3. Alberto Soto (12)
4. Arshad Mohammed (-)
5. Avri **D**oria (14)
6. Carlos Vera Quintana (5)
7. Cheryl **L**angdon-Orr (12)
8. Chris LaHatte (previous Ombuds) (8)
9. Denise Michel (-)
10. Edward Morris (2)
11. Farzaneh Badii (8)
12. Herb Waye (Ombuds) (17)
13. José Francisco Arce (2)
14. Jimson Olufuye (1)
15. Karel Douglas (3)
16. Klaus Stoll (10)
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 (14)
- Mike Silber (backup) (4)

Co-Chair

- Mathieu **W**eill

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Updates:

- Review of the IOO
 - Cameron Ralph LLC
 - Selected and contracted as reviewer
 - Participated ICANN58 for Interviews
 - Survey to be finalized
- Draft document regarding “Complaints” Office’s issues to was discussed by IOO Subgroup and by the Plenary.

Upcoming Activities:

- Following the external review of the IOO.

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).

Rapporteurs: Sebastien Bachollet

of signed-up Active Participants: 23

of signed-up Observers: 22

Useful links:

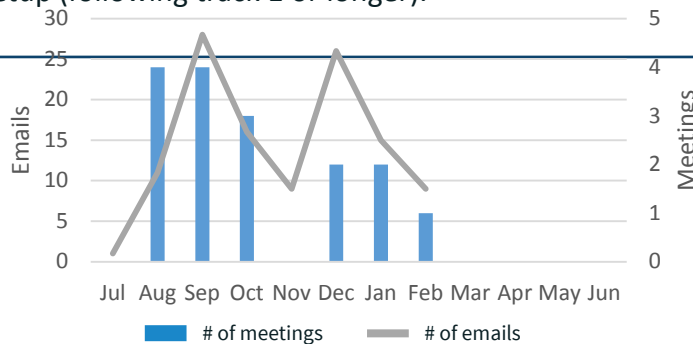
- [Wiki](#)
- [Mailing List archive](#)
- [Meetings schedule](#)

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.

Activity:

Total # of meetings:	16
Total # of emails:	115
Collective hours on calls:	221



Work Plan:

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



External review of the ICANN Ombuds Office



Cameron Ralph LLC &

cameron.ralph.khoury



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ICANN

Interviews

Interviews (as of March 20th 2017)

- **Belonging to**
 - Done
 - To be agreed and scheduled
- **ccwg-accountability**
 - Thomas Rickert - Co-chair (GNSO-CPH)
 - Mathieu Weill - Co-chair (ccNSO)
- **Diversity Subteam**
 - Fiona Asonga - Co-Rapporteur (ASO)
 - Rafik Dammak - Co-Rapporteur (GNSO-NCPH)
- **Guidelines for Good Faith Conduct**
 - Lori Schulman – Rapporteur (GNSO-IPC)
- **SO/AC accountability Subteam**
 - Cheryl Langdon-Orr - Co-Rapporteur (ALAC)
 - Farzaneh Badii - Co-Rapporteur (GNSO-NCUC)
 - Steve DelBianco – Co-Rapporteur (GNSO-BC)
- **Transparency Subteam**
 - Michael Karanicolas - Co-Rapporteur (GNSO-NCUC)
- **ATRT Expert**
 - Avri Doria (GNSO-NCSG)
- **Ombuds Subteam**
 - Sebastien Bachollet – Rapporteur (ALAC)
- **Board**
 - Steve Crocker – Chair (SSAC-NomCom)
 - Chris Dispain – BGC (ccNSO)
 - George Sadowsky - Compensation com (NC)
 - Asha Hemrajani – BFC & liaison (NC)
- **APTLD**
 - Leonid Todorov – CEO (ccNSO)
- **ALAC**
 - Alan Greenberg – Chair (ALAC)
- **Lacralo**
 - Alberto Soto (in Spanish) (ALAC)
 - Leon Sanchez (ALAC)
- **gtld applicants**
 - Giacomo Mazzone - GAC
 - Sivasubramanian Muthusamy - At-Large
- **GAC**
 - Christopher Wilkinson - Previous GAC secretariat
 - Paul Twomey - Previous CEO and GAC Chair
- **Ombuds (current and Previous)**
 - Herb Waye
 - Chris LaHatte
 - Frank Fowlie
- **Staff**
 - Sam Eisner - Legal
 - Krista Papac - Complaints Officer
 - Rob Hoggarth - Policy and Com engagement
 - John Jeffrey – Legal
- **Other**
 - Vidushi Marda (GNSO-?)

Survey

The background of the slide is a solid orange color. Overlaid on this is a stylized world map. The map is constructed from a network of small white dots connected by thin white lines, creating a mesh-like structure that outlines the continents. The text "Anti-Harrassment Policy" is centered over the map in a white, bold, sans-serif font.

Anti-Harrassment Policy

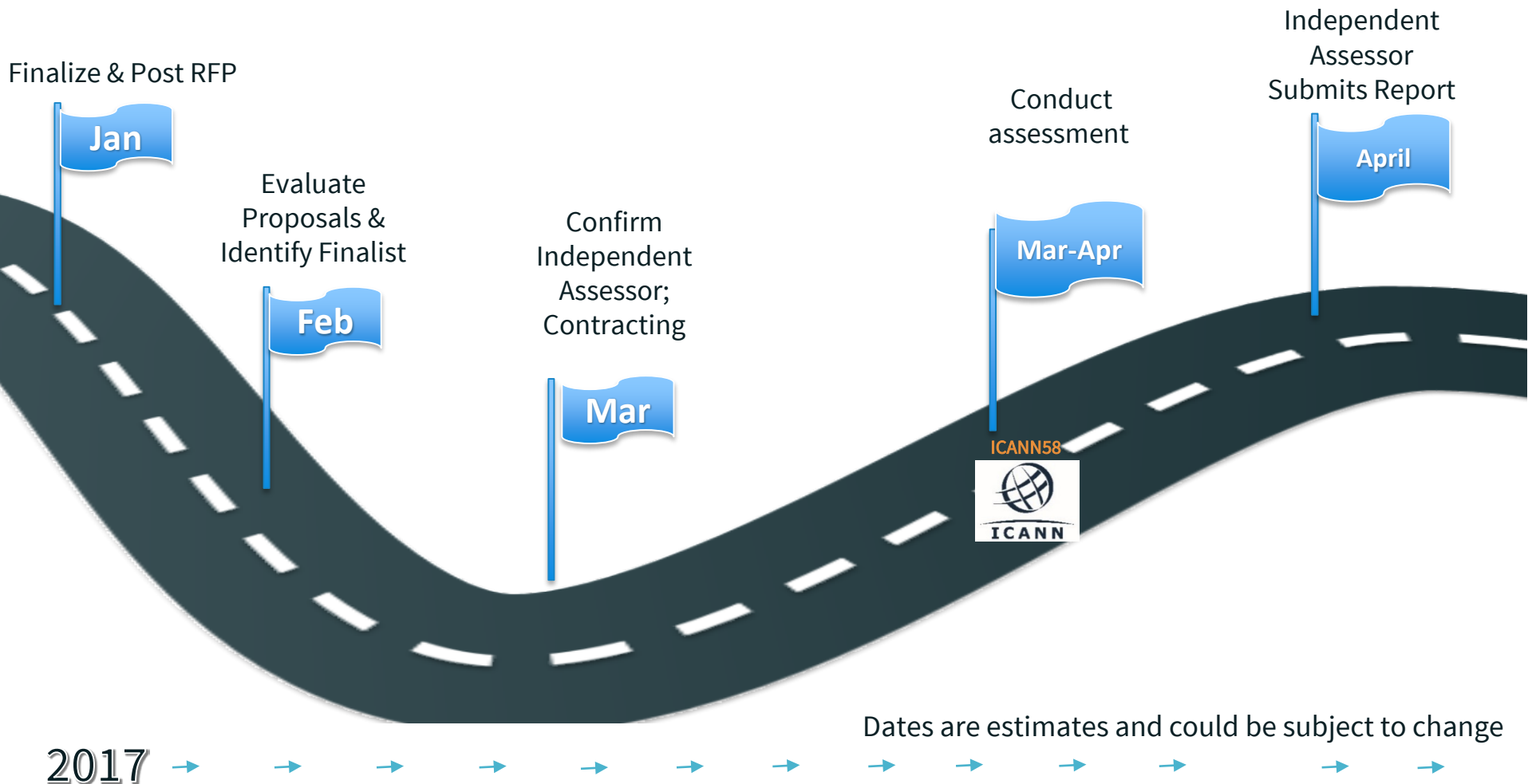
Anti-Harrassment Policy

- Possible role of the IOO regarding Anti-Harrassment Policy
- Staff Report of Public Comment Proceeding
 - <https://www.icann.org/en/system/files/files/report-comments-anti-harrassment-policy-26jan17-en.pdf>
- ICANN Community Anti-Harassment Policy and Terms of Participation and Complaint Procedure
 - <https://www.icann.org/resources/pages/community-anti-harassment-policy-2017-03-24-en>
- Board Resolution
 - <https://www.icann.org/resources/board-material/resolutions-2017-03-16-en#2.d>

A world map where the continents are defined by a complex network of white lines and dots, resembling a data network or a molecular structure. The background is a solid dark blue color. The word "Calendar" is written in white, bold, sans-serif font on the left side of the map.

Calendar

Proposed Road Map for Assessment of ICANN's Ombudsman Office



Subgroup Time Slots

Day	#	WS2-Ombudsman
lundi 20 mars 17	#18	Omb-WS2 13:00UTC
lundi 27 mars 17	#19	Omb-WS2 13:00UTC
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

xx participants + Staff

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Next meeting

- #20 Monday 3 April 2017

A world map where the continents are defined by a complex network of white dots and thin white lines. The dots vary in size, and the lines connect them to form a web-like structure. The background is a solid teal color.

AOB

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)