

RECOMMENDATIONS 30: STAKEHOLDER GROUP AND CONSTITUENCY SUPPORT	
STRATEGIC ALIGNMENT	
Part One – Which ICANN Objective does this meet	
Promote role clarity and establish mechanisms to increase trust within the ecosystem rooted in the public interest. Also, evolve policy development and governance processes, structures and meetings to be more accountable, inclusive, efficient, effective and responsive. See Strategic Plan main web page at: https://www.icann.org/resources/pages/strategic-engagement-2013-10-10-en .	
Alignment with Strategic Goals	
Goal	<ul style="list-style-type: none"> - Shared understanding by Board, staff and stakeholders of the allocation of responsibilities for design, development and implementation of policy and operational processes. - Shared understanding of the roles, responsibilities and accountability of the Board, staff and stakeholders. - Board, staff, and stakeholders use best practices and exercises appropriate behavioral norms.
Project/Recommendation	That the GNSO develop and implement a policy for the provision of administrative support for Stakeholder Groups and Constituencies; and that Stakeholder Groups and Constituencies annually review and evaluate the effectiveness of administrative support they receive.

SCOPE DESCRIPTION
Scope Statement
<ol style="list-style-type: none"> 1. Staff to provide a report to the Working Group on the results of an evaluation of the “GNSO Toolkit” and “pilot program”. 2. The GNSO Review Working Group to determine whether this recommendation has been implemented or whether further steps need to be taken to meet the intent of the recommendation.
Out of Scope
The above scope is sufficiently clear.
Assumptions
That the “GNSO Toolkit” and “pilot program” have been completed.
Deliverables
Report to the Working Group on the evaluation of the “GNSO Toolkit” and “pilot program”

OPTION ANALYSIS
None were considered or were necessary to be considered.
SOLUTION
Staff research found the following: In 2010, a formal “GNSO Toolkit” was developed by ICANN staff that clearly and specifically identified the administrative support that ICANN would provide to GNSO Stakeholder Group and Constituency communities. Over the next few years, in collaboration with the community, staff developed a specific set of items that would

be provided under a “pilot program” by ICANN to provide additional level of admin support service to the community under staff management. In 2014, ICANN introduced a “pilot” contract secretariat program to determine if those services could be effectively and efficiently offered to ICANN community under ICANN management.

Staff notes that considerable work has been completed and is ongoing that no longer is in “pilot” mode. The information pertaining to various administrative and managerial support functions associated with SOAC Engagement is found here: <https://community.icann.org/pages/viewpage.action?pagelId=58728473> and the Community Services Homepage is here: <https://community.icann.org/display/soacabout>. Other resources linked from the page are:

SO/AC Service Inventory List: <https://community.icann.org/display/soacemgmt/SOAC+Service+Inventory+List>

SO/AC Work Effort Inventory: <https://community.icann.org/pages/viewpage.action?pagelId=54692586>

SOAC Community Secretariat Services Inventory/Matrix:

<https://community.icann.org/pages/viewpage.action?pagelId=49356914>

Community Member Recognition: <https://community.icann.org/pages/viewpage.action?pagelId=49356914>

Input and Feedback Mechanisms: <https://community.icann.org/display/soaceinputfeedback>

Content Delivery Mechanisms: <https://community.icann.org/display/soacecontentdelivrtv>

FY18 Community Regional Outreach Program (CROP): <https://community.icann.org/display/soaceoutreach>

Future efforts include: Group Team Support/Facilitation, Training and Education and Collaboration Mechanisms.

[\[Insert results of staff internal consultation on how support is provided on an ongoing basis, now that the pilot project is ended, and how the effectiveness support is evaluated.\]](#)

Working Group Determination:

The GNSO Review Working Group to determine whether this recommendation has been implemented or whether further steps need to be taken to meet the intent of the recommendation.

KEY DEPENDENCIES

That the “GNSO Toolkit” and “pilot program” have been completed.

RISK IDENTIFICATION

None.

KEY PERFORMANCE INDICATORS

It is not clear to staff whether a KPI applies in the implementation of these recommendations.

NECESSARY TO PROCEED

Next Phase Activities/Resources

None.

REVIEWERS		
Name	Title	Date Sent
GNSO Review Working Group		

APPROVERS			
Name	Title	Approval Status	Date
GNSO Review Working Group			
GNSO Council			

REVISION HISTORY			
Date	Version	Description	Author
13 July 2017	V1	Original charter.	Julie Hedlund, Policy Director
09 August 2017	V2	Revisions based on further research by staff.	Julie Hedlund, Policy Director

Attachments:

None.

Excerpted From: https://en.wikipedia.org/wiki/Google_Drive.

Google Drive is a [file storage](#) and [synchronization service](#) developed by [Google](#). Launched on April 24, 2012, Google Drive allows users to store files in the cloud, synchronize files across devices, and [share files](#). In addition to a [website](#), Google Drive offers apps with offline capabilities for [Windows](#) and [macOS](#) computers, and [Android](#) and [iOS](#) smartphones and tablets. Google Drive encompasses [Google Docs](#), [Sheets and Slides](#), an [office suite](#) that permits collaborative editing of documents, spreadsheets, presentations, drawings, forms, and more. Files created and edited through the office suite are saved in Google Drive.

Google Drive offers users 15 [gigabytes](#) of free storage, with 100 gigabytes, 1 [terabyte](#), 2 terabytes, 10 terabytes, 20 terabytes, and 30 terabytes offered through optional paid plans. Files uploaded can be up to 5 terabytes in size. Users can change privacy settings for individual files and folders, including enabling sharing with other users or making content public. On the website, users can search for an image by describing its visuals, and use [natural language](#) to find specific files, such as "find my budget spreadsheet from last December". Along with a revamped computer app, Google Drive will, starting June 28, be able to upload any folder on the user's computer to Google. The website and Android app already offer a Backups section to see what Android devices have data backed up to the service. A Quick Access feature can [intelligently predict](#) the files users need.

Google Drive is a key component of [G Suite](#), Google's monthly subscription offering for businesses and organizations. As part of select G Suite plans, Drive offers unlimited storage, advanced file audit reporting, enhanced administration controls, and greater collaboration tools for teams.

Following the launch of the service, Google Drive was heavily criticized by some members of the media for its privacy. Google has one set of Terms of Service and Privacy Policy agreements that cover all of its services, meaning that the language in the agreements grants the company broad rights to reproduce, use, and create [derivative works](#) from content stored on Google Drive. While the policies also confirm that users retain intellectual property rights, privacy advocates raised concerns that the licenses grant Google the rights to use the information and data to customize advertising and other services Google provides. In contrast, other members of the media noted that the agreements were no different from competing cloud storage services, but that the competition uses "more artful language" in the agreements, and also stated that Google needs the rights in order to "move files around on its servers, cache your data, or make image thumbnails".

As of March 2017, Google Drive has 800 million active users, and as of September 2015, it has over one million organizational paying users. As of May 2017, there are over two trillion files stored on the service.

Excerpted from: https://en.wikipedia.org/wiki/Microsoft_Word

Word contains rudimentary desktop publishing capabilities and is the most widely used word processing program on the market. Word files are commonly used as the format for sending text documents via e-mail because almost every user with a computer can read a Word document by using the Word application, a Word viewer or a word processor that imports the Word format (see [Microsoft Word Viewer](#)).