

RECOMMENDATIONS 30: STAKEHOLDER GROUP AND CONSTITUENCY SUPPORT	
STRATEGIC ALIGNMENT	
<b>Part One – Which ICANN Objective does this meet</b>	
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: <a href="https://www.icann.org/resources/pages/strategic-engagement-2013-10-10-en">https://www.icann.org/resources/pages/strategic-engagement-2013-10-10-en</a> .	
<b>Alignment with Strategic Goals</b>	
<b>Goal</b>	<ul style="list-style-type: none"> <li>- Shared understanding by Board, staff and stakeholders of the allocation of responsibilities for design, development and implementation of policy and operational processes.</li> <li>- Shared understanding of the roles, responsibilities and accountability of the Board, staff and stakeholders.</li> <li>- Board, staff, and stakeholders use best practices and exercises appropriate behavioral norms.</li> </ul>
<b>Project/Recommendation</b>	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	
<b>Scope Statement</b>	
<ol style="list-style-type: none"> <li>1. Staff to provide a report to the Working Group on the results of an evaluation of the “GNSO Toolkit” and “pilot program”.</li> <li>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.</li> </ol>	
<b>Out of Scope</b>	
The above scope is sufficiently clear.	
<b>Assumptions</b>	
That the “GNSO Toolkit” and “pilot program” have been completed.	
<b>Deliverables</b>	
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	
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GNSO Toolkit and Pilot Program:

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

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be provided under a "pilot program" by ICANN to provide additional level of administrative 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 the "pilot" has been completed. The information pertaining to various administrative and managerial support functions associated with Supporting Organization and Advisory Committee (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>

The above pages were initially created to help staff conduct some basic assessments and an initial inventory of secretariat support services provided to the community by ICANN Org. They were not intended to be regularly updated, but the hope was they could be built-on in the future. More recently these efforts will be reinitiated by developing a much broader community services inventory consistent with ICANN Strategic Goal 1.3.

Current Procedure for Requesting Stakeholder Group and Constituency Support:

The current procedure to request administrative support services is via the annual Additional Budget Request (ABR) process. See: <https://community.icann.org/pages/viewpage.action?pagelid=44958870>.

In addition to the ABR requests, it is important to note that administrative support for the Commercial Stakeholder and the Non-Commercial Stakeholder Group now are provided by full time ICANN staff.

Review and Evaluation of Support:

The benefits of the ABR process are that it ensures that needs are evaluated on an ongoing (i.e. yearly) basis. Another benefit is that the decisions as to what is most important to each community group is decided by that group, as part of the decision to put in an ABR request from year to year (or not).

In addition, all ABR requests and decisions are published, with the decisions including detailed rationale for approval or rejection. The Finance and SOAC Engagement teams collaborate very closely with the Stakeholder Groups and Constituencies on the entire ABR process from beginning to end as well, to make sure the community has the information they need, and questions answered, as they make those decisions.

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It also is important to note that while community groups have full flexibility to decide what forms of additional support for which to apply and most requests are quite persuasive, the staff teams and ICANN Board of Directors ultimately agree on the availability of resources each budget year. More and more of those support projects or capabilities that are approved come with reporting conditions attached. Those reports could provide a basis for future assessment and evaluation capabilities that are currently not fully realized.

**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
<u>09 August 2017</u>	<u>V2</u>	<u>Revisions based on further research by staff.</u>	<u>Julie Hedlund, Policy Director</u>

**Attachments:**

[Specific Additional Budget Request Determinations for FY18 -- GNSO](#)

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Specific Additional Budget Request Determinations (in order of Finance Team entry on the Community Wiki - <https://community.icann.org/x/baXDAw>):

**FY18-03-RySG - Request for additional RySG slot for Leadership Program**

RySG Request to increase Leadership Program slot  
(Yes-Core)(15,000)(Ergys Ramaj)

The Registry Stakeholder Group's (RySG) positive feedback on the ICANN Leadership Program is very encouraging for the future success of this type of community support. This program will continue as a core activity in FY18. Based on the RySG's feedback and similar requests for leadership chairing skills from other communities, the program will be expanded on a pilot basis in FY18. The expansion will include a total of five potential seats for each future leadership training course including one seat for the RySG. Expanding to more than five seats is not recommended due to concerns that the training could lose effectiveness with too many students at one time. Further program expansion may be considered beyond FY18. The limited FY18 expansion includes the support of an additional trainer to join the course. The leadership training team will establish criteria for application and acceptance of any additional students.

**FY18-04- RySG - Request for on-going support of the Document Development and Drafting Pilot Program**

RySG Request to continue the Document Development and Drafting Pilot Program  
(Yes)(80,000)(Robert Hoggarth)

As indicated by the RySG, phase one of the Document Development and Drafting Pilot Program concluded on 31 January 2017. An assessment report on the facilitation component of the pilot program by four communities is being prepared. ICANN Org anticipated continuing a second phase of this program in FY18 as part of the core ICANN budget but the resources are not currently available in the core ICANN budget. The Additional Budget Request process will enable a second phase to be conducted for a five-month period in FY18 that will enable ICANN Org to determine if a more established core program is practicable from a budget and management standpoint.

**FY18-08- BC – Leadership Development & Support from Developing Countries - enhancing business leaders participation in ICANN – Local Leaders**

BC Request for Leadership Development Support from Developing Countries at ICANN Public Meetings  
(Yes)(16,200)(Janice Douma Lange)

The success of similar pilot efforts and the opportunity presented in FY18 for leadership recruitment in Latin America and the Middle East qualifies this request for support. ICANN will support two regional travelers per ICANN Public Meeting at ICANN 60, 61 and 62. Approval of this request is contingent upon coordination with

ICANN's Public Responsibility Support Team and on the submission of a written report within 30 days of travel that addresses each itemized metric as per the community request. The report is to be submitted to sbr-outcomes@icann.org and is a condition of future resource allocations. Unused travel allocations from one public meeting may not be carried over to future meetings during the fiscal year. Approved travel to include economy airfare + hotel + per diem.

**FY18-09- BC-Leadership Travel**

BC Request for Leadership Team Travel Slots at ICANN Public Meetings  
(Yes-Core)(0)(Joseph de Jesus)

As part of the core Constituency Travel budget for FY18, the Business Constituency (BC) already has three travel slots allocated to its community leadership. Any additional travel slots, as per principle # 22 of the Additional Budget Request Process, should be raised during the public comment period for the FY18 Operating Plan & Budget.

**FY18-10- BC-Outreach Events**

BC Request for CROPP Program Travel Slot Expansion  
(Yes-Core)(0)(Benedetta Rossi)

After four consecutive and successful calendar years in its pilot phase, the Community Regional Outreach Pilot Program (CROPP) has now become a core project provided to the community via the Policy Development Support department budget. For FY18, travel allocations for eligible GNSO constituencies will be increased to five regional travelers for the fiscal year to conduct outreach activities via traditional collaboration with ICANN's regional VPs. See FY18-65 for further information on the newly labeled "CROP" Program.

**FY18-11- BC- Policy Consultant**

BC Request for a Policy Consultant to Support BC Policy Activities  
(No)(0)(Benedetta Rossi)

The BC has introduced an interesting hybrid support concept that can potentially be implemented in several different ways. It is understood that the ICANN Policy Team would like to collaborate with the BC in FY18 to explore piloting this hybrid activity - potentially utilizing the transition of the pilot GNSO Secretariat support program to core project status. Other options to explore cost-neutral options for developing this capability may also need to be explored.

**FY18-12- BC- Outreach Materials**

BC Request for Outreach Materials Printing  
(Yes)(0)(Jana Juginovic)

See FY18-64 below. Creation of informational community content is a capability that the ICANN Communications Team has developed over the past few years and that is being planned to continue in FY18. The Communications Team is being allocated FY18 resources to support community content production requests. For this particular request, the Communications Team will collaborate with the BC on developing the appropriate materials to achieve the goals outlined in the proposal. See FY18-64 below - Media & Publications Support.

**FY18-13- BC – Continuous Multi-stakeholder Engagement Program to support leaders or potential leaders especially from developing countries to promote the M/S approach at global fora**

BC Request for future leaders from developing countries to attend Internet governance related meetings.

(No)(0)

Principal #21 of the Additional Budget Request process limits the consideration of these types of proposals that would contemplate sending ICANN community members to participate in third-party, non-ICANN events. The goal of this proposed effort can be partially, but effectively, pursued in the approved request FY18-08 for leaders from developing countries to attend ICANN Public Meetings.

**FY18-15- NCUC - Policy Practicum and Policy Advocacy Training**

Request for NCUC member training in policy writing skills for PDP participation and contribution to ICANN public comment process.

(Yes)(20,000)(Duncan Burns)

The ICANN Communications Team and the ICANN Learn Team will collaborate with the Non Commercial Users Constituency (NCUC) leadership to develop content and to hold preparatory webinars as required leading up to a pilot face-to-face training course at ICANN61 with an external consultant during the regular public meeting schedule. The face-to-face training at ICANN61 will focus on skills development for policy writing. Additional resources flexibility is not available in FY18 to support additional travelers for the travel component of this request, but the NCUC is encouraged to identify interested community members who will already be attending the ICANN61 meeting to sign up for the face-to-face component of this training effort. On a pilot basis, additional webinars could be incorporated into this program as a substitute for students who cannot participate in the face-to-face training.

**FY18-17- NCUC - Drafting materials about the noncommercial registrants rights and responsibility for ICANN Learn platform**

Request for NCUC members to contribute to ICANN Learn platform in exchange for receiving travel support to ICANN Public Meetings.

(No)(0)

The NCUC's interest in further developing the ICANN Learn content is welcomed. NCUC members are encouraged to liaise with ICANN's Public Responsibility Support (PRS) Team to collaborate on content drafting meeting the NCUC's needs. Unfortunately, the travel component of this request cannot be granted within the FY18 allocation because ICANN Organization policy prohibits compensation of community members for projects involving their community (see principle # 24 of the Additional Budget Request Process).

**FY18-18- NCUC - Travel support for DNS related events**

NCUC Pilot request for three subject matter experts from NCUC to travel to DNS related events in FY18.

(No)(0)

The development of subject matter expertise within the various ICANN communities is encouraged and welcomed. ICANN is committed to furthering the education of the ICANN community to better engage in the ICANN policy development process, and multiple tools and documentation exist to further educate and raise awareness. But per Principle #21 of the Additional Budget Request process, travel support for non-ICANN third party events is not encouraged and not available for the FY18 period. The NCUC is encouraged to partner with ICANN's regional teams and organizers of appropriate DNS-related events to explore opportunities in this area.

**FY18-19- NCUC - Full time employee to join ICANN Constituency travel**

NCUC request for a visa application full-time employee to join ICANN's Constituency travel team.

(Yes-Core)(0)(Joseph de Jesus)

During this time of increasing challenges related to almost all aspects of international travel, the ICANN Constituency Travel Team (as part of its core budget and activities) is working to identify and deliver new services that can help ICANN's supported traveling community – particularly those who have the most challenges with visas in many countries. While a new full-time staff member is not an option for FY18, the team is presently in the process of contracting with an outside organization with expertise in this area to provide “high touch” visa application support services to assist travelers in compiling, completing and packaging their visa applications to ensure a high rate of success. The service will be phase-one beta-tested starting first with travelers from the Fellowship Program and potentially include other funded travelers who historically have had visa issues. If all goes well, a second more expansive phase will be rolled out. More detailed information will be forthcoming on this initiative from the team.

**FY18-20- NCUC - Continuation of Communication support**

NCUC request for continuation of communication support (printing, graphic design, content, etc) in FY18

(Yes)(0)(Jana Juginovic)



See FY18-64 below. Creation of informational community content is a capability that the Communications Team has developed over the past few years. The Communications Team is being allocated FY18 resources to support community content production requests. For this particular request, the Communications Team will collaborate with the NCUC Leadership on developing the appropriate materials to achieve the goals outlined in the proposal. See FY18-64 below - Media & Publications Support. Implementation to be conducted by Communications Team.

**FY18-21- NCUC - NCUC Retreat**

NCUC request for meeting support for an NCUC retreat prior/post ICANN public meetings  
(No)(0)

ICANN's current three annual public meetings offer several opportunities for constituencies and stakeholder groups to meet face-to-face and conduct their affairs. In addition to time at ICANN Public Meetings, an Intersessional meeting for the Non-Contracted Party House is also part of the ICANN core budget and the agenda for that meeting includes options for substantial community break-out time. Additional intersessional meeting time is being tested in FY18 (see request FY18-23) and if appropriate, this request could be considered for the FY19 fiscal year.

**FY18-22- GNSO - GNSO PDP WG Chairs (Leadership Team) Support Pilot Project**

GNSO request for PDP Working Group Chair travel funding pilot program at ICANN Public Meetings  
(Yes)(32,400)(Marika Konings)

In an effort to test the effectiveness of furthering face-to-face working group deliberations at ICANN public meetings, four travelers from GNSO Policy Development Process (PDP) Working Group (WG) leadership teams are approved on a pilot basis per each ICANN public meeting in FY18 (ICANN60, 61 and 62). The GNSO Council is expected to develop clear and transparent guidelines for how candidates can apply and how selections are made, in keeping with the criteria outlined in the request. A report is to be submitted by the GNSO Council evaluating the value of attendance to the meeting against the metrics included in the request to [sbr-outcomes@icann.org](mailto:sbr-outcomes@icann.org) within 60 days of attending each meeting.

Due to substantial traveler support increases across the organization, meeting space planning and hotel room blocks arrangements, the community will not have the flexibility to reallocate unused slots to other public meetings throughout the year. Unused slots cannot be carried forward to future meetings and will remain unused.

Approved travel: economy airfare + hotel + per diem. Number of hotel nights limited to the number of days relevant to the PDP-WG meeting. If this pilot proves

successful, permanent travel slot increases will need to be approved through the normal operating plan and budget development process.

**FY18-23- GNSO - GNSO Council Strategic Planning Session**

GNSO request for Intersessional GNSO Council strategy session face-to-face for FY18 (Yes)(75,000)(Marika Konings)

This meeting concept has proven useful for other parts of the ICANN community and merits a pilot effort in FY18 to see if it could improve the effectiveness and efficiency of the GNSO Council's operations. ICANN office location is required, with preference for Los Angeles due to available physical conference facilities. Granting of support is contingent on the submission of a written report to be submitted within 45 days of the meeting which addresses each itemized metric as per request. Report to be submitted to [sbr-outcomes@icann.org](mailto:sbr-outcomes@icann.org) and is a condition of future resource allocations. Collaboration with ICANN's meetings team and Constituency travel team is required, with detailed and finalized information submitted a minimum of five months prior to the proposed meeting dates (including full list of travelers, office location and meeting space requirements). Travel approved for 21 GNSO Council Members and the GNSO Liaison to the GAC for a three-day face-to-face meeting. The piloting of this meeting in FY18 could have impacts on planning for other community intersessional meeting activities.

**FY18-25- /NCSG/NPOC - Capacity building program for NCSG, NCUC and NPOC to enable the NCSG members to effectively participate in policymaking at ICANN from various WGs to CCWGs.**

NCUC, NCUC and NPOC joint request for a tailor-made training program for NCUC and NPOC members to create future leaders. (Yes)(66,000)(Benedetta Rossi)

The Policy Development Support Team, Global Stakeholder Engagement Team and Public Responsibility Support Team will collaborate with NCUC, NCSG and Not-for-Profit Operational Concerns Constituency (NPOC) leadership to create a tailor-made pilot instructional program focused on: consensus building and negotiation skills for NCUC and NPOC members.

As part of this program development, components may include development of an online curriculum, in-person facilitation and discussions. Timing and location to be determined based on discussions and collaboration between community and ICANN Org Team (Policy Development Support Team, Global Stakeholder Engagement Team, Public Responsibility Support Team and Meetings Team). If in-person facilitation component is developed, then ICANN office location or ICANN Public Meeting space is required and all applicable travel guidelines would apply.

The parties are also encouraged to utilize existing core programs that focus on team interaction, collaboration, consensus building and negotiation skills.

On a pilot basis, the NCUC, NPOC and NCSG will also each be eligible to apply for an additional seat for the Leadership Program at ICANN61. See FY18-03.

**FY18-27- NPOC – Leadership Development & Support especially from Developing Countries (enhancing noncommercial leaders participation in ICANN and promotion of the M/S approach) – Local Leaders**

NPOC request for a pilot program to develop local leaders from developing countries. (Yes)(8,100)(Janice Douma Lange)

Similar leadership support activities have been productively piloted by members of the Commercial Stakeholder Group (CSG). This request is approved on an FY18 pilot basis only. Travel for one new participant from a developing country in the region of ICANN60, ICANN61 and ICANN62 is approved to attend the relevant ICANN Public Meeting. The request component seeking travel support to attend third party Internet governance related meetings is not approved and can be addressed via the CROP program now part of ICANN's core budget. Approval of this request is contingent upon the supported traveler demonstrating participation in already established programs (i.e., Newcomers day session and Fellowship meetings) and on the submission of a written report to be submitted within 30 days of travel which addresses each itemized metric as per request. Report to be submitted to [sbr-outcomes@icann.org](mailto:sbr-outcomes@icann.org) and is a condition of future resource allocations. Unused travel slots cannot be rolled over to future ICANN meetings or fiscal years. Travel components include: economy airfare + hotel + per diem.

**FY18-42- RrSG – Funding for the 1st year of membership with the RrSG for newly accredited Registrars**

Waiver of 1<sup>st</sup> year membership fee for newly accredited Registrars (No)(0)

Encouraging participation in the Registrar Stakeholder Group (RrSG) by new members to learn about the RrSG and ICANN by waiving the first year of membership is a creative approach to an outreach strategy. The RrSG is empowered to implement this innovation via its own operating procedures or governing documentation. No further action is required by the ICANN Org via the Additional Budget Request process for this request to be implemented.

**FY18-43- RrSG – Enhanced level of support for live video streaming for our RrSG face-to-face sessions at each of the 3 ICANN meetings in FY 2017**

Continuation of RrSG video support at ICANN Public Meetings (Yes-Core)(0)(Josh Baulch)

Thanks to the RrSG leadership itself piloting this capability in FY17, video streaming is now an operational feature at all ICANN public meetings and is part of ICANN's core budget allocation. To ensure availability of this feature, the RrSG Secretariat

should include video streaming as part of all RrSG Meeting requests for future ICANN public meetings.

**FY18-44- RrSG – Funding of three (3) additional travel slots for participation in ICANN meetings scheduled for FY 2018**

Three additional RrSG travel allocations at ICANN Public Meetings

(No)(0)

The RrSG is currently allocated 7 travel slots per ICANN Public Meeting (three original travel slots + four that have been piloted in FY16 and FY17). Those slots were part of the core budget since FY17 and will continue to be core in FY18. As per principle # 22 of the Additional Budget Request Process, any additional travel allocations for ICANN public meetings are to be made through the Public Comment process for the FY18 Operating Plan & Budget. It is recommended that the RrSG continue to implement the same traveler criteria applied during its pilot period (e.g., 1. A statement of interest; 2. Explanation of how a traveler can benefit by participating in the meeting; and 3. A traveler's commitment to participate in all Registrar-related sessions and travelers' commitment to an active role in the RrSG going forward.)

**FY18-46- NCSG – IGF Workshop on cybersecurity and DNS**

NCSG Request for IGF 2017 Workshop on cybersecurity and DNS

(Yes)(8,000)(Mandy Carver)

Two workshop panelists from NCSG are approved for travel support but granting of support is contingent on: (1) IGF MAG approval of panel; and (2) submission of detailed report from each traveler within 30 days of meeting that addresses each itemized metric as per request (audience turnout/engagement at workshops, number of new NCSG members - number and diversity of contacts and relationships established, number of bilaterals, number of existing NCSG members reached at IGF). Report to be submitted to sbr-outcomes@icann.org and is a condition of future resource allocations. Approved travel includes assumption of: economy airfare + four travel days and three hotel nights + per diems appropriate to region traveled.

**FY18-55- NCSG – History of Noncommercial Participation in ICANN**

NCSG History project request via USC

(Yes-Core)(0)(Ergys Ramaj)

The NCSG is encouraged to partner with ICANN Public Responsibility Support Team on the existing and current ICANN history project.

**FY18-56- NCSG – INTA Meeting**

Travel support for NCSG at INTA 2018

(Yes)(5,000)(Benedetta Rossi)

Two NCSG regional travelers from North American Region approved to attend INTA 2018 on a pilot basis to test potential effectiveness of outreach efforts to this community. Approval contingent on the submission of a written report within 30 days of travel that addresses each itemized metric as per request. Report to be submitted to [sbr-outcomes@icann.org](mailto:sbr-outcomes@icann.org) and is a condition of future resource allocations. Approval includes economy airfare + hotel + per diem for up to two NCSG regional members.

**FY18-57- NCSG – NCSG Intellectual Property School**

NCSG proposal to run an Intellectual Property School prior to ICANN60  
(No)(0)

Unfortunately, this request cannot be accommodated under the current ICANN Meeting strategy. No additional staff resources are available to accommodate this request in FY18, but the Public Responsibility Support Team is available for consultation on potential curriculum development for possible on-line course capabilities.

**FY18-58- NCSG – Joint NCSG and GAC Event**

NCSG meeting support for joint NCSG and GAC at ICANN62  
(Yes-Core)(0)(Rodrigo de la Parra)

Local outreach is a reliable strategy that has been employed by ICANN's regional teams for several years. Outreach activities connected to ICANN Public meetings have been successfully supported and organized by ICANN's regional teams many times. The NCSG is encouraged to collaborate directly with the Latin America and Caribbean regional GSE team to explore this proposal. No additional resources are available for this request.

**FY18-59- NCSG – Visa Services**

Visa procurement service request for ICANN travelers  
(Yes-Core)(0)(Joseph de Jesus)

During this time of increasing challenges related to almost all aspects of international travel, the ICANN Constituency Travel team is working to identify and deliver new services that can help you as a supported traveling community – particularly those who have the most challenges with visas in many countries. The team is currently in the process of contracting with an outside organization with expertise in this area to provide “high touch” visa application support services to assist travelers in compiling, completing and packaging their visa applications to ensure a high rate of success. Once under way, the service will be beta-tested starting first with travelers from the Fellowship Program and other funded travelers who historically have had visa issues. If all goes well, a second more-expanded

phase will be rolled out. More detailed information will be forthcoming on this initiative from the Constituency Travel Team.

**FY18-60- NCSG – Web Services**

Procurement and maintenance fees support for ncsq.is website  
(Yes-Core)(0)(Chris Gift)

The service requested is provided as part of the membership support services program. Reimbursement should be sought through regular ICANN channels via the IT Services Team.

**FY18-61- ISPCP – Travel Funding of ISPs in Developing Countries to ICANN meetings**

Pilot travel support of local business leaders for developing region recruitment  
(Yes)(8,100)(Janice Douma Lange)

Approved to renew the FY16 pilot effort (not utilized in FY17) to gather more data in preparation for FY19. One traveler from the region of each ICANN Public meeting in FY18 is approved. As a condition of future resourcing, a written report is to be submitted by the Internet Service Provider and Communication Provider Constituency (ISPCP) to sbr-outcomes@icann.org no later than 30 days after the trip outlining the achievements against the metrics (increased ISPCP membership, active participation in DNS SSR working groups, and follow-up activities that stem from these groups) to collect data for FY19. Approved travel: economy airfare + hotel + per diem.

**FY18-62- ISPCP – Constituency Outreach Support**

Continuation of coordination support for global outreach events in FY18  
(Yes-Core)(0)(Chris Mondini)

The ISPCP community has effectively partnered with ICANN’s GSE team in the last couple of years. This support will continue as part of ICANN’s core budget and outreach activities to be coordinated with the GSE Team. Any travel related component for this request should be directed via the CROP program. Additional FY18 budget resources are not available from the Additional Budget Request process to support implementation of this request.

**FY18-63- ISPCP – ISPCP Outreach Materials Support**

Graphic design, translations, printing, delivery and editorial support  
(Yes)(0)(Jana Juginovic)

See FY18-64 below. Creation of informational community content is a capability that the Communications Team has developed over the past few years. The Communications Team is being allocated FY18 resources to support community content production requests. For this particular request, the Communications Team

will collaborate with the ISPC Leadership on developing the appropriate materials to achieve the goals outlined in the proposal. See FY18-64 below - Media & Publications Support.

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**FY18-64- Publications & Media Support**

Continuing of existing support

(Yes)(70,000)(Jana Juginovic)

Continuation of FY17 support at higher level anticipating broader community use in FY18 - combining requests: FY18-12 and FY18-63, and allowing participation by all SO-AC communities. As a core function of community content support, the Communications Team will manage development of all community outreach content (within standard ICANN guidelines developed by that team) in FY18. Content support will be made available on request when resources permit. Appropriate funds will be allocated to support community requests from all SO/AC communities. Independent/unilateral community efforts will not be able to be resourced.

The ICANN Communications Team will manage this resource and implement as many community media & publications requests as possible within an allocated 70,000 USD budget and within ICANN communications guidelines. In addition to individual project implementation processes, the team will establish general implementation guidelines to apply to all approved FY18 Additional Budget Requests in this area.

Support of any potential community-driven content project requests will be limited to payments for graphic designers, videographers, stock photos or artwork, writers, printing and social media campaigns. Content support is not available for travel, accommodations or hospitality. ICANN aims to procure optimal services at the best price, using a consistently ethical and fair selection process. ICANN Org will, therefore, provide to any requesting community group a list of approved ICANN vendors for content projects from which to choose. Such support cannot be used to reimburse a community group for work they perform themselves.

**FY18-65- CROP Program (Community Regional Outreach Pilot)**

Continuation of program as a core part of the Policy Development Support Budget

(Yes-Core) (0)(Janice Douma Lange/Benedetta Rossi)

The Community Regional Outreach Pilot Program (CROPP) has been in place since FY14 - for three and one half fiscal years as a pilot program. In its various pilot phases, the CROPP showed steady growth in community interest and usage for

eligible communities. Required community activity reports depicted innovative uses of the program by eligible pilot communities that employed annual outreach and engagement strategies. Following another successful implementation of the CROPP in FY17, the "pilot" program label has been removed and the activity has been moved to the Policy Development Support budget as part of the core activities to be coordinated by that staff in collaboration with the GSE team.

For FY18, the ICANN Org will continue to administer a comprehensive Regional Outreach Program that will permit eligible communities that have developed a strategic outreach and engagement plan (and posted that plan on the ICANN Community Wiki) to choose to continue to employ the newly labeled "CROP" program.

After testing a pilot outreach event capability in FY17, the CROP program will revert to focusing on regional travel for all eligible communities, rather than outreach events. All communities will be able to target five individual regional trips for FY18 to maximize their outreach and engagement opportunities.

To confirm their FY18 eligibility, potentially-eligible communities in the ALAC and GNSO non-contracted communities must produce a clear and comprehensive outreach plan explaining their FY18 outreach goals and planned expectations so that the selected activities can be coordinated with the appropriate ICANN Regional engagement teams. The recommended submission target date for those community plans is 30 September 2017.

ICANN Org will develop/modify program parameters and calendars as appropriate to effectively manage the provision of these resources.

###



## Attachment A

### Community Additional Budget Request Principles (FY18)

#### Overview Principles:

1. Special SO-AC Budget requests help the Board and Staff better understand and develop resources for present and future community needs.
2. The Special Request budget process can only be utilized by communities that are formally recognized by the Board.
3. Requests must be consistent with the charter of the requesting community group.
4. Community members spend a lot of time fashioning their requests. Every request merits a fully resolved response.
5. A request is a request and must be resolved within the parameters of the request; no unilateral Staff extrapolating or interpreting community desires should occur. Where clarity is needed, dialogue with staff liaison or community leaders is a must.
6. Decisions should be clearly articulated (e.g., “yes”, “no” or “partial grant”) with well-defined and clearly articulated rationales.
7. Deadlines for Community requests and Staff recommendations must be respected and strictly adhered to by the communities, the Staff and the Board.
8. Every request has both financial AND resource commitments. Staff recommendations should be based on both factors. Just because a request anticipates small financial outlays does not mean it may not have substantial resource commitments.
9. At Staff/Board discretion, resource requests from an individual community may be granted broadly and consistently to all similarly situated ICANN communities. But, just because one community is granted a request on its specific individual merit, does not mean that it will be possible to allocate that same resource to others.
10. Pilot funding for an activity or event does not guarantee “base budget” funding in the future.
11. There is no “permanent” funding. Unless transferred to the core/base ICANN budget, requests need to be reformulated each year and even ICANN core/base budget resources are subject to review from year to year.
12. Prior to preparing requests each year, community leaders should collaborate with ICANN staff to clarify whether previous year requests need to be reformulated.

13. The disbursements resulting from resourced requests are ICANN expenses and therefore need to be tracked and controlled by ICANN staff for fiduciary purposes. Where possible, in-kind support will be offered. That support will be managed and directed by ICANN Staff.

#### **Process Principles:**

14. Staff Liaisons should be identified in each community request. Where a staff member is not identified by the community, a staff liaison will be identified and appointed by the Request Assessment Team (see paras 16 and 17 below).

15. The identified Staff Liaison is expected to be able to explain the basis for and context of the community request with which they are identified. The Staff Liaison should not act as the representative of or advocate for the community request – that is the job of community leaders.

16. During the application and evaluation periods, there are two primary Staff groups; (1) a Request Assessment Team (comprised of GSE, SO-AC Engagement, Finance and other staff team representatives as appropriate) to process, review and assess the requests and to oversee/monitor implementation of requests that are fulfilled; and (2) an Evaluation Panel (comprised of the leaders of the GSE, SO-AC Engagement and Finance Staff) that makes the final recommendations to the Board Finance Committee.

17. The Request Assessment Team should be encouraged to consult subject matter staff about the feasibility and relevance of requests.

18. Although recommendations come from Staff, the Board is the final decision maker regarding additional Community budget requests.

19. In addition to consideration of the financial and resource impacts of the requests, to ensure as much fairness as possible, the Evaluation Panel should look at the consistency of requests across different communities.

20. All approved recommendations should be communicated to the ICANN Staff member responsible for implementation of the resources and the affected community leaders as soon as possible.

#### **Travel and Project Related Principles:**

21. A travel or sponsorship request will only be granted for ICANN-hosted or ICANN-sponsored events unless it is either (1) consistent with existing ICANN regional engagement strategies, (2) involves internet governance or DNS topics or (3) is otherwise coordinated with the ICANN Stakeholder Engagement Vice President responsible for the region in which the event or activity is held.

22. Because of their strategic implications and longer-term budget planning impacts, community requests for additional ICANN Public Meeting travel support slots are no longer

assessed as special requests through this process, but need to be made through the overall budget review process managed through the ICANN Public Comment Forums.

23. ICANN does not provide travel support or pay stipends for third-party speakers.

24. Support of any potential community-driven content project requests will be limited to payments for graphic designers, videographers, stock photos or artwork, writers, printing and social media campaigns. Content support is not available for travel, accommodations or hospitality. ICANN aims to procure optimal services at the best price, using a consistently ethical and fair selection process. ICANN will, therefore, provide a list of approved ICANN vendors for content projects to any requesting community group to choose from. Such support cannot be used to reimburse a community group for work they perform themselves.

# # #

Excerpted From: [https://en.wikipedia.org/wiki/Google\\_Drive](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](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](#)).

Staff research found the following: