



2 October 2017

RE: Response to Competition, Consumer Trust and Consumer Choice Review Team ICANN59 Recordings and Transcripts Not Published

John Poole
Via Email

Dear John Poole,

Thank you for your submission advising that the recordings and transcripts from the ICANN59 Competition, Consumer Trust and Consumer Choice Review Team meetings had not been published. I appreciate you bringing this to the attention of the ICANN organization (all subsequent uses of "ICANN" refer to the ICANN organization). I've researched this issue with various departments inside ICANN and worked with the Multistakeholder Strategy and Strategic Initiatives team to provide you with this response.

After researching your issue, I found it was caused because the Competition, Consumer Trust and Consumer Choice Review Team meetings, which took place on 24 and 25 June 2017 in Johannesburg South Africa, were held outside the standard ICANN meeting schedule. ICANN has an established process where all materials are to be automatically published, including transcripts and recordings, from sessions conducted during a standard ICANN meeting schedule. Materials from sessions or meetings held outside of an official ICANN meeting, require the ICANN team supporting the meeting to manually request all materials and their publication. Since these two full-day meetings fell outside the standard schedule, the ICANN team supporting the meeting needed to manually request all materials and their publication, however due to human error the manual request was overlooked.

ICANN apologizes for the oversight and has since initiated and completed the manual process and the relevant materials were published on the Review Team's community wiki page on 18 September 2017 (see: <https://community.icann.org/pages/viewpage.action?pageId=64948693>). ICANN is accountable for the work it delivers, to meeting its obligations, and to continuous improvement. While this matter was the result of human oversight, ICANN has reviewed the conditions which created the mistake, and has made adjustments to prevent future occurrences.

As a result of your complaint, the ICANN team responsible for supporting these meetings made process adjustments and have realigned managerial responsibilities and added more systematic tracking. These additional controls will ensure timely publication of materials for sessions requiring the team to manually publish materials. While I appreciate this will not change the past or the experience you had, ICANN has taken measures to ensure these adjustments are in place. I appreciate you bringing this to our attention. Thank you again for your submission. I hope this response is useful to you.

Kind regards,

Krista Papac
Complaints Officer