ODR and Ombudsman Panel: Challenges and Solutions

2008 International Forum on Online Dispute Resolution

Frank Fowlie, ICANN Ombudsman
Challenges

• Modifying practice to use ODR as a tool:
  – Varying types of Ombudsman operations
    • Classical or Governmental
    • Executive
    • Organizational
Challenges

• Geography
  – Country
  – Many countries - Global
  – Province or state
  – City
  – Organization
    • Same location
    • Multiple locations
Challenges

• Communication
  – Language
    • Idioms, dialects, local terms
  – Literacy
    • In writing
    • Computer
Challenges

• Connectivity
• Time Zone
• Activities
  – Work
  – Family responsibility
Challenges

- Asynchronous
- Synchronous
Challenges

• Social – cultural contexts
Challenges

- Data security
  - Record keeping for varying types of Ombudsman practice
Solutions

- Use of native language translators
- Well designed case management systems
  - Self help information
- Secure servers
- Be a reflective practitioner
  - Understand that you are not an expert in all cultures, value your own culture
  - Allow correspondents to become comfortable
Questions??