



Office of the
ICANN Ombudsman

ODR and Ombudsman Panel: Challenges and Solutions

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Dispute Resolution

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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??