

Staff Report of Public Comment Proceeding

Recommendations to Improve ICANN Staff Accountability

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Public Comment Proceeding

Open Date:	13 November 2017
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Important Information Links

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Section I: General Overview and Next Steps

The Cross-Community Working Group (CCWG)-Accountability-Work Stream (WS) 2 work on Staff Accountability obtains its mandate and scope from ICANN bylaws and the CCWG-Accountability, WS1 Final report which included Recommendation 12 the following:

As part of Work Stream 2, the CCWG-Accountability proposes that further enhancements be made to a number of designated mechanisms:

- *Staff Accountability*

Annex 12, which details Recommendation 12, also included the following recommendations with regards to Staff Accountability:

In general, management and staff work for the benefit of the community and in line with ICANN' purpose and Mission. While it is obvious that they report to and are held accountable by the Board and the President & CEO, the purpose of their accountability is the same as that of the organization:

- *Complying with ICANN's rules and processes.*
- *Complying with applicable Bylaws.*
- *Achieving certain levels of performance, as well as security.*
- *Making their decisions for the benefit of the community and not in the interest of a particular stakeholder or set of stakeholders or ICANN the organization alone.*

Having reviewed and inventoried the existing mechanisms related to staff accountability, areas for improvement include clarifying expectations from staff as well as establishing appropriate redress mechanisms. The CCWG-Accountability recommends as part of its Work Stream 2:

- *The CCWG-Accountability work with ICANN to develop a document that clearly describes the role of ICANN staff vis-à-vis the ICANN Board and the ICANN community. This document should include a general description of the powers vested in ICANN staff by the ICANN Board of Directors that need, and do not need, approval of the ICANN Board of Directors.*
- *The CCWG-Accountability work with ICANN to consider a Code of Conduct, transparency criteria, training, and key performance indicators to be followed by staff in relation to their interactions with all stakeholders, establish regular independent (internal and community) surveys and audits to track progress and identify areas that need improvement, and establish appropriate processes to escalate issues that enable both community and staff members to raise issues. This work should be linked closely with the Ombudsman enhancement item of Work Stream 2.*

The focus of this group was to assess “staff accountability” and performance at the service delivery, departmental, or organizational level, and not at the individual, personnel level.

In this context the Staff Accountability sub-group produced 4 recommendations

The sub-group will review its recommendations in light of the public comments made and will make its final recommendations to the CCWG-Accountability-WS2 Plenary.

Section II: Contributors

At the time this report was prepared, a total of eight (8) community submissions had been posted to the forum. The contributors, both individuals and organizations/groups, are listed below in chronological order by posting date with initials noted. To the extent that quotations are used in the foregoing narrative (Section III), such citations will reference the contributor’s initials.

Organizations and Groups:

Name	Submitted by	Initials
ALAC	Maureen Hilyard	ALAC
GNSO-BC	Steve DelBianco	BC
GNSO-IPC	Brian Scarpelli	IPC
GNSO-RRSG	Zoe Bonython	RRSG
GNSO-RYSG	Stéphane Van Gelder	RYSG
ICANN Board		Board
Valideus	Susan Payne	V-SP

Individuals:

Name	Affiliation (if provided)	Initials
Kris Seeburn	(none)	KS

Section III: Summary of Comments

General Disclaimer: This section intends to summarize broadly and comprehensively the comments submitted to this public comment proceeding but does not address every specific position stated by

each contributor. The preparer recommends that readers interested in specific aspects of any of the summarized comments, or the full context of others, refer directly to the specific contributions at the link referenced above (View Comments Submitted).

Many of the comments were supportive of many of the recommendations – however a number of issues were noted with respect to some of the recommendations. Some of the major points were:

- Recommendation 2C asking that people managers of community-facing staff seek input from the appropriate community members during the organization’s twice-annual performance reviews was the subject of a number of criticisms with little support.
- Recommendation 3 on creating an ad-hoc panel had a split of comments being significantly for or against.
- Recommendation 4 seeking to establish Service Level Guidelines and definitions was well supported by the community but opposed by the ICANN Board in part for being overly broad in scope.

Section IV: Analysis of Comments

These inputs will be considered by the Staff Accountability sub-group which will produce an updated set of recommendations. These recommendations will be included in the Draft Final Recommendations of the CCWG-Accountability-WS2 which will be published for public comment in March 2018.