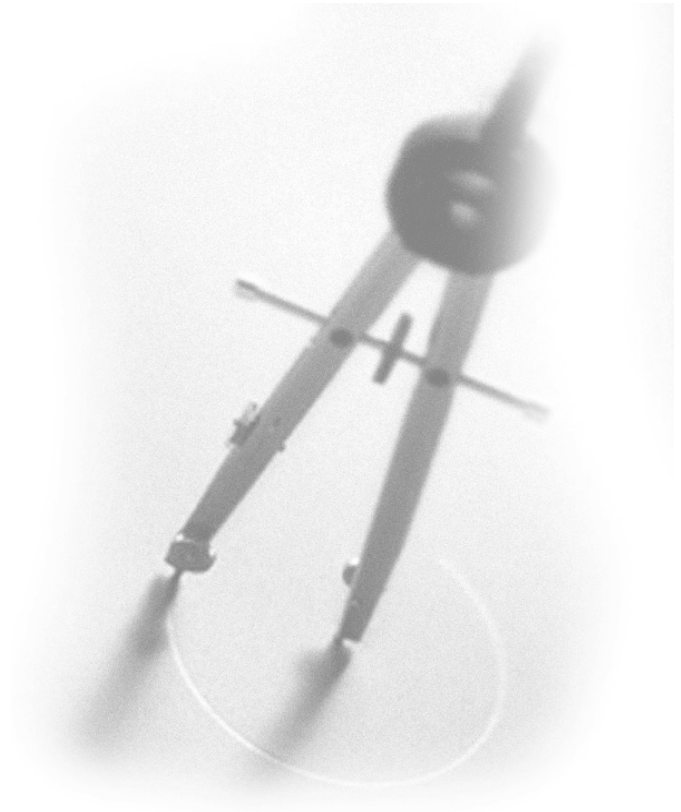


CONFIDENTIAL

Initial Findings
and draft recommendations
ICANN Ombudsman Review



1. Introduction
2. Process
3. Current situation
4. Types of ombuds, evaluation criteria
5. Stakeholder feedback
 - Interviews
 - Survey
6. Imperatives for change
7. Draft recommendations

1. Document review
2. ICANN58, Ombuds briefing
3. Interviews
4. Survey
5. Analysis, literature search, comparisons
6. Develop assessment - imperatives
7. Test key findings/ideas with staff & sub-group
8. Next steps . . ???

1. Young, technical, 'frontier' ecosystem
2. Many complaints channels – Ombuds only small part of system
3. Many different types and sources of complaints
4. Describe key features of current model
5. Office conceived as an 'internal' Ombuds – but applied to unique mix of ICANN world
6. Provide some info about numbers
7. New ideas for role

Types of complaints

GOVERNANCE

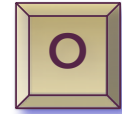
- Board or Director actions
- ICANN policy decisions
- Nomination/election processes
- Governance of constituent groups
- Other review mechanisms

CORPORATION

- Service or operational processes
- ICANN staff conduct
- Staff decisions
- Contracted parties

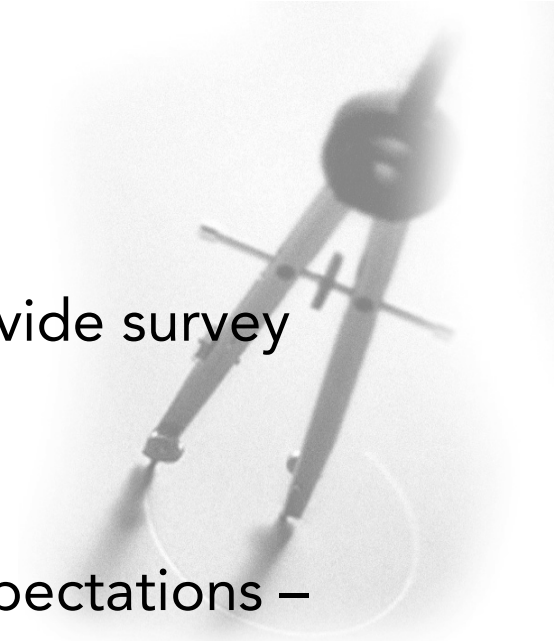
COMMUNITY

- Disputes between ICANN groups
- About ICANN individuals
- ICANN consultative processes
- Escalated disputes from within ICANN groups



1. Background about different Ombuds models and how used
2. Background about different standards and criteria (eg. Frank Fowler's, ISO 10000s, A/NZ benchmarks, etc)
3. Propose a simpler hybrid set that reflects ICANN priorities

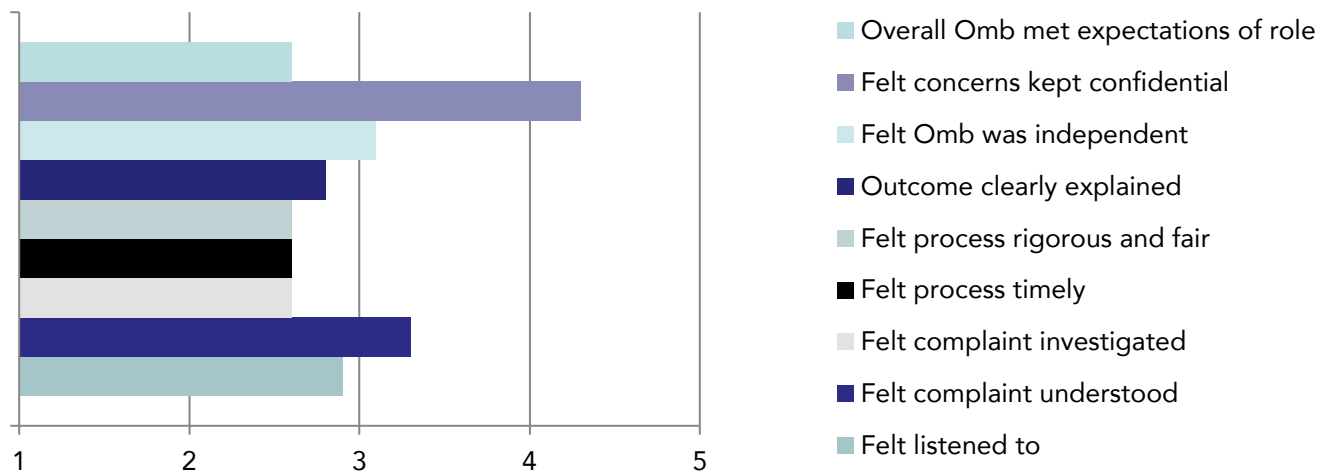
1. Interviews and survey feedback
2. Caveats about ratings
3. Within need for confidentiality will provide survey data
4. Some quite positive feedback
5. Significant variation in perspective/ expectations – different mental model of ombuds
6. More positive about accessibility, approach, techniques
7. Less positive about independence, outcomes, ability to 'fix'
8. Worst criticisms – 'not independent, ineffectual'



1. Outcomes

	Response %	Response Total
Satisfied	18%	4
Neutral	18%	4
Unsatisfied	41%	9
Unresolved	23%	5
Total Respondents		22
(skipped this question)		1

2. Process



Imperatives for change / redefinition

1. Aim should be community confidence in fairness
2. Transition process an opportunity for some change
3. Office could be strengthened in:
 - a) Clarity / understanding of role
 - b) Standing / authority of Ombuds
 - c) Perceived independence
 - d) Transparency / awareness
4. New ideas being proposed need policy definition of Office role for operations / design

1. Discuss pressures for change
2. Discuss unique mix of needs for ICANN
3. Discuss natural limitations to processes and 'powers'

Adds value, sound operation, could be adapted further - to 'fit' to environment & better meet expectations

1. Clarify role
 - Revised high-level purpose
 - Segment complaints and different approaches
 - Guidance for role in operations / design
2. Standing & authority
 - Re-visit and refresh 'positioning signals'
 - Obligations on decision-makers to respond within 90 days – publish reasons

3. Independence

- Greater proactivity
- Advisory panel to take over most of Gov and Rem C'ttee roles (counsel/advice, performance, employment)*
- More independent employment basis

4. Transparency

- Refresh reporting (stats, surveys, analysis)
- More public reports
- Require public responses

Suggested Next Steps

1. Presentation to sub-group
 - May 22nd
2. Draft Report
 - Out to subgroup by May 29th
 - Discussion / feedback with subgroup June 5th
3. Finalised report submitted by June 12th

