Given the current issue of whistleblowing at ICANN. And given the difficulty even this group might have at delving into it in a fully open and neutral manner, perhaps bring in an outside expert to act as a Special Investigator into the ICANN Whistleblower program and employee morale might be a good use of an outside expert.

The ICANN Whistleblower program is known as the Hotline program. All of the information on this program, except for a [memo](http://www.google.co.uk/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&ved=0CDQQFjAA&url=http%3A%2F%2Fwww.icann.org%2Fen%2Fabout%2Ftransparency%2Fdidp-response-20111027-1-supporting-document-28nov11-en.pdf&ei=GuSYUYTFFYqy0QWOnIHYBw&usg=AFQjCNGje1tzUqnqWiMDDVkbc6BuXucTiQ&bvm=bv.46751780,d.d2k) seems to be only available on ICANN internal web pages. While the ICANN Board Audit committee seems to have responsibility for reviewing reports of a financial nature, it is unclear what mechanisms are being used for any other reports that might be received by this hotline.

Some of the information that an Outside Expert could research includes:

* Produce a synthesis report on the ICANN hotline process and how it operates as a whistleblower mechanism.
* Do all employees know about hotline. E.g. are there signs up in the cafeteria encouraging employees to use the hotline?
* Do employees think that it is an effective mechanism? Why or why not?
* Do employees feel safe using this mechanism? Why or why not?
* Have any hotline reporting employees been discovered and disciplined (or had coincidental bad performance reviews)?

Other issues that the Outside Expert could research include:

* How many hotline issue are recorded each year?
* What are the categories of employee concern?
* How have these been handled, specifically?
* What dispositions?
* Have any resulted in management changes or the creation of new internal policies?