



## Accountability and Transparency Metrics and Benchmarks

### Project description

Accountability and Transparency are at the heart of ICANN's viability and legitimacy and the following questions need to be addressed.

- How do we measure how we are doing in terms of our commitment to be transparent and accountable?
- What key metrics should be used to track progress over time?
- How do we compare to other similar organizations?
- What are the best practices that others use to measure, track and report this information to a multi-dimensional community of stakeholders?

ICANN is seeking an expert to assist with developing Accountability and Transparency Metrics and Benchmarks. The goal is to implement a mechanism of measuring ICANN's performance relative to other international not-for-profit organizations as well as to track and report ICANN's performance over time.

### Critical Success Factors

Because of the complexity of ICANN's business and organization, and because ICANN operates under a multi-stakeholder governance structure, the following elements are considered to be critical success factors for this project:

1. The measures of performance must be clear, concise and readily available.
2. The measures should address the key tenants of ICANN's Accountability and Transparency, including those indicated by the Affirmation of Commitments<sup>1</sup> (AOC), and consider benchmarks and best practices from other organizations.
3. Benchmarks and metrics should connect to ICANN's Portfolio Management System (<https://www.myicann.org/plan>) which is used organization-wide to track and report all work.
4. Community understanding, and ability to track the Accountability and Transparency Metrics and Benchmarks is essential.
5. The measuring, tracking and reporting mechanism must be nimble and efficient to become institutionalized within ICANN and its Community.

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<sup>1</sup> A document of the agreement by the United States Department of Commerce ("DOC") and ICANN reached in September 2009, in recognition of the conclusion of the Joint Project Agreement and to institutionalize and memorialize the technical coordination of the Internet's domain name and addressing system (DNS)<sup>1</sup>, globally by a private sector led organization. <http://www.icann.org/en/about/agreements/aoc>



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### Project Deliverables

1. Identification of Accountability and Transparency benchmarks and metrics
2. Benchmarks from relevant organizations
3. Methodology for calculating and tracking benchmarks and metrics
4. Roadmap for implementing an ongoing system of measuring, tracking and reporting  
Accountability and Transparency benchmarks and metrics