



# GNSO Review Briefing

Westlake Governance | GNSO Review Working Party |  
11 Feb 2015

# Agenda

- ⦿ Welcome *5 minutes*
- ⦿ Review Methodology & Approach *5 minutes*
- ⦿ Briefing: initial findings, observations, recommendations *40 minutes*
  - Adopt a Working Group Model
  - Revise PDP
  - Restructure GNSO Council
  - Enhance Constituencies
  - Improve Communication & Coordination with ICANN Structures
- ⦿ Discussion, Q & A *30 minutes*
- ⦿ Next steps *5 minutes*

# Roles and Responsibilities

## SIC

- Oversight
- Accept Report\*
- Approve Plans\*

## Staff

- Prepare RFP
- Run Examiner Selection
- Monitor Process
- Support Examination
- Support outreach and engagement
- Manage Report Process
- Prepare Review Implementation Plan

## Independent Examiner

- Review of documents, records
- Observe proceedings
- Develop and conduct 360 Assessment
- Conduct interviews
- Prepare report
- Engage with stakeholders for clarification and correction

## Review Working Party\*\*

- Assist with outreach and engagement
- Coordinate 360 Assessment
- Coordinate Interviews
- Provide clarification and corrections
- Prepare Review Implementation Plan

\*Prepare Recommendations for Board Action

\*\* Formed by Organization under Review

# GNSO Review Update

## 360 Assessment

- 178 completed online questionnaire
- 300 started
- 60% completion rate

## Interviews

- Nearly 35 one on one interviews

## Review & Observation

- Documents, transcripts
- Proceedings – ICANN50-52
- ICC report commissioned by ATRT2

## WP Meetings

- 13 GNSO Working Party Meetings
- 20 GNSO members

## Outreach

- 3 webinars
- 14 presentations
- 2 blogs + 2 videos
- 3,000 brochures & postcards

## Engagement

- 1,709 views of Announcements
- 2,957 blog views
- 446 visits to community wiki

# Timeline and Next Steps



## To Summarize

- GNSO Review Working Party provides input, corrections and clarifications In February and March
- GNSO Community and ICANN stakeholders provide input and views through Public Comment April - June



A world map where the continents are defined by a network of white nodes and connecting lines. The nodes vary in size, and the lines are thin and light-colored. The background is a solid teal color.

**Results to date**

# Adopt a Working Group Model

BWG Recommendations	Implemented?
1.WGs to do policy development	Yes
2.WG operating principles	Yes
3.WG staff support	Yes

## Basis for Assessment

WGs do work. They produce policy. In the 360 >75% said they are effective, and over 75% they WGs listen to community feedback

Staff support rated very highly - 85%, widely praised in comments

## Caveats

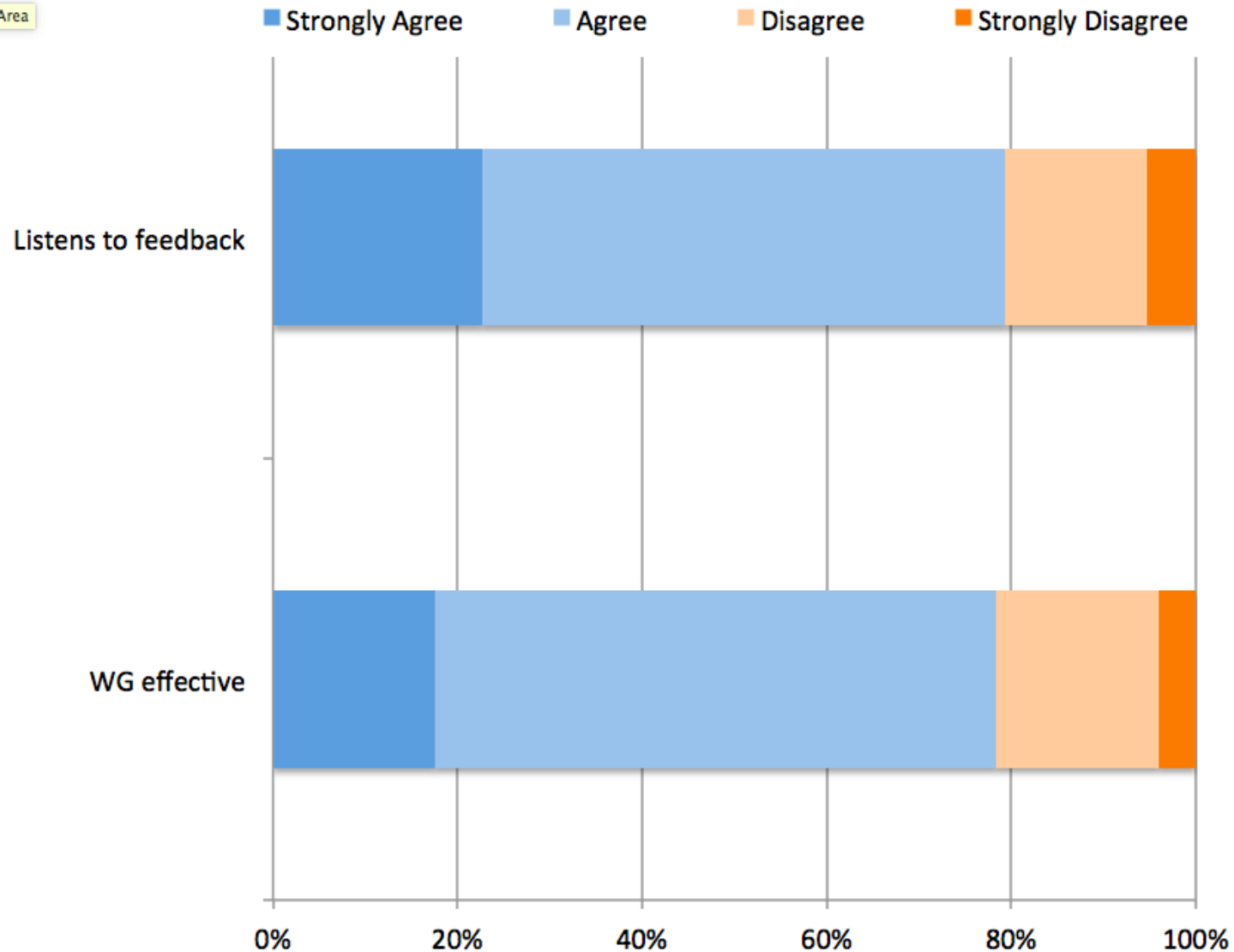
There are still only a few volunteers doing most of the work

There is a strong bias to NA/EU

Participants are 80% male

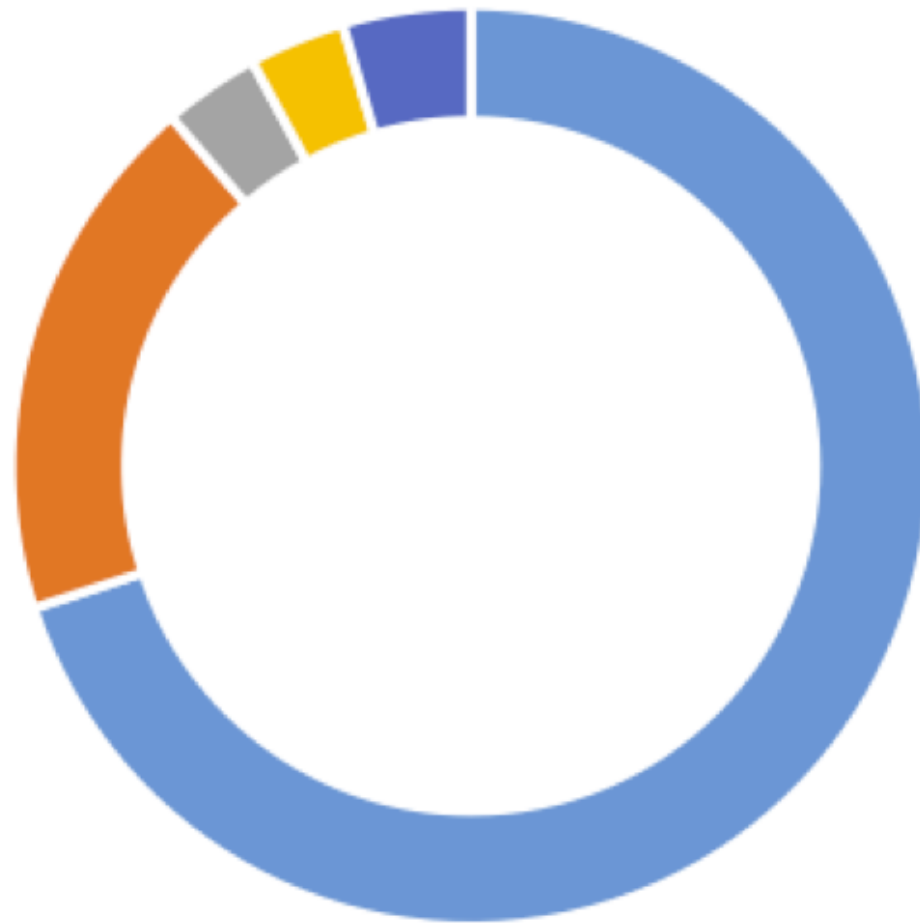
# 360 Results – WGs and Community Feedback

Chart Area



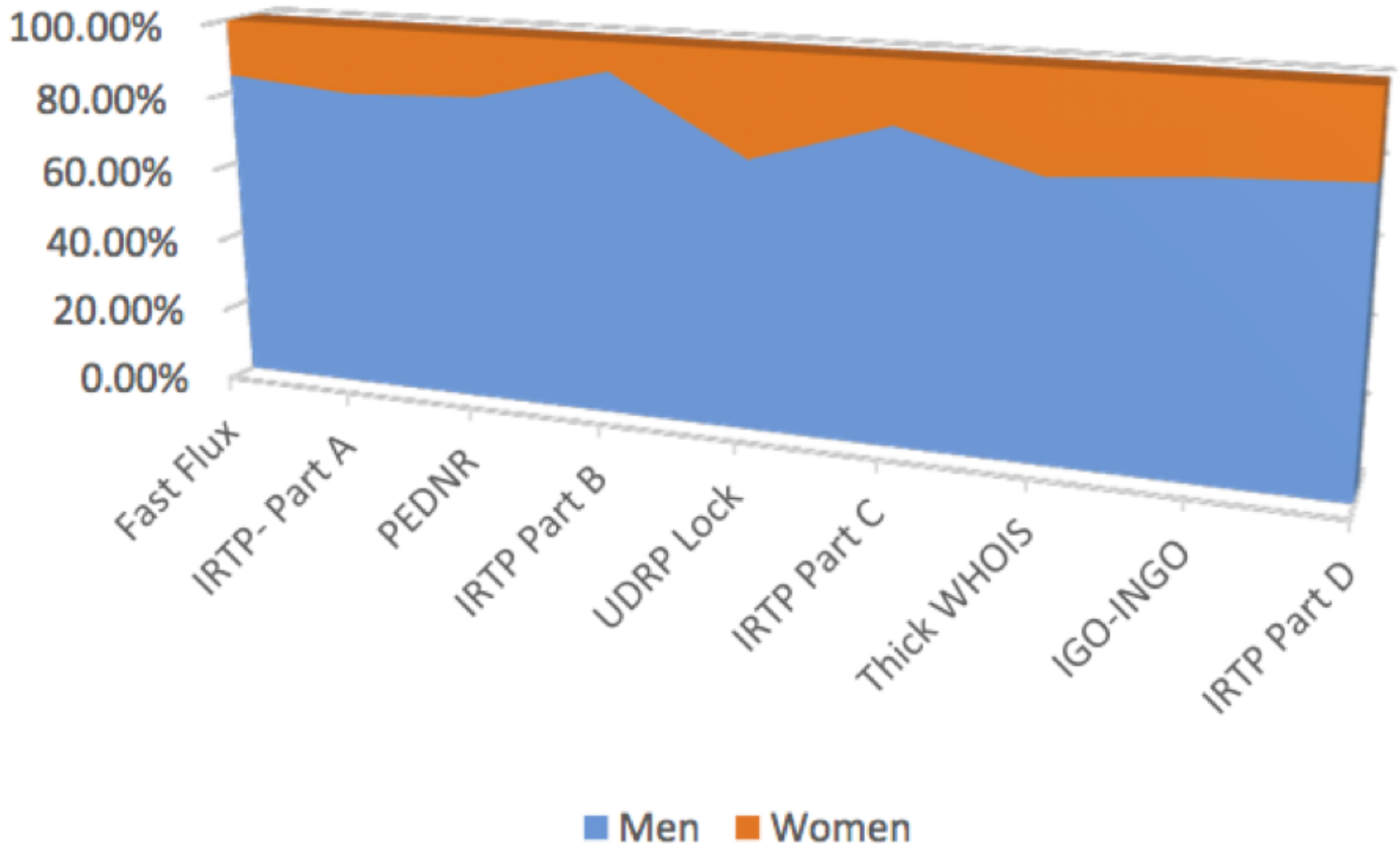


# Working Group Participation by Region



■ NA ■ EUR ■ AP ■ LAC ■ AF

# Working Group Participation by Gender



# Working Group Model

## Initial Recommendations

- Continue current outreach
- Targeted recruitment programme
- Review funding for volunteers
- Tailored incentive system
- Reduce barriers to newcomers
- Publish participation figures, including diversity
- Seek non-native English speakers
- WGs should have a role in issues arising from implementation
- Current Policy and Implementation WG to have role in implementation issues

# The PDP

BWG Recommendations	Implemented?
4.New PDP rules	Yes
5.PDP self-assessment	Incomplete
6.Align with ICANN strategic plan	No

## Basis for Assessment

In the 360, 50% say it's timely, 50% that it takes too long. Some say a long process is unavoidable to achieve consensus.

There is a Data and Metrics WG, but no evaluation of the success of policy post-implementation

There is no GNSO strategic plan so there can be no linkage to ICANN's

## Caveats

Westlake work to come on face to face meetings, GNSO strategic

## Initial Recommendations

- Leadership assessment programme
- Professional facilitation for some WGs
- Assess the face to face WG pilot being held at ICANN52
- Fast track
- Chunking (like IRTP)
- Ongoing focus on timeliness
- WG self-evaluation to be standard
- Self-evaluations are used to monitor and improve effectiveness
- Council to evaluate policy effectiveness on ongoing basis
- Council to uses post-implementation policy effectiveness to feedback into WG charters



BWG Recommendations	Implemented?
7.Council to do strategy and oversight	Yes
8.Council to assess and analyse trends	<i>tba</i>
9.Council to align with strategic plan	Partial
10.Council structure	Yes
11. Council term limits	Yes
12.Council and GNSO-wide SOIs	Yes
13.Councillor training	Needs improvement

## Basis for Assessment

There's a list of projects but no evidence of project management e.g. resource planning

## Caveats

Role of Council versus Board in policy needs to be clarified

## Initial Recommendations

- Clarify that only PDP WGs make policy, Council's role to be ensuring process is followed
- Council to follow simple and transparent prioritisation process to start PDPs
- Review and implement a revised training and development programme encompassing the following:
  - Skills and competencies for each position
  - Training and development needs identified
  - Training and development linked to positions
  - Formal assessment system with objective measures
  - Continual assessment and review

*(more recommendations to come)*

# Enhance Constituencies

BWG Recommendations	Implemented?
14.New constituencies	Yes but ineffective
15.Constituency operating principles	No
16.Constituency staff support	Partial

## Basis for Assessment

Only one constituency has been added, several have tried and failed  
There is no central registry of constituency members  
There is no information to measure diversity

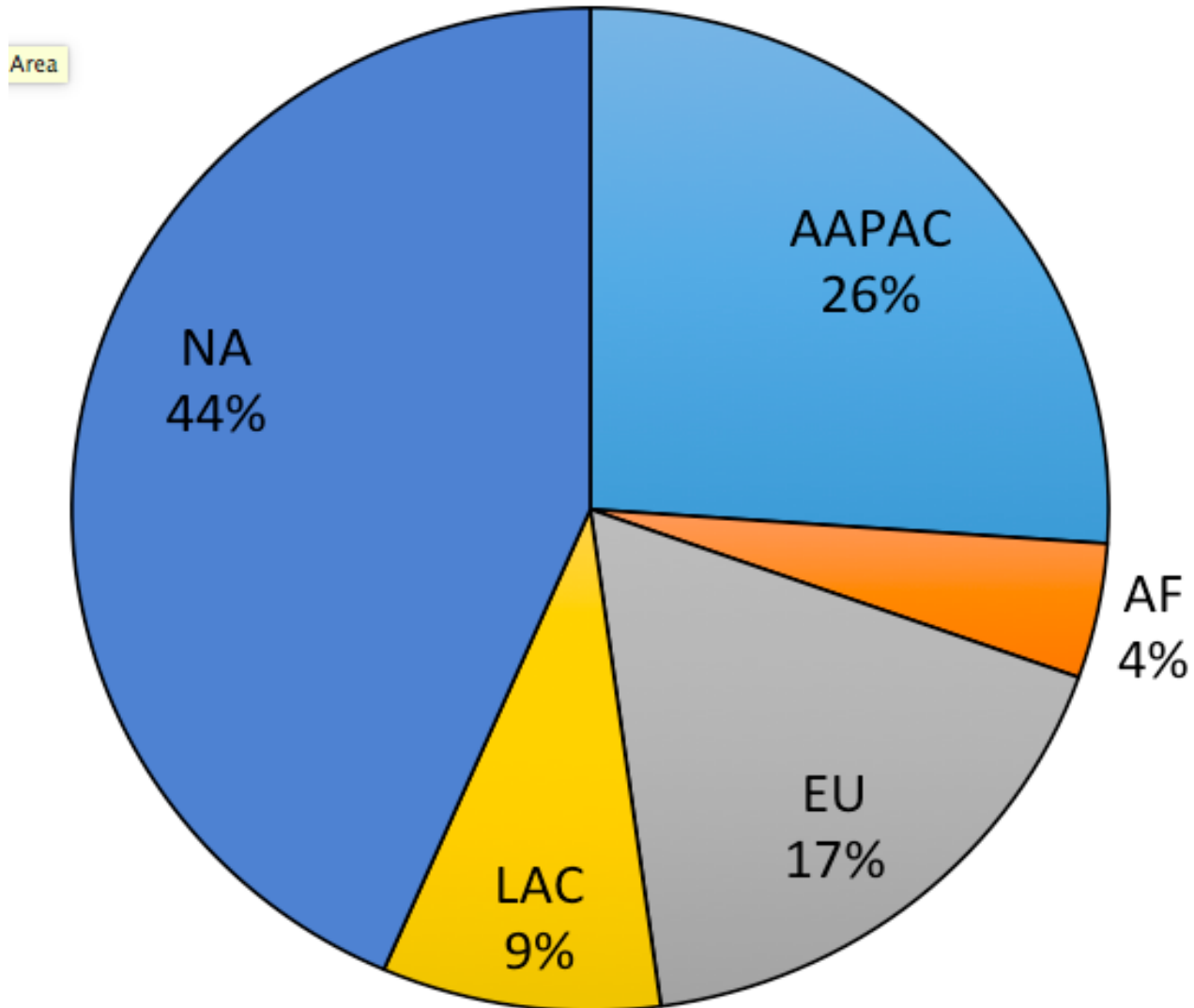
## Caveats

Same comments apply to RrSG and RySG as SGs without constituencies

# 360 Results – Constituencies and SGs

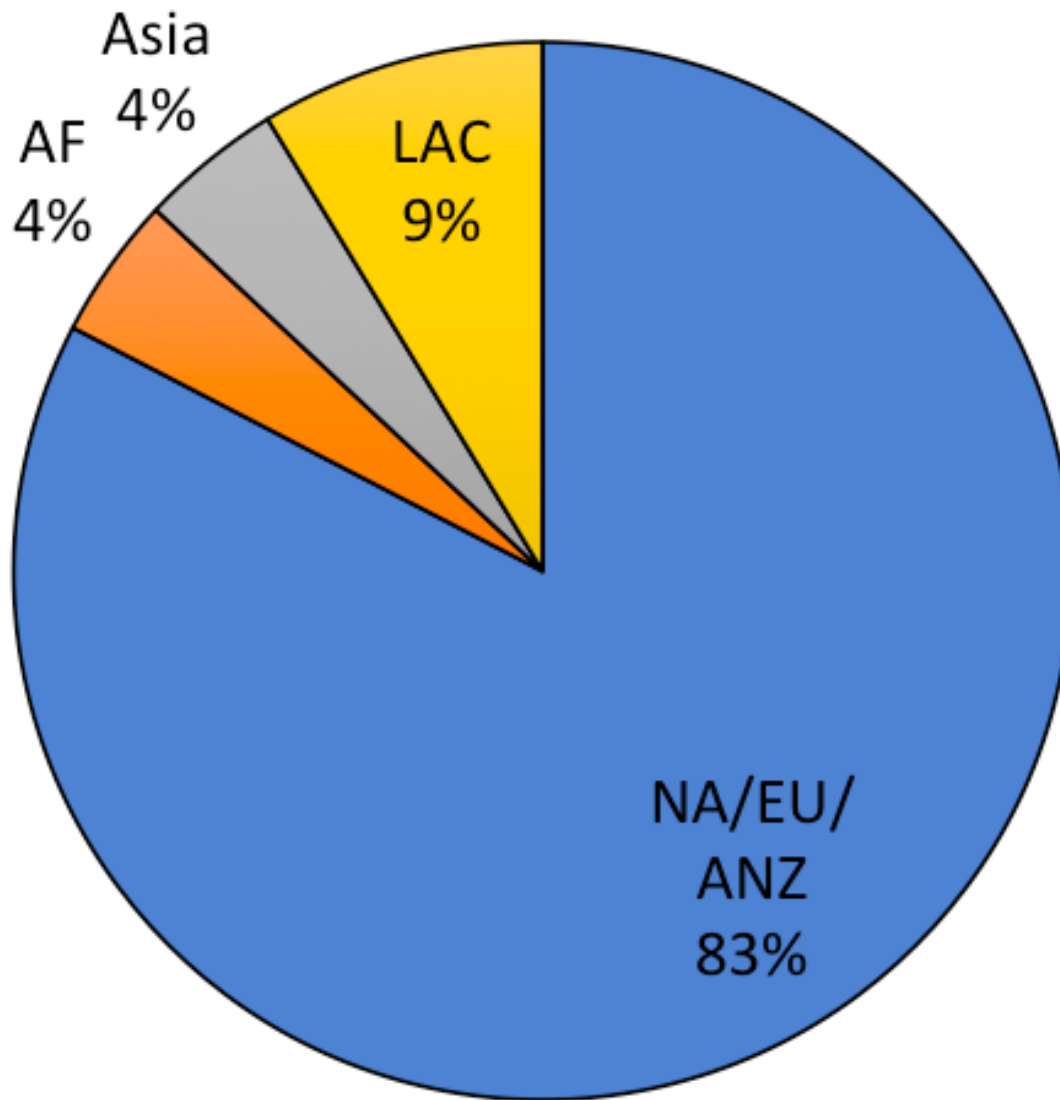
	Exec <u>cttee</u> balanced	Encourages new people	Geographic diversity	Manages workload	Applies metrics	Accepts feedback
<u>RySG</u>	57%	74%	52%	70%	39%	65%
RRSG	75%	67%	75%	67%	50%	67%
NCSG	48%	40%	62%	31%	26%	57%
NCUC	52%	41%	59%	37%	33%	44%
NPOC	47%	35%	59%	35%	35%	53%
CSG	<u>n/a</u>	35%	56%		<u>n/a</u>	
CBUC	50%	50%	54%	46%	46%	50%
IPC	66%	38%	63%	50%	31%	66%
ISCPC	53%	47%	53%	53%	53%	53%
Average	56%	47%	59%	50%	43%	56%

# Council Diversity





# Council Diversity



# Enhance Constituencies

## Initial Recommendations

- Define cultural diversity (ICANN Core Value 4)
- Monitor and publish relevant metrics (geographic, gender and cultural)
- GNSO and NomCom (in respect of GNSO Council) should take steps to increase diversity
- GNSO to maintain a public membership list for each Constituency, RrSG and RySG including diversity data
- Membership list to include Sols
- If members represent clients, Sols must include clients' interests
- Staff support for all constituencies, RrSG, RySG

*(more recommendations to come)*

# Improve Coordination

BWG Recommendations	Implemented?
17. Council communications	Yes
18. More contact of chairs with SOs/ACs	<i>tba</i>

## Basis for Assessment

We have received no comments or complaints about Council's communications  
From the 360, communications with SOs/ACs are 57% positive – 43% negative  
There is a longstanding problem with the GAC

## Initial Recommendations

- The GAC-GNSO Consultation Group on Early Engagement continue,
- Consider how the GAC could appoint a non-voting liaison to each GNSO PDP WG to provide timely (non-binding) input

# Beyond the BWG Recommendations

- ⦿ Operating environment is changing
  - GTLD Expansion
  - IDNs
  - WHOIS replacement
  - Shift in centre of gravity of the Internet

*Further work to come in this area – Recommendations in process*

# 360 Responses – Aggregate (sample)

## 8. The Working Group model is effective in dealing with specific policy issues.

Answer Options	Response Percent	Response Count
Strongly Agree	15.5%	26
Agree	53.6%	90
Disagree	15.5%	26
Strongly Disagree	3.6%	6
No opinion	10.7%	18
Not applicable	1.2%	2
<i>answered question</i>		<b>168</b>
<i>skipped question</i>		<b>82</b>

## 9. GNSO's outputs:

Answer Options	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable	Response Count
GNSO's outputs have produced desired outcomes	12	88	38	5	20	5	168
GNSO's outputs are complete and thorough	19	84	33	7	22	3	168
GNSO's policy recommendations are timely	8	61	51	17	27	4	168
<i>answered question</i>							<b>168</b>
<i>skipped question</i>							<b>82</b>

## 10. GNSO communications and community responsiveness

Answer Options	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable	Response Count
GNSO provides me with sufficient and appropriate	30	95	22	5	13	3	168
GNSO communicates in plain language	11	77	53	14	12	1	168
GNSO seeks and incorporates community feedback on proposals	34	85	23	8	16	2	168
GNSO is effective in coordinating its work with other SOs and	16	59	47	7	35	4	168
<i>answered question</i>							<b>168</b>
<i>skipped question</i>							<b>82</b>



A world map where the continents are defined by a complex network of white dots and thin white lines, resembling a social network or a data visualization. The background is a solid teal color.

# Discussion and Q&A

# Timeline and Next Steps



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Thank You