Providing Administrative Support Services to GNSO Stakeholder Groups and Constituencies – The Toolkit

Initial Staff Implementation Report

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I. Introduction

Late last year, the GNSO Council approved a set of community [recommendations](#) (a "Toolkit" menu of services) to assist eligible GNSO organizations in their operations and policy development activities. This report, prepared by Staff, constitutes an initial implementation plan for the delivery of specific services that have been identified and prioritized. This plan includes general specifications, budget implications and availability information for each Toolkit menu service and identifies areas where additional dialogue with the community will help define some of the proposed service offerings for more effective delivery.

Policy development support resources are constrained by both personnel and financial resources. This document reflects the broadest feasible capabilities given current budget constraints. As explained further below, availability of approved toolkit services is dependent on personnel and budget and may vary.

The final sections of the document outline procedures for requesting, modifying and evaluating the various Toolkit services.

A. The Approved Toolkit Services

The following eleven services were adopted by the GNSO Council, in order of priority, as follows:

1. Assembling background and reference materials for Working Groups
2. Support for organizing face-to-face meetings (e.g. date/time, location, equipment, telephone bridge and, in certain venues, arranging accommodations)
3. Support for organizing teleconferences (schedule, announce, monitor)
4. Preparing minutes of formal meetings and teleconferences
5. Assisting volunteer leaders by identifying/scheduling liaison contacts within ICANN
6. Web site hosting and content maintenance (i.e., keeping site up to date with relevant documents and information)
7. Provide grants/funding for constituencies to provide their own administrative support
8. Organizational record keeping (e.g., statements of interest, archives)
9. Maintaining up-to-date member contact info, mailing/discussion lists
10. Producing MP3 recordings of meetings
11. Assisting in conducting elections for officers

The majority of the above services are already being offered in some form to GNSO organizations and Working Groups. Because of the broad descriptions of some of the menu items, Staff has made an interpretation of the language to clarify the specific services that

can be offered at this time. In a number of cases, additional dialogue with community leaders will be necessary to negotiate expectations and to customize individual solutions.

B. How This Report Is Organized

Section II of this document discusses general eligibility criteria for requesting and receiving Toolkit services and particular budget and resource implications for FY11.

Section III of this document describes what each individual service entails and outlines the implementation, budget, and availability information pertinent at the time of this report. Some services, particularly those that represent the expansion of current capabilities, have been easier to define. Newer services, such as website support (#6) and assistance with organizational record keeping (#8-9), will require more research and will be defined only after additional dialogue with the community.

Section IV outlines the procedures for requesting, cancelling, modifying, evaluating, adding, and deleting a Toolkit service.

Appendix A provides a quick reference chart of each service, its availability and pertinent notes/comments.

Appendix B includes background information, including chronology, references, and resolutions related to the subject matter of this report.

II. Eligibility Considerations and Resource Implications

A. Eligibility for Toolkit Services

Excepting any specific service availability limitations (or extensions) identified in Section III, all Toolkit menu items will be made available without charge to GNSO Stakeholder Groups and Constituencies formally recognized by the ICANN Board (hereinafter "GNSO Eligible Groups") and Working Groups (or other designated teams) chartered or commissioned by the GNSO Council (hereinafter "GNSO Working Groups")

Rationale: Staff recommends that Toolkit services, especially during FY11, be provided to all formally chartered/recognized groups. Staff believes that defining eligibility in this manner offers the most effective way to manage limited resources in a fair manner[1]. Eligible organizations may opt to receive any, all or none of the services as they see fit provided that they provide sufficient notice as outlined in Section IV below.

B. Budget and Resource Implications

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[1] Note: This eligibility provision could be revisited for FY12 to determine whether any/all of the Toolkit services should be extended to other organizational structures (e.g. prospective new Constituencies) within the GNSO.

During the FY11 budget planning process, ICANN Staff earmarked specific sums for a number of Toolkit menu items. For planning purposes, the Staff viewed FY11 as an initial roll out and learning year during which community feedback could be used to better define certain services and refine others. There is also the possibility in the current FY12 budget cycle that additional service items could be proposed by the community. If the Community feels that these services are of value and should continued to be offered, specific requests should be made in the context of the FY12 budget cycle.

An important component of the various service items is the availability of Staff resources. Most of the service items in the Toolkit menu are already provided at some level (e.g. telephone conference capabilities, meeting arrangements, and election support), but the ability of Staff to provide additional services will largely depend on community demand and available budget for certain menu items. Several of the implementation considerations may have to be re-evaluated after community requests are submitted.

The Staff will work with the ICANN Finance Team to ensure that approval of the Annual ICANN budget will serve as the mechanism for approval of the Toolkit menu each fiscal year. It is believed that by instituting such a mechanism there will be clarity that the services are needed and accounted for.

III. Toolkit Services and Implementation Considerations

In this section, each of the eleven services on the Toolkit menu are described in detail including: (a) general specifications, (b) specific resource implications and budget/funding impacts, and (c) availability of the service.

1. "Assembling Background and Reference Materials for Working Groups"

a) General Specifications:

The Working Group Model Work Team of the Policy Process Steering Committee (PPSC)[2] has developed the following "Working Group Guidelines" recommendations:

> "ICANN Staff performs the following two basic functions for any WG, namely secretariat (fundamentally a support function covering logistics) and policy liaison (a support function providing WG assistance in a neutral manner, including drafting, if required, which should reflect faithfully the deliberations of the Working Group). In addition, workload permitting, ICANN Staff may perform the following distinct roles for a WG as requested and appropriate:
> - Expertise (technical, legal, economic, etc.)
> - Operational/Implementation (facilitation with the framework of existing policies and rules)

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[2] See PPSC Wiki: https://st.icann.org/icann-ppsc/index.cgi?policy_process_steering_committee_ppsc

- Scoping (for policy matters, internal role of the General Counsel, but possibly distinct, guaranteeing respect of the procedures and competencies of the different structures)
- Liaison with other Staff or experts"

Consistent with these proposed guidelines, Staff will support all GNSO Working Groups with at least one primary professional issue manager and one administrative resource. Before a GNSO Working Group begins its deliberations, the primary Staff member will provide that group with an Issue Briefing Package as prescribed in the the "Working Group Guidelines." This Briefing Package will include relevant historical data and recommended materials for participant review prior to the first GNSO Working Group meeting. The Staff will continue to support the GNSO Working Group, as directed, by providing document drafting assistance and informational or background support throughout the GNSO Working Group's lifespan. Any additional outside expertise or issue-related assistance should be specifically set forth in the GNSO Working Group charter to facilitate Staff management and budget planning.

b) Resource, Budget and Funding Implications:

Currently, every GNSO Working Group is assigned one primary professional Staff member (for substantive issue support) and one primary GNSO Secretariat staff member (for administrative and logistical support). Often, depending upon the remit of the particular WG, additional professional Staff members may be assigned. Staff anticipates that these arrangements will continue for all GNSO Working Groups.

The "Working Group Guidelines" acknowledge that, if there are potential budget and operational implications related to the contracting of fee-based external resources, the chartering organization should confirm funding in advance with the appropriate ICANN Staff organization.[3] For the last several years, mechanisms have been in place to establish contractual relationships with outside issue experts and consultants when needed. We expect such arrangements to continue; however, provisions for potential expert assistance should also be factored into the FY12 budget planning process.

The ICANN Policy Staff is sufficiently resourced to provide professional and Secretariat support, as described above, to GNSO Working Groups. Although the number of GNSO Working Groups is currently quite high, we are anticipating some reduction in number in the near future, and with that in mind, we think, the current staffing level can be continued without budget impacts. Ultimately, there is a limited availability of Staff time and resources; therefore, the broader issue of workload and project prioritization should be addressed in some manner by the GNSO Council.

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[3] A good example of this collaboration took place regarding potential WHOIS studies being considered by the GNSO Council for FY11 – see http://gnso.icann.org/meetings/minutes-council-21apr10-en.htm - Agenda Item #4.

Staff and budget resources will need to be re-evaluated for FY12 as the actual impact of the pending new Working Group Guidelines are not yet known.

c) Availability: Immediate

The operational/implementation, scoping, and liaison functions (see above bullets in Section 1-a) are already being provided by Staff to GNSO Working Groups and Staff anticipates no changes to those arrangements.

2. "Support for Organizing Face-to-Face Meetings"

a) General Specifications:

As identified by the GNSO Council, face-to-face meeting support services include: arranging date/time, location, equipment, telephone bridge; and, in certain venues, accommodations.

Recently, face-to-face meetings have primarily taken place in conjunction with ICANN public meetings; however, the Toolkit recommendations do not limit the timing or venue for these potential gatherings. The GNSO Secretariat currently partners with Stakeholder Group, Constituency, and GNSO Working Group leaders prior to ICANN public meetings and strives to meet the individual requests for each community meeting within the constraints of the venue. [Eligibility Extension: In 2009, the GNSO Council informally offered meeting space at ICANN public meetings to prospective new GNSO Constituencies that had formally petitioned the Board for recognition to provide opportunities for formation and outreach; space permitting, this service is likely to continue.][4]

b) Resource, Budget and Funding Implications:

To date, the GNSO Secretariat has been able to manage this service for ICANN public meetings. There may be Staff (time) and meeting resource (space and expenses) implications if additional in-person meetings are requested beyond the current level.

The FY11 budget provides support for in-person meeting arrangements during scheduled International ICANN meetings at a level consistent with historical patterns. For future planning and budgeting purposes, it will be important to hear from community leaders what potential future meeting opportunities, if any, GNSO Eligible Groups believe may be necessary outside the typical ICANN public meeting cycle. In-person meetings can have

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[4] Community members have noted that Contract Parties currently access and participate in intercessional regional meetings supported by ICANN. Those meetings are a function of ICANN's contractual support function, but they may offer a model or opportunity for broader intercessional community involvement by other communities. Staff looks forward to community input on both those possibilities in the context of FY12 budget planning.

substantial resource and budget impacts particularly if meeting venues are not properly selected, scheduled and managed.[5]

If desired by certain communities, support for in-person community meetings outside of the International ICANN meeting schedule could be considered as part of the ICANN FY12 budget planning effort.

c) Availability: Immediate

This is an existing service already being provided to GNSO Eligible Groups at ICANN public meetings. As noted, resources for meetings outside ICANN venues will need to be discussed as part of the FY12 budget planning process.

3. "Support for Organizing Teleconferences"

a) General Specifications:

As identified by the Council, teleconferencing support services include: scheduling, announcements, and live monitoring.

The GNSO Secretariat currently performs this function for all meetings of the Council and as well as GNSO Working Groups. The Staff will expand this capability to all GNSO Eligible Groups who request it. The support will include a conference bridge facility permitting toll-free international calls and dial-out capability in jurisdictions where toll-free calling is not otherwise available.

Upon request, the Secretariat will supply community leaders with telephone conference bridge information (international toll-free numbers and an access password) for their use without live Staff monitoring. This service will be supported for all GNSO Eligible Groups on a one-call-per month basis for nine months of the year (the other three months will be covered by in-person meetings held in conjunction with ICANN public meetings).

b) Resource, Budget and Funding Implications:

The current volume of community teleconference calls will permit the Staff to schedule and announce one call per month for each GNSO Eligible Groups, but live call monitoring may not be provided in every instance.

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[5] The Toolkit recommendations did not reference travel support arrangements for meetings, so communities who are considering this type of request may wish to consider meetings in conjunction with existing Internet community gatherings. There is also likely to be a need for Staff support before, during and after these meetings and that cost also needs to be factored into any budget calculations.

Where possible, community members are encouraged to arrange and conduct their own monthly calls on the supplied ICANN bridge and advise the GNSO Secretariat of the day and time of scheduled calls. The Secretariat or another Staff member will be available at the beginning of each call to assure that the meeting recording has started and will follow-up afterward to ensure that the audio recording (e.g. MP3 file) is collected and provided to the appropriate party for public posting (see also menu Item 10 below).

Staff has initially identified budget resources sufficient to support 9 community teleconference for each existing GNSO Stakeholder Group and Constituency for the remainder of FY11.

The FY11 experience will be studied to determine if community interest and the budget adequately support the level of community calls on a monthly basis. The addition of new GNSO Constituencies, growth in the number of chartered Working Groups or drafting teams, or the need for more frequent community calls could impact FY12 funding levels.

c) Availability: Immediate

This capability currently exists. Conference bridge information will be made available upon request to all GNSO Eligible Groups who do not presently have it.

4. **"Preparing Minutes of Formal Meetings and Teleconferences"**

a) General Specifications:

A documented and available record of the topics discussed and decisions reached at community meetings is a transparency and openness obligation of each GNSO Eligible Group. Chapter 7, Section 2.8 of the new GNSO Operating Procedures states that, "minutes should be taken at meetings of the general Group membership and action points, decisions and any resolutions or minutes be published to the entire Group membership within a reasonable period."

In the last couple of years, the practice of traditional meeting minutes has diminished in favor of using audio recordings (e.g. MP3) and transcripts. During this evolution, a number of Working Groups and Work Teams have started utilizing a less formal action item format. As an alternative to full minutes, Staff recommends that all GNSO Eligible Groups consider action item meeting reports containing the following information: :

- Meeting Date and Times
- Meeting Attendees
- Agenda Items Scheduled
- Agenda Items Discussed
- Any decisions reached at each meeting.
- Specifically agreed upon and articulated to-dos and next steps

A link to a meeting recording in MP3 file format will also be made available for posting on the community web site (see also Menu Item 10 below).

b) Resource, Budget and Funding Implications:

Staff does not have the current resources to produce full minutes for all community conference calls and meetings. Staff currently produces full minutes only for the GNSO Council. For those GNSO Working Groups that have requested it, Staff currently provides action item reports summarizing the work accomplished and decisions reached at each meeting. This support will continue.

If community demand exists for Staff-produced action item reports, additional Staff resources should be identified as part of the ICANN FY12 budget planning effort.

c) Availability: Staff support of Council (full minutes) and GNSO Working Groups (action item reports) will continue without change. Staff and community will discuss the value of expanding support for action item reports to all GNSO Eligible Groups and the concept of action item report versus full minutes with an eye toward FY12 budget/resource impacts.

5. **"Identifying/Scheduling Liaison Contacts For Volunteer Leaders Within ICANN"**

   a) General Specifications:

   Upon request, ICANN Staff will assist volunteer leaders by providing contact information and/or facilitating introductions between GNSO Eligible Group leaders and other leaders within the ICANN community. Staff is also available to help set up meetings and conference calls between community leaders on matters of common interest. The GNSO Secretariat currently provides this support to GNSO Council members and community leaders upon request.

   b) Resource, Budget and Funding Implications:

   Staff expects these requests to be infrequent. When requested, the contacts are not likely to require substantial resources. As a consequence, Staff does not anticipate a need for additional resources or funds to continue to provide this service.

   No additional resourcing is anticipated in providing this service during FY11. Staff will track requests for contact introductions and meetings in FY11 as a potential data source for FY12 budget preparations.

   c) Availability: Immediate

6. "Website Hosting and Content Maintenance"

a) General specifications:

As identified by the Council, potential support services for this menu item could include hosting a website and keeping it up-to-date with relevant documents and information.

An up-to-date community web presence can be a valuable mechanism for sharing news, archiving information and providing outreach to a broad population of existing and potential members. Upon request, Staff will evaluate the status of each existing community website to ensure that each site has the capability to satisfy any GNSO Operating Procedure expectations (e.g. membership databases, meeting notices, reports). This initial effort will solely be to take an inventory and to identify areas for improvement.

Recommended solutions will likely closely track those being developed for the new improved GNSO Website. The timing of that development activity will be constrained by Staff availability and will not begin until the new improved GNSO Website is up and operating.

b) Resource, Budget and Funding Implications:

Staff is currently committed to development of the new improved GNSO Website and all its resources are currently being devoted to that cause. Until that major effort is concluded, it will be difficult to quantify the budget implications for this Toolkit menu item. Several communities (e.g. existing GNSO Constituencies and Contract Party Stakeholder Groups) already operate their own websites and may only need assistance with updates and posting content (a substantial task itself which will need to be evaluated after the new GNSO Website is completed).

Staff has set aside funds in FY11 to improve the GNSO website as recommended by the GNSO's Communications Work Team and approved by the Council. To date those resources have been devoted to the new GNSO web site improvements, which will debut at the ICANN Cartagena public meeting. Given staff's early experience with the GNSO Website re-design effort, community support in this area is likely to require additional resource and funding commitments in FY12. A close review of FY11 progress on the GNSO Website effort and evaluation of the breadth and scope of community interest in this service will be an important source of data for FY12 budget discussions. An assessment of in-house versus external resources will also have to be made to determine how to best to staff this function.

c) Availability: Current Staff resources/funding are being directed to development of the improved GNSO Website. Individual community consultations with GNSO Eligible Groups will be scheduled upon request (see Section IV – A below) pending completion of that GNSO Website work. Collective community discussions to review how community websites might be integrated, re-themed for consistency, and, possibly hosted and/or maintained by Staff

in the future will follow after it is clear how many groups intend to request this support. Recommended solutions are likely to closely track the style and fit of the improved GNSO Website.

7. "Provide Grants/Funding Directly to Constituencies"

a) General Specifications:

This Toolkit item would likely consist of specific dollar grants to eligible GNSO Groups to fund contracts for establishing secretariat and other administrative support services.

b) Resource, Budget and Funding Implications:

Funds were not allocated for this menu item in FY11. At present there is no process or criteria for evaluating specific funding requests. Based on community input, potential funding of this category should be considered as part of the FY12 budget process.

c) Availability: Not in FY11. Potentially FY12.

8. "Organizational Record Keeping"

a) General Specifications:

This Toolkit menu item seems closely related to menu item 6 above. Upon completion of the new improved GNSO Website effort, ICANN Staff will work with designated community representatives from each interested GNSO Eligible Group to develop a consistent/common process to receive, post and archive organizational records on their websites, or - if they choose not to operate their own web sites - designated sections of the new GNSO website or a separate wiki work space provided by ICANN[6]. A subsequent step will involve identifying roles and responsibilities for managing those records.

i) What Records To Keep: Chapter 7, Section 2.4 of the new GNSO Operating Procedures outlines the types of information that GNSO Stakeholder Groups and Constituencies should maintain and make publicly available. This record-keeping support will specifically NOT include community member contact information as that data is addressed in menu item 9 below.

ii) How to Manage the Records – Collection and Display: The new GNSO Operating Procedures do not define a process for collecting the information or how it is to be made available. It is important from a resource and management standpoint to have a consistent

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[6] Staff anticipates that the new ICANN Confluence Wiki system may offer the most efficient mechanism for this service support.

collection system and display format for all GNSO Eligible Groups. Staff will collaborate with community representatives to develop these solutions. Potential solutions could range from (1) a simple agreement to display information in a common way, to (2) use of a commercial off-the-shelf product, to (3) even more complex solutions. Staff favors the first option as a good starting point that allows each GNSO Eligible Group to maintain its own flexibilty.

iii) Defining Roles and Responsibiities: The GNSO Secretariat does not presently have the resources or bandwidth to provide the actual data collection support. As part of the collaborative community discussions, GNSO Eligible Groups seeking record keeping support will be asked to work with the Staff to define the roles for collecting and maintaining data. Staff will facilitate discussions with representatives from interested GNSO Eligible Groups to ensure that record keeping can be as effective and efficient as possible.

b) Resource, Budget and Funding Implications:

Ongoing record-keeping and management of community records could be quite labor intensive – depending on the number of communities requesting support. The GNSO Secretariat already maintains some community records (e.g. SOI/DOIs for GNSO Council representatives and GNSO Working Group members) and that support will continue. In the short term, this menu item could prove to be a substantial additional Staff time commitment that exceeds current resource levels. Managed effectively, in the long term, a common system could provide new and more efficient means to collect and manage community information.

Roll-out of this service will require close partnership between community and Staff. Support for this effort will also likely include contributions from the ICANN IT and Web Admin Teams. Both those departments have many other responsibilities and their availability could impact the timing of this effort.

This Toolkit service menu item is likely to be closely linked to the interest each individual community has for website support and those efforts should be coordinated. Staff will track how many communities request website support in FY11 and plan appropriate budget and staffing resources for FY12. The collective demands for web site support (menu item 6), organizational record keeping (menu item 8) and a membership database (menu item 9) could present a substantial staffing challenge.

c) Availability: Specific support still needs to be clearly defined. Staff is available to work with the community in the development of the plans, capabilities, standards, processes, etc. that are mentioned above. Pending the outcome of those activities and recommendations, no organizational record-keeping services will be provided in FY11 above that which is already provided to the GNSO Council and Working Groups by the Secretariat. Confluence wiki resources are likely to become available as a potential resource as the GNSO community converts from the Social Text wiki system early next year.

GNSO Eligible Groups should declare their interests in this menu item as early as possible so a near term assessment can be made regarding Staff resources, time commitments and community capability to begin discussions in this area.

9. **"Maintaining Member Contact information"**

a) General Specifications:

As identified by the Council, support services for this menu item may include membership database support and maintaining mailing/discussion lists.

i) Membership Database Support: Chapter 7, Section 1.2 of the new GNSO Operating Procedures states that "a list of community members and their contact details should be publicly available on each SG and Constituency website." Although the procedure section notes that, "individual members should have the right to have publication of address and other contact details withheld to protect their privacy," the data still needs to be collected and maintained.

The 2008 Board Governance Committee's GNSO Improvements Report recommended that a reliable mechanism be developed (e.g. membership database) for confirming the various community interests that are represented and involved in GNSO policy development and oversight activities. Based on those Board recommendations, the GNSO's Constituency and Stakeholder Group Work Team developed and published several specifications for a GNSO community membership database, but for several reason the Council did not approve them.

Unless individual GNSO Eligible Groups are interested in sharing their community contact information with the Staff there appears little work here for Staff. If that interest does exist, then the GNSO Council should consider chartering a separate Working Group effort to re-examine the previous Work Team recommendations and to discuss potential options and solutions. This effort could also include a discussion of the community data base concept.

ii) Mailing/Discussion Lists: Community mailing/discussion lists are already available for the GNSO Council and GNSO Working Groups linkable from the GNSO website. That service can also be extended to each individual community upon request. Links to the discussion lists and their archives must be posted on each community web site as a condition of the service offering.

b) Resource, Budget and Funding Implications:

Expanded availability of community mailing/discussions lists to GNSO Eligible Groups is a scalable resource that can be offered with little extra resource impact. Community-wide record keeping and management of community member records could be quite labor intensive but the community does not appear to desire that capability at this time. Until

that desire changes, membership information and contact data should continue to be collected and maintained by each individual community.

This Toolkit service is likely to be closely linked to the interest each individual community has for website support. Staff will track how many communities request web site support in FY11 and plan appropriate budget and staffing resources for this menu item in FY12. Establishment of a community-wide data base would likely be a substantial budget item and, given the relatively low prioritization, there does not seem to be a pressing interest in ICANN for that capability at the present time. This assessment should be confirmed with additional community dialogue. Staff is available to support discussions to develop those standards.

c) Availability: TBD

Staff and community representatives must discuss/establish the type, methodology and format of any member contact information to be collected and shared in a GNSO data base.

10. "Producing MP3 Recordings of Meetings"

a) General Specifications:

The GNSO Secretariat currently arranges for and posts audio recordings (e.g. MP3 files) of Council meetings, Working Group discussions as well as in-person international ICANN meetings. That service will also be made available for monthly community conference calls (see Toolkit menu items two and three above) and has been anticipated as part of the FY11 budget plan.

b) Resource, Budget and Funding Implications:

Staff does not anticipate the need for additional Staff resources for this service. Audio recordings are created automatically by the conference call provider and require simple posting in designated locations.

Adequate funding has been provided to support this service in FY11.

Staff will analyze the FY11 experience and feedback from individual communities to determine the appropriate level and frequency of calls to be offered during FY12.

c) Availability: Immediate

This capability currently exists and will be supplied as part of the teleconference service package.

11. "Assist in Conducting Elections For Officers"

a) <u>General Specifications</u>:

The GNSO Secretariat will serve as a neutral election manager for GNSO Eligible Groups that present a clear set of election procedures at least two months in advance of the start of any nomination process for elected seats.

b) <u>Resource, Budget and Funding Implications</u>:

This menu item was the lowest ranked of the Toolkit services, but may represent one of the most important. Management or oversight of community election processes by a neutral third party is an important role for Staff to play. It is also a potentially labor-intensive obligation that requires adherence to a rigorous framework of announcements, deadlines, and voting rules.

The GNSO Secretariat has served as the manager for a number of community elections over the years. The experience has been mixed. Communities with clear election procedures and advanced planning have been managed effectively and will continue to be supported by the Staff. Staff's capability to manage multiple simultaneous election cycles is not unlimited. A first-come first-served system will be in place for the remainder of FY11 and the Secretariat will closely manage overlapping election cycles.

The most significant element in supporting this Toolkit item is Secretariat time and availability. No specific funds have been identified for this menu item and its availability in FY11 will be decided on an election-by-election request basis.

A FY12 assessment should be made based upon Staff/community experience during the FY11 period. Staff anticipates that the annual service request system outlined in Section V below will allow Staff to manage availability to support community election activities in FY12.

c) <u>Availability</u>: Immediate - For communities with clearly defined election processes and sufficient advanced notice to allow adequate Secretariat planning.

IV. Procedures Relating to Toolkit Services

This section describes the procedures for (A) requesting a service, (B) cancelling or modifying a service,(C) evaluating services rendered, and (D) adding or deleting a service from the Toolkit menu.

A. Procedures for Requesting a Service

<u>FY11</u>: The GNSO Secretariat will provide the leadership team of each GNSO Eligible Group with a standard checklist itemizing the eleven Toolkit menu items identified by the GNSO Council. Community members will return the completed checklist via email to the Secretariat. Services will be rolled out consistent with this implementation plan. Staff anticipates sharing a draft of this checklist during the Cartagena public meeting.

<u>FY12 and Beyond</u>: By 10 January of each calendar year, the GNSO Secretariat will provide each organization's leadership team with a standard checklist listing all potential Toolkit menu items identified by the GNSO Council. By 15 February each year, each eligible GNSO organization should return the completed checklist to the GNSO Secretariat specifying the Toolkit services they intend to use in the next fiscal year (beginning 1 July of that calendar year). By 2 April of each calendar year, the Secretariat will provide to the community a spreadsheet of all requested services that are proposed to be provided to GNSO Eligible Groups in that coming fiscal year.

This process will allow for appropriate ICANN fiscal year budget planning and give communities enough time to know if a service will or will not be available in that fiscal year period. Availability of services requested outside of this timetable cannot be guaranteed as budget planning is done on an annual basis.

B. Procedures for Cancelling or Modifying a Service

Formal email notice to the GNSO Secretariat at any time during the year is sufficient to cancel provision of any service. Service modification requests should also be transmitted to the Secretariat via email. Each modification request will be addressed by the Secretariat on a case-by-case basis.

C. Process for Evaluating Services

On an annual basis, the leadership team of each GNSO organization that is utilizing Toolkit services will be invited to evaluate the services it was provided during the previous year. Ideally, this effort should accompany the Toolkit requests for the coming fiscal year. This ongoing evaluation effort will help the Staff and the community reinforce productive processes, procedures and services and provide time for consideration of potential improvements, additional services or the discontinuation of unneeded services.

D. Process for Adding or Deleting Services from the Toolkit Menu

The Staff will investigate the addition or deletion of services on an annual basis as directed by the GNSO Council. Such considerations should take place as soon as practicable after community evaluation materials are collected and compiled. To the extent that services are limited by budget constraints during any particular period, the value of discontinued services

can be compared with the costs of any new services that the GNSO organization would like to use.

V. Next Steps

Time has been set aside during the GNSO Council work session in Cartagena to discuss these implementation notes with interested Council representatives and community members and leaders.

During the Public meeting in Cartagena, Staff also expects to supply community leaders with a draft checklist of the available services they intend to request for FY 12 and the remainder of FY11.

VI. Document Revisions

Version	Date	Name	Description
1.0	29 Sep 2010	Rob Hoggarth	First draft (RHv10KBv2) for Staff review and discussion
2.0	9 Nov 2010	Rob Hoggarth	Draft 2 (RHv12KBv2) for Staff review and discussion
3.0	15 Nov 2010	Rob Hoggarth	Draft 3 for Staff review and discussion

Appendix A: Overview of Toolkit Menu Items

Toolkit Menu Item	Availability	Notes/Comments
1. Working Group Support	Immediate	Currently offered
2. Face-to-Face Meeting Support	Immediate (for ICANN Public Meetings)	Currently offered. Potential opportunity to expand to intercessional events.
3. Teleconference Support	Immediate	Resources available for expansion of service to SGs and Constituencies with monthly calls in FY11
4. Meeting Minutes	Available only to Council. Not Otherwise Available in FY11	Staff resource implications. Suggestion to adopt "action item" report format
5. Liaison Assistance	Immediate	Minimal resource impact
6. Web Site hosting and content maintenance	To be analyzed with requesting communities. Community demand needs to be evaluated.	Limited funding available; Staffing Issue to be explored further. Coordination with improved GNSO Web site modifications.
7. Grants/Funding for admin Support	Not Available in FY11	Criteria need to be established. Consider for FY12
8. Organizational record keeping	Immediate/Limited - Current record keeping of SOI and DOI information to continue. Staff to work with community to confirm roles and responsibilities and develop consistent data collection and posting formats and processes	Potentially connected with Item 6. Substantial staffing implications
9. Maintaining up-to-date member contact info, mailing/discussion lists	Immediate/Limited - Discussion/Mailing/Archived Lists immediately available.	Member contact info likely to remain a community obligation with Staff capability support. Requires further community dialogue.
10. Producing MP3 recordings of meetings	Immediate	Connected with item 2. Minimal staff resource impact; incremental funding increases
11. Officer election assistance	Immediate – with community coordination	Substantial staff time impact

Appendix B: Background Materials

Preliminary Steps:

The Report of the Board Governance Committee GNSO Review Working Group on GNSO Improvements (BGC Report) tasked ICANN staff with developing, in consultation with the GNSO Council, a "Toolkit" of basic services that would be made available to all constituencies (see the BGC Report at page 46). The ICANN Board approved the BGC Report recommendations on 26 June 2008 (see http://www.icann.org/en/minutes/resolutions-26jun08.htm#_Toc76113182).

In January 2009 the GNSO Council formed the GNSO Operations Steering Committee (OSC) to develop recommendations to implement operational changes contained in the BGC Report. The OSC established three Work Teams, including the GNSO Constituency and Stakeholder Group Operations Work Team (hereinafter "CSG-WT")[7], to take on the work of each of the three operational areas addressed in the BGC Report recommendations.

The CSG-WT surveyed GNSO community members and developed a menu of Toolkit Services Recommendations for GNSO Constituencies and Stakeholder Groups. The Work Team submitted those recommendations to the OSC for review. The OSC accepted the Work Team's recommendations and submitted them to the GNSO Council.

What Are The Recommended Services?

The following eleven services were adopted by the Council in order of priority as follows:

1. Assembling background and reference materials for Working Groups
2. Support for organizing face-to-face meetings (e.g. date/time, location, equipment, telephone bridge and, in certain venues, arranging accommodations)
3. Support for organizing teleconferences (schedule, announce, monitor)
4. Preparing minutes of formal meetings and teleconferences
5. Assisting volunteer leaders by identifying/scheduling liaison contacts within ICANN
6. Web site hosting and content maintenance (i.e., keeping site up to date with relevant documents and information)
7. Provide grants/funding for constituencies to provide their own administrative support
8. Organizational record keeping (e.g., statements of interest, archives)
9. Maintaining up-to-date member contact info, mailing/discussion lists
10. Producing MP3 recordings of meetings
11. Assisting in conducting elections for officers

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[7] The team was initially called the Constituency Operations Work Team, but the team modified that name after July 2009 to reflect the desire to include Stakeholder Group recommendations in the team's work.

According to the Council, as soon as funds are available and any prerequisite actions can be taken, a Toolkit of the optional services should be offered to eligible GNSO organizations.

Implementation of the Toolkit menu has a number of process and budgetary implications, and so in approving the [recommendations](#) the GNSO Council directed ICANN Staff to:

1) Share the recommendations with the Board;
2) Post the document on the GNSO web page (see http://gnso.icann.org/);
3) Estimate the cost of the services;
4) Estimate what funds might be available;
5) Prioritize the list of services in cooperation with the Council;
6) Develop specifications for providing the services, including requirements for their use and procedures for requesting them; and
7) Notify applicable GNSO organizations of the services, specifications and procedures for requesting them.

To the extent that the entire package of the above listed services cannot be implemented in a timely manner, the Council determined that they should be prioritized in the order listed and indicated that if lower prioritized services can readily be implemented before higher prioritized services without causing delays for any higher prioritized services that should happen.