

DRAFT FOR DISCUSSION

What is the GNSO Review 360 Assessment?

A new component within the organizational review, the 360 Assessment is designed to gather data for the independent examiner to use in the GNSO Review process and also may inform GNSO self-improvement efforts. This online tool will collect feedback from the GNSO community, other ICANN structures and community members, the Board and staff. The 360 Assessment questions are aligned with the criteria that will be used for the overall GNSO Review. The 360 Assessment will be launched in June 2014 with a public announcement and all interested individuals are invited to participate.

How is the 360 Assessment Organized?

The GNSO is comprised of various structural components: GNSO Council, GNSO Stakeholder Groups and Constituencies, and GNSO Working Groups. The 360 Assessment is designed to cover the GNSO organization as a whole (see "GNSO Overall") as well as each of its structural components.

We invite you to provide feedback on any and all of these structural components.

The assessment consists of several sections: Purpose, Organization and Membership, Execution, Outcomes and Other. Please add any comments or additional feedback that you would like to be considered into the Other section.

You do not have to answer all questions.

Relevant Information:

Links to documents

GNSO REVIEW 2014 - 360 Assessment Proposed Draft for Discussion

Section	Criteria/360 Assessment Question		GNSO Overall	GNSO Council	GNSO Stakeholder Groups and Constituencies										GNSO Working Groups
					Commercial Stakeholder Group	Commercial Business Users	Intellectual Property	Internet Service Providers	Non-Commercial Stakeholder Group:	Non-Commercial Users	Not-for-Profit Operational Concerns	Registrars Stakeholder Group	Registries Stakeholder Group		
		Answer Format													
Purpose	1	Has the GNSO/structural component been effective in achieving its principle mission as defined in its Charter or Bylaws [include link]? If no, please explain?	Yes/No/Don't know												
	2	How accountable is the GNSO/structural component to the ICANN Community? Consider primary components of accountability such as transparency, participation (public and/or structure), responsiveness of the GNSO leadership (Council and/ or structural leaders), self evaluation and improvement, and response to complaints. Please provide additional comments.	On a scale of 1-5, 5 being the best; Don't know												
Organization & Membership	3	Are key interested parties well represented and appropriately involved?	On a scale of 1-5, 5 being the best; Don't know												
	4	Does the GNSO/structural component comply with established rules and processes?	On a scale of 1-5, 5 being the best; Don't know												
	5	Does the GNSO/structural component have the appropriate quantity and type of resources (human and financial capital) needed to accomplish its mission? If no, provide specifics.	Yes/No/Don't know												
	6	Is information about organizations/individuals that comprise the GNSO/structural component publically available and up to date?	Yes/No/Don't know												
	7	How effective are invitations to the global community to become involved in the GNSO/structural component?	On a scale of 1-5, 5 being the best; Don't know												
	8	Does the GNSO/structural component encourage participation from all geographic regions and key interest areas, and make participation easy?	Yes/No/Don't know												
	9	How effective are the training programs and materials available to ease new members into the organization?	On a scale of 1-5, 5 being the best; Don't know												
	10	Does the membership provide the necessary level of (a) technical expertise and (b) volunteer resources to complete the work?	Yes/No/Don't know												

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	11	Is the governing or leadership body (e.g. Council, Executive Committee) of the GNSO/structural component balanced and appropriately representative?	Yes/No/Don't know													
	12	How effectively does the GNSO/structural component coordinate its work with other ICANN structures?	On a scale of 1-5, 5 being the best; Don't know													
	13	Does the group communicate in plain English and provide appropriate translation resources?	Yes/No/Don't know													
Execution	14	Does the GNSO/structural component establish long and short-range plans to inform and guide its activities?	Yes/No/Don't know													
	15	How well aligned are the organizational goals and objectives with the long and short-range plans?	On a scale of 1-5, 5 being the best; Don't know													
	16	How effectively does the GNSO/structural component fulfill its role?	On a scale of 1-5, 5 being the best; Don't know													
	17	Does the GNSO/structural component provide the Community with adequate time and sufficiently clear information to offer feedback? If no, please provide details.	Yes/No/Don't know													
	18	How well does the GNSO/structural component incorporate and use technology (e.g., software tools, automation) in conducting its work?	On a scale of 1-5, 5 being the best; Don't know													
	19	Are the scheduled meetings and conference calls appropriate in terms of (a) timeliness, (b) duration, and (c) frequency? If no, please provide specifics.	Yes/No/Don't know													
	20	Are the tools used by the GNSO/structural component on a regular basis to conduct its work (i.e. email lists, wikis, etc.) structured effectively?	Yes/No/Don't know													
	21	How effectively does the GNSO/structural component manage its meetings and conference calls in terms of (a) advance notification, (b) addressing planned agenda items, (c) encouraging discussion, (d) action items/follow up, (e) documentation and publication?	On a scale of 1-5, 5 being the best; Don't know													
	22	How effectively does the GNSO/structural component use/incorporate available expertise in conducting its work?	On a scale of 1-5, 5 being the best; Don't know													

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	23	Are there any additional processes, practices, or procedures that, if implemented, would materially improve the efficiency and/or effectiveness of the GNSO/structural component? What are they?	Yes/No/Don't know												
Outcomes	24	How well did the GNSO/structural component's key products/outputs meet your expectations?	On a scale of 1-5, 5 being the best; Don't know												
	25	What is the perceived quality of the GNSO/ structural component's products/outputs considering such characteristics as (a) appropriateness, (b) completeness and thoroughness, (c) implementability, and (d) fulfilling vital needs/interests?	On a scale of 1-5, 5 being the best; Don't know												
	26	in terms of quantity , has the GNSO/structural component completed a sufficient number of decisions and proposed policies?													
	27	Has the GNSO/structural component measured the impact of its outcomes/work?	Yes/No/Don't know												
Other	28	Other input and comments													