Transparency and Accountability: Management Operating Principles

• Addressing issues around accountability and transparency is very important (and should not be rushed); suggestions that expert assistance be sought
• All respondents identified the need for improvement
• Many comments focused on the need for a more transparent Board decision making process
• Some suggest that staff have too much influence on policy; alternative view that staff in any organization have influence by nature of their role
• Some suggestion that meetings should be open and/or recorded
• Communication style and website also identified as transparency issues
• Effective appeal and review processes identified as key to accountability
• Suggestions to put in place a set of standards (general and/or process specific) that performance could be measured against
Expert assistance

• ICANN wishes to engage external assistance in improving accountability and transparency, including
  – conducting benchmarking
  – working with ICANN to identify areas of weakness
  – assisting with implementation of plans for improvement
  – advising on construction of Management Operating Principles

• The One World trust was selected after reviewing a number of organizations with expertise in accountability and transparency monitoring in the international arena
One World Trust

• The One World Trust “promotes education, training and research into the changes required within global organisations in order to make them answerable to the people they affect……”

• Core framework is based on
  – Transparency: the provision of accessible and timely information to stakeholders and the opening up of organizational procedures, structures and processes to their assessment
  – Participation: The process through which an organization enables key stakeholders to play an active role in the decision making processes and activities which affect them
  – Evaluation: The process through which an organization reviews its progress and results against goals and objectives
  – Complaint and response mechanisms: Mechanisms through which an organization enables stakeholders to address complaints against its decisions and actions, and ensures complaints are properly reviewed and acted upon

• www.oneworldtrust.org
One World Trust: Global Accountability Index

Examples of companies included in the Global Accountability Index
- Anglo American plc
- Dow Chemical Company
- Exxon Mobil Corporation
- Microsoft Corporation
- Nestle
- Toyota
- Walmart Stores Inc
- International Chamber of Commerce (ICC)
- Confederation of Free Trade Unions (ICFTU)
- International Federation of Red Cross and Red Crescent Societies (IFRC)
- Oxfam International
Process

- Initial consultation (concludes 31 December)
- Discussion in Sao Paulo
- Development of terms of reference for One World Trust (by 31 December)
- Summary of initial comments posted Jan 2007
- Informal benchmarking by One World Trust, including recommendations for improvement (released for the Lisbon meeting)
- Development (with One World Trust) of draft Management Operating Principles (for release before the Lisbon meeting)
- Consultation on draft principles at the Lisbon meeting
- Management Operating Principles adopted by the Board at the April meeting
What are our core processes from an accountability and transparency perspective?

- GNSO → PDP
- ccNSO → PDP
- ASO → Global Policy
- Contract changes and renewals → Consultation process
- Registry services → Funnel
- New GTLD process → ???
- Financial → Budget, Controls, Op plan
- Operations → IANA, BAU, Compliance, Projects
- Complaint Management → Compliance fn, Ombudsman
- Board deliberations and decisions → C’ty approval, Audit, C’ty approval, Board Finance, Board Audit, Annual report
- IANA reporting → Annual report
- Reconsideration, Independent Review
What are some areas needing further attention?

- GNSO → PDP
- ccNSO → PDP
- ASO → Global Policy
- Registry services → Funnel
- Contract changes and renewals → Consultation process
- New GTLD process
- Financial → Budget, Controls, Op plan
- IANA → IANA reporting
- Operations → BAU → Dashboard
- Complaint Management → Compliance fn → Ombudsman
- Board deliberations and decisions → C’ty approval → Board Finance, Board Audit, Annual report

How to start an issue???
How to communicate considerations and outcomes???
THANK YOU