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ICANN71 | Prep Week – ICANN Reviews and Implementation Update  
Wednesday, June 2, 2021 – 21:00 to 22:00 CEST

PAMELA SMITH:

Hello. My name is Pamela Smith. I am the senior coordinator for the Review Support and Accountability Department. Welcome and thank you for joining us today. This session is being recorded and will be posted online shortly after we conclude. We'd like this session to be interactive so we will go through the presentation and take questions as we go along but we'll have time at the end for discussion and Q&A.

So please note the instructions I'll be putting in the chat to type your questions as they come to mind. We will try to answer a couple of questions at the end of each section if time permits and then address any we missed during our Q&A session at the end. This session, like all other ICANN activities, is governed by the ICANN expected standards of behavior and the ICANN community anti-harassment policy. Now, over to our senior vice president of planning and chief financial officer Xavier Calvez. Xavier.

XAVIER CALVEZ:

Thank you, Pamela. I hope everyone is well. Thank you for attending this session during prep week—we're on the first day of prep week—and walking into another virtual meeting. So thank you for your attendance. Thank you for your participation. And of course, we're welcoming your comments and input, as Pamela indicated, over this session as you see, as you would like. Your input and questions are always a great

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opportunity for clarification, both for the person who asks the question but also for everyone else who is listening to the question and to the answer. So when you provide a comment, you're benefitting more than yourself.

Next slide, please. Next slide. Next. Thank you. At the beginning of the session, we would like to remind you that the organization is chartered with now two different teams that work hand-in-hand to support the overall review process and are very focused on this support throughout the life cycle of the reviews.

We have the review and support and accountability team that supports the community work during the time that their review team is formed and produces its work and its recommendations to the board. And the implementation operations team takes on the work once the recommendations have been adopted by the Board—takes on the work of implementing these recommendations to their completion. And this “completes” the loop or the cycle of reviews. This is how the organization supports this work.

The implementation operations team is new. It was created last year. And it not only supports the reviews but also the cross-community working group recommendations that are submitted also to the Board and adopted by the Board.

An illustration, for example, of the work that these two teams carry on together is, at this moment, we are developing a process to report on the status of reviews in a comprehensive and holistic fashion, and

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permanent fashion, so that anyone interested in any review process at any point of time can go to a web page and be able to see the status of that review and more information about that review, or any review that is going on, irrespective of what stage of that review—the work is. That’s an illustration of the work that is going on currently and that these two teams would come together.

Next slide, please. So to help ourselves with understanding how a review process works and what are the various phases that we all find ourselves with at any point of time on these reviews, and to help you understand better the status that you will be seeing, is provided in the next few slides a quick reminder of how this review process works.

I’ll start with the top and going through the right bottom, then the left, and back to the top. Of course, there’s an initiation of the review. That’s the beginning of the cycle. A review is initiated, usually as per the bylaw's definition of reviews that are embedded into our bylaws. And the review is initiated by the Board, starts and goes through its work of evaluation, and defines recommendations that then it submits to the Board.

We’re moving onto the second arrow on the right, in lighter blue, which is the Board’s consideration of their recommendation and adoption of either all or some of the recommendations that have been submitted. Once the board has adopted recommendations, then a phase that is a little bit new in our process is to actually prioritize the work of implementation that results from these recommendations because, of course, these recommendations that are adopted at a point of time by

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the board add to the list of additional recommendations from other reviews or other cross-community working groups that need to be implemented.

We are, at this time, in a period where there's about 250 recommendations that need to be implemented. Of course, all of them cannot be implemented at one time and prioritization of the work needs to occur, and of course prioritization in the context of the fact that there's also other activities of the ecosystem that are occurring, policy development processes that are also happening, that are all contributing to using the collective resources that the ecosystem has. And therefore, prioritization of that overall work is needed. There is a phase of prioritization after the Board adoption and before the implementation work progresses.

After work has been prioritized then that work is being planned for. It may sound like a "given," but from the recommendation to defining the action plan that implements the recommendation, there is planning that needs to be done.

What are the desired outcomes? What are the potential phases? What are the potential options? Sometimes a recommendation can be implemented in different ways and there's, therefore, some design work that needs to be occur in order to be able to determine what we are going to do to implement the recommendation. Of course, what are the various phases? What are the required resources for this type of work that is being designed for the implementation?

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Once that planning has been carried out, then there is this overall action plan for set of recommendations. It's entering into the actual planning cycle to be able to then become an activity that is being planned for as part of the ICANN planning cycle and for a given period.

So this is our annual operating plan and budget process, for example, for which the plan for a set of recommendations or review is being integrated into the overall plan of the organization and becomes the proposed plan for a given period. For example, we just finished adopting, by the Board, the FY22 plan. In it, there are plans for implementations of recommendations and those plans result from the planning phase of implementation.

Then, once the period that it has been planned for has started, then the implementation work occurs. And that's the last phase of implementation—the actual implementation of the activities or the projects that translate into reality the recommendations that have been made, adopted, and planned for.

Of course, at the end of this implementation phase, there is the measurement of the effects of the implementation to ensure that the recommendations have effectively been implemented and do produce the effects originally intended. With that, I'll stop here. Quick reminder of the overall process to help you read through the next few slides with my colleagues who will present the status of the various reviews that are in play at the moment. With that, please let's go to the next slide.  
Jennifer.

JENNIFER BRYCE:

Thank you, Xavier. Hi, everyone. I'm going to give you a very brief overview of the status of the SSR2 Review. So if we can go to the next slide. Thank you. By way of a reminder, SSR2 is short-hand for Second Security Stability and Resiliency review. The SSR2 review is one of the four specific reviews that's mandated in ICANN's bylaws. Specific reviews are carried out by community volunteers of specific review teams. So in this case, the SSR2 completed its work on the 25<sup>th</sup> of January this year, 2021, and submitted its final report to the ICANN Board.

The final report contained 63 recommendations, grouped into four very high-level topics that you can see here on this screen. So I'll just go through them very quickly. First, the implementation from the first SSR review. Then key stability issues within ICANN. Contracts, compliance, and transparency around DNS Abuse. And then additional SSR-related concerns regarding the global DNS. Many of the SSR2 recommendations are particularly complex and could significantly impact how ICANN meets its SSR commitments as they are reflected in the strategic plan, as well as in the ICANN bylaws.

It's also important to note that there are several interdependencies with the SSR2 recommendations and other work that's going on in the community and that includes a recent advice and public input.

Per the standard process for specific reviews, the SSR2 final report was published for public comment and that happened this year in March

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and in April. There were 19 public comments received, many diverse community viewpoints. Thank you for everybody who contributed to that public comment process.

That public comment was to inform the Boards consideration of the final report. So the SSR2 review team actually disbanded its work in January when they submitted the final report to the Board. The recommendations will not change. However, implementation shepherds from the review team are available to answer questions and provide clarifications to the board based on the proceedings of the review team's work as is necessary.

But again, public comment was to inform Board's consideration and not actually to change any of their recommendations. So the Board will consider the public comments that were received and the feasibility analysis of the potential impact of implementation of the recommendations, as well as engage with the implementation shepherds and for clarifications as necessary. In case I didn't mention before, the implementation shepherds are former members of the SSR2 review team. They volunteered to take on that role.

Like I said, the Board will consider the public comments and the feasibility impact assessment, as well as any engagement with the implementation shepherds. And that analysis piece is really critical to ensure that implementation is consistent with the intent of the recommendations, as well as considers prioritization and resourcing. So per the bylaws, the Board has six months to take action on the final report from the date at which the report was received. Which, as I said,

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was 25<sup>th</sup> of January. So Board action will have to take place, in this case, by 25<sup>th</sup> of July this year, so six weeks or so from now.

I will hand over, at this point, to Negar, I believe. Thank you.

NEGAR FARZINNIA:

Thank you very much, Jennifer. Hello, everyone. My name is Negar Farzinnia. I'm a member of the implementation operations team and I will start by giving you an overview of the status of the Competition, Consumer Trust, and Consumer Choice Review. If you recall, a number of recommendations were initially accepted by the Board year before last. Recently, at ICANN69, during the annual general meeting, the Board took action and approved 11 of the recommendations that were initially placed in the pending status, which brought us to a total of 17 recommendations that were accepted.

Of these 17 recommendations, we have a number of recommendations that have been implemented already. A total of six to be exact, and a small number of the accepted recommendations, I wanted to note, have dependencies on the outcome and/or completion of the Subsequent Procedure Working Group and also the continuation and resolution of community DNS Abuse discussions. We are obviously monitoring these projects and discussions very closely to take action on addressing the relevant accepted recommendations once the discussions have taken place.

The remaining accepted recommendations are in implementation planning phase. We have a team of subject matter experts from across



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the ICANN Org and different cross-functional teams working to identify details associated with the recommendations in terms of what are the resource requirements to implement, identify dependencies and high-level action requirements and other variable elements that are going to help us plan for effective implementation of these recommendations.

Once the implementation planning phase has been completed, these recommendations will go through the regular planning cycle at ICANN for the proper allocation of funds and resources to be lined up for implementation. As we have noted in the past, we are continuing to work on developing a more frequent and detailed reporting mechanism, such that we are able to provide updates to the community as a whole on the progress we make towards the recommendations, the status of reviews, and all the details associated with that.

This is, of course, in addition to the annual review implementation report that ICANN Org publishes per our bylaws as per the annual report, which typically comes out towards the end of calendar year. We also have a number of recommendations still left in the pending status. A couple of these recommendations have dependencies on the ongoing community discussion.

So again, we'll continue to monitor the discussions that are going on, on DNS Abuse and various work that are in progress to be able to move these recommendations forward. And for the remaining pending recommendations, ICANN Org is working hard towards addressing the Board requests in the initial resolution that was passed a couple of years back. These are in progress and we will continue to report on the

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changes that are made towards moving these recommendations out of pending status.

A large number of recommendations—14 to be specific—were placed in part or in whole and assigned to various parts of the ICANN community. These recommendations were passed through to community groups for consideration and a large number of them are either included in the discussions around SubPro or other working groups so we’re continuing to monitor the progress that the community is going to make towards addressing these recommendations as updates become available.

Next slide, please. The Registration Directory Service Review had a total of 22 recommendations. 15 of the recommendations were accepted by the Board. Of these 15 recommendations, 4 recommendations were implemented in full or in part as was possible. Again, we’ll be providing a reporting mechanism and an update to the community as the status of these recommendations change or more updates become available.

There’s a small number of these accepted recommendations that have dependencies on ongoing community work—for example, on the outcome of the EPDP Phase 2. And of course, we are continuing to monitor closely what’s happening with that work so that we can take action on these recommendations as the dependencies get resolved.

The remaining accepted recommendations or parts of them are in implementation already. For example, there are some recommendations that are essentially being implemented as part of

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the EPDP Phase 1 implementation. And for the rest of the recommendations, very similar to the CCT review, we have initiated implementation planning phase of our work and have a team of cross-functional subject matter experts working on identifying the resource budget requirements, action needed, dependencies to move these recommendations over to implementation.

And, of course, once the planning has been completed, these recommendations will go through the planning cycle for proper allocation of funds and resources and be lined up for implementation.

Much like CCT, there are four recommendations of the RDS review that are in the pending status. These four recommendations have dependencies on EPDP Phase 2 priority two topics and the board will consider these recommendations after evaluating the outcome of the EPDP Phase 2 and the next steps take place. So again, something they are continuing to monitor closely to determine how best we can move these pending recommendations forward.

There is one recommendation that was passed through to the community for consideration. It was passed through to the GNSO. GNSO has already addressed the recommendation and has provided an update to the Board via a letter that was captured in our correspondence in terms of the status of how these recommendations and the various parts of it are being handled.

Next slide, please. Thank you. The third accountability and transparency review had its final report submitted to the Board and the

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Board took action on the final recommendations of this review on November 30<sup>th</sup> of 2020. There were five recommendations in total. The Board accepted all five recommendations of the final report. At the moment we're evaluating and preliminarily determining the potential work that's associated with the implementation of these recommendations so that we can prepare for the prioritization exercise of ICANN's work.

Of course, some recommendations that are accepted are already in the process of being implemented. Specifically, there is a recommendation that pertains to the prioritization of community recommendations. This is actually being handled as part of the more comprehensive planning and prioritization process that ICANN's planning team is currently undertaking. There was a very helpful webinar as part of the prep week session earlier today that might be a great reference point and provide more details on that for those of you who are not able to attend it. A recording of that session is available on the prep week schedule for your reference.

With that, I will pass it on over to my colleague, Larisa Gurnick, to provide an update to you on the status of the organizational reviews.

LARISA GURNICK:

Hello, everybody. My name is Larisa Gurnick. I work on the Review Support and Accountability Team. And if we could go to the next slide, we'll talk about the other type of reviews, the organizational reviews. They are an important part of ICANN's accountability and are critical to

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maintaining a healthy multistakeholder model. Organizational reviews focus on assessing the effectiveness of supporting organizations and advisory committees in meeting the needs of the global stakeholder community.

These reviews are required by the bylaws and take place on a five-year cycle, based on feasibility. Organizational reviews are conducted by independent examiners as compared to the reviews that Negar talked about, which are conducted by community volunteers. And these reviews are intended to assess several types of things. First, whether the organization has a continuing purpose. Second, whether any change in structure or operations is desirable to improve its effectiveness. And third, whether that organization is accountable to its constituencies and stakeholders.

The reviews of different organizations are in various phases with most moving toward completion of the second round of reviews, as you can see in a couple of bullet points on the slide. This is an important milestone that demonstrates accountability. Independent reviews lead to recommendations that are implemented in order to improve how the organizations function and serve their stakeholders.

In the spirit of continuous improvement, we note lessons learned from each review, and together with community input, we will use these learnings to inform the next cycle and improve outcomes. As you already heard from Negar, Board-approved recommendations from the third accountability and transparency review—something we call

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ATRT3—will impact how organizational reviews will be conducted in the future.

There's several aspects that will be significant. ATRT3 envisioned that organizational reviews would evolve into a continuous improvement program, with regular self-evaluations, and ongoing improvements and periodic independent reviews at the discretion of each organization.

ATRT3 also created the new community review, a holistic review. The objective of this review—there's several—to review continuous efforts of all organizations, to assess the effectiveness of collaboration mechanisms between the organizations, to review the accountability of SOs/ACs to their stakeholders, and to determine if the SOs and ACs continue to have a purpose within ICANN as a whole.

The new review components created by ATRT3 are quite complex and have far-reaching implications. They will also require broad community support and changes to the ICANN bylaws. The Board's direction was to conduct pilots first. So the planning work will involve community input and will begin following the prioritization process that ICANN is putting in place to manage the large number of recommendations, as you already heard from Xavier.

Meanwhile, the third review of the GNSO is scheduled to begin in June 2021. And with that, it would be the next cycle of organizational reviews and that is based on the current bylaws. Having consulted with the GNSO and with their support, the Board is expected to consider actions,

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at the recommendation of the organizational effectiveness committee of the Board. And this is expected to happen at the June Board meeting.

The expected action would be to defer the third GNSO review and to ask ICANN Org to work with the community to develop a comprehensive plan for the next cycle of organizational reviews, in light of the pending ATRT3 recommendations that will likely impact the future scope of organizational reviews.

As the current cycle of reviews wraps up, ICANN Org will continue to support community implementation work and the ongoing tracking and monitoring of ongoing activities important to the overall accountability and transparency of all organizations. You can find the current status of each organizational review on the ICANN.org pages, and on the community wiki, and those links will be posted in the chat shortly. With this, that concludes the update on the organizational reviews and now back to Negar, please.

NEGAR FARZINNIA:

Thank you Larisa. Next slide, please. Thank you. As Xavier mentioned earlier on this webinar, the implementation operations team is responsible for the implementation of not only the recommendations that result from the specific reviews but also those recommendations that result from the work of the cross-community working groups. One such project that we're currently working on is Work Stream 2.

Next slide, please. Thank you. If you recall at the conclusion of the IANA Stewardship transition into 2016, the cross-community effort on

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enhancing the ICANN accountability proceeded to launch a second work stream that was focused on addressing accountability topics, for which a timeline for developing solutions and full implementation could stretch well beyond the IANA Stewardship transition.

This cross-community effort concluded in November of 2018 with the publication of this final reports that contained over 100 consensus-based recommendations on topics such as diversity, human rights, transparency, and a few more.

In November of 2019, the Board accepted all of these consensus decision recommendations. And since then, ICANN Org has been making steady progress towards implementing these recommendations. As we noted in some of our previous communications and blogs, a number of these recommendations have already been implemented and the rest of them are in implementation planning phase. To continue to advance our work in this regard, ICANN Org convened an internal cross-functional set of subject matter experts that are currently working on Work Stream 2 recommendations with the goal of completing the implementation planning necessary for those recommendations that are not already implemented.

The cross-community working group on accountability addressed a number of Work Stream 2 recommendations to community groups. And, of course, ICANN Org is there to support the community groups in their planning for this implementation work, including determining recommendations that require community coordination and prioritization. I wanted to highlight that implementation and the



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planning work associated with the implementation of Work Stream 2 recommendation has been a priority for ICANN Org throughout FY21 and will continue to remain a priority through FY22, per the approved operating and financial plans.

As some of you may be aware—you might’ve participated in it—ICANN Org held a webinar on the 25<sup>th</sup> of May ,during which we provided detailed update on the status of the Work Stream 2 implementation. If you did not have a chance to participate in this webinar, I will highly encourage you to refer to their recording of the webinar for the most up to date information on the progress that we made towards the implementation of Work Stream 2 recommendations. And I’m asking my colleagues to please post the link to the page that contains the recording for your information and reference, please.

Next slide. Of course, as noted before, the implementation operations team also focuses on some special projects—in this case, the evolution of the ICANN multistakeholder model. Some of you may have been involved in this work and you may recall the evolution of the ICANN multistakeholder model was a community-wide effort that eventually identified six overarching issues that were deemed to hinder the effectiveness of the multistakeholder model.

Further discussions with the community took place and, eventually, three of those six issues were prioritized for immediate attention and implementation. And those three topics, as you can see on this slide, are prioritization of work and efficient use of resources, precision, and scoping of the work, consensus representation, and inclusivity. Now,

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this doesn't mean that we are not focusing on the other three of the six topics that have not been prioritized. It's just that for the immediate term, we are working on these top three issues first and will continue working on the remaining issues later on.

To better determine how each of these issues could be addressed, further discussions were had with the community, which essentially identified a number of projects and activities that were currently underway within the community, Org, and/or the Board that could address these issues.

The discussions with the community also identified some gap areas that need to be addressed in order to cohesively alleviate the issues that have been identified as hindering the multistakeholder model. I do want to note that a number of these projects have already been implemented or are in the process of being implemented at the moment. And for the remaining projects and activities, ICANN Org is, at this point, evaluating the gaps that have been identified and the amount of work involved in getting those identified gaps to the next stage.

They're also monitoring the progress on the work areas that have already taken place or are in process. Of course, none of this really means anything by itself without being able to assess how well we're doing on the work we've undertaken. As part of assessing the evolution of the ICANN multistakeholder model, the Board, the Org, and the community agreed that it would be beneficial to be able to evaluate various projects and work tracks that we are undertaking in order to

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assess how they impact the effectiveness of the multistakeholder model.

To that end, ICANN started designing a proposed evaluation methodology, which we are currently working on, in order to help the organization, the Board, and the community monitor the progress of work and be able to assist the effectiveness of the implementation towards evolving the multistakeholder model. As this proposal progresses and the evaluation methodology takes shape, we will, of course, be engaging with the community to further discuss the proposed methodology, its use in application, and also the next steps as the work on MSM continues to evolve.

This brings us to the end of the presentation. I will now pass it on over to my colleague, Pamela Smith, for the Q&A session of this webinar. Thank you for your time.

PAMELA SMITH:

Hello everyone. I'm reviewing the chat and I'm not finding any particular questions so if you do have any specific queries that you would like to put to any of our speakers, we would be happy to address those at this time. Okay. I see a question from Jeff Neuman in the chat. "Is the work on the MSM also being led by the planning team or is it by another part of the organization?" Xavier, I see you've got your hand raised.

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XAVIER CALVEZ:

Thank you, Pamela. Thank you, Jeff, for the question. None of the work that is described here in terms of status is supported by the planning team. The planning team is inclusive of Becky Nash, Nathalie Vergnolle, and Victoria Yang. These three ladies are working on the overall planning process of ICANN but not on implementation work.

The implementation operations team is the one who provides support to the evolution of the effectiveness of the multistakeholder model as a program. That team is the one that I temporarily lead until a lead is appointed to that department. That department currently includes Negar Farzinnia, who is on the call today with us, and Alice Jansen. That's the team that supports the evolution of the multistakeholder model. Again, that's the implementation operations team. Thank you. I hope that helps.

PAMELA SMITH:

Thank you, Xavier. Thank you, Jeff, for confirming. Does anyone have any further questions that they would like to address to the teams? Okay. Given that I see no further queries ... I'm sorry. Excuse me. From Marita Moll, "Will that team also be working on the evaluation process?" Xavier's response is, "Yes, and difficult to track as it is broad and strategic."

XAVIER CALVEZ:

Sorry, Pamela, if I may. I typed the comment that you just read in response to Jeff's point, before Marita asked her question. So, the implementation operations team is the team that will work on the

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evaluation process, and you asked, Marita, as part of the support of this overall program. And it's very timely. Just to have a few minutes ago, we were on a call with the Board to be able to develop further that evaluation process. This is very current topic. And yes, that's the same team that deals with it. Negar Farzinnia is the project lead on that. Thank you.

PAMELA SMITH:

From Anne Aikman-Scalese, "Is there a timeline or target date set for implementation for Work Stream 2?"

XAVIER CALVEZ:

I'll take that question as well, Pamela. Thank you for the question. It sounds like a very simple question and therefore a very simple answer but it actually is not. There's so many different things part of WS2. Therefore, the answer to that question is complex. So every of the eight topics, on its own, has their own sets of recommendations within each of them. And each of those recommendations will have its own timeline of implementation.

So if we look at the beginning process of the very first to the end, the conclusion of the very last, the timeframe may be very long. So the answer to your question, on the recommendation-by-recommendation basis is the work that is currently being carried out by our cross-functional team is to try to evaluate and plan for the work that is required so that then we can put this evaluated work into an overall timeline for implementation.

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At the moment, because that evaluation work is ongoing and is close to being finished, we are expecting, in the next few weeks, to be able to develop the actual project plan corresponding to the implementation of those recommendations that are currently being planned for, knowing that as Negar was indicating earlier, there are recommendations that have been either completely implemented or are already in progress of implementation and therefore that work progresses, which is illustrating the point.

Because of that complexity, that breadth of different situations and different statuses, that is illustrating the point that a lot of you have been making, which is it's difficult to understand what is that we're doing on at any point of time and where we are on any of those subjects. And therefore, we're working on developing a tool to try to help all of us, including ourselves, to be honest, to keep track of the work and where it leads. Thank you.

PAMELA SMITH: Xavier, there's a follow-up from Anne. "Thank you, Xavier. So timelines are being developed for each of the eight areas?"

XAVIER CALVEZ: Yes. They are, thank you.

PAMELA SMITH: Are there any further questions? Just want to make sure I give you a moment to throw anything into the chat that you might want to ask.

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But it appears that we have sated everyone’s curiosity. So, thank you, everyone, for joining us for this webinar. As we stated, the recording will be posted shortly and we look forward to a wonderful ICANN71. Thank you so much and good afternoon, good evening, and good day, wherever you are. You may stop the recording now, please. Thank you.

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