



SO/AC High-Interest Topic: Seeking Solutions

9 February 2015 | 14:00—15:15 SGT | Padang

SO/AC Leaders and Senior ICANN Staff



Overview

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**WORK
PRIORITIZATION**



2

**INFORMATION
ACCESS**



3

**STAKEHOLDER
ENGAGEMENT**



#AskSOAC

1

WORK PRIORITIZATION

How do we best prioritize ICANN's work?



2

INFORMATION ACCESS

How do we best enable access to ICANN content and information?



3

STAKEHOLDER ENGAGEMENT

How do we best engage and retain ICANN stakeholders?



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WORK PRIORITIZATION



Keith Drazek, RySG Chair

Elisa Cooper, BC Chair

Rafik Dammak, NCSG Chair

Patrik Fältström, SSAC Chair

Byron Holland, ccNSO Council Chair

David Olive, Rob Hoggarth,
Benedetta Rossi

2

**INFORMATION
ACCESS**



Alan Greenberg, ALAC Chair

Michele Neylon, RrSG Chair

Kristina Rosette, IPC Past President

Chris Gift, Ashwin Rangan,
Theresa Swinehart

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STAKEHOLDER ENGAGEMENT



Bill Drake, NCSG Chair

Tony Holmes, ISPCPC Chair

Rudi Vansnick, NPOC Chair

Sally Costerton, Christopher Mondini

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Examples

BARRIERS	POTENTIAL SOLUTIONS
<p>Determining people's specific skills and where they fit/can fit within ICANN.</p>	<p>Identify existing issue leaders as point people to answer newcomer questions.</p>
<p>Newcomers complain that discussions within ICANN are repetitive, hard to understand, and seemingly not focused on important or impactful topics.</p>	<p>Better information architecture and resources would help, but will not solve the problem without some accompanying sherpa support.</p>

Community Wiki Workspace

The screenshot shows the ICANN Community Wiki Workspace interface. At the top, there is a breadcrumb trail: Dashboard > GSE > North America Workspace > Pages > North America Workspace Home. A search bar is located in the top right corner. Below the breadcrumb trail is a navigation menu with buttons for Dashboard, Board Res, Accountability, Projects, GSE (selected), SOAC/E, At-Large, Cross Comm, GNSO, ccNSO, AoC, and Open C. The main content area is titled "North America Workspace" and includes a "Create" button, "Watch", "Share", and "Tools" options. The page content is titled "Volunteer Engagement Project" and includes a "Created by Chris Mondini, last modified on Feb 06, 2015" notice. The main heading is "1. ICANN: Improving Contributor Capabilities". The text describes a meeting at ICANN51 in Los Angeles where leaders from ICANN constituent bodies (SOACSGC) met with the ICANN Global Leadership team and posed a question: "How can we find ways to improve ICANN's ability to identify and attract new and productive community participation while retaining existing participants who dedicate their time and efforts to ICANN's work?". The text concludes that they proposed a project team consisting of Tony Holmes, Bill Drake, Rudi Vansnisk, Sally Costerton and Chris Mondini to address this question. On the left side, there is a sidebar with "GSE Spaces" and "Community Workspaces" sections. The "GSE Spaces" section includes "About GSE-Home" and "Staff:" with links to "Regional Strategic Plans", "CROPP-FY15", and "GSE Communications". The "Community Workspaces" section includes links to "Africa", "Asia", "Australia/Pacific Islands (Oceania)", "Europe", and "Latin America & Caribbean".

Dashboard > GSE > North America Workspace > Pages > North America Workspace Home

Search

Dashboard Board Res Accountability Projects GSE SOAC/E At-Large Cross Comm GNSO ccNSO AoC Open C

North America Workspace Create Watch Share Tools

Expand all Collapse all

- North America Workspace Home
 - Volunteer Engagement Project

Volunteer Engagement Project

Created by Chris Mondini, last modified on Feb 06, 2015 Translate

1. ICANN: Improving Contributor Capabilities

At ICANN51 in Los Angeles, A number of leaders from ICANN constituent bodies (SOACSGC) met with the ICANN Global Leadership team and posed this question:

"How can we find ways to improve ICANN's ability to identify and attract new and productive community participation while retaining existing participants who dedicate their time and efforts to ICANN's work?"

Together they proposed a project team, consisting of Tony Holmes, Bill Drake, Rudi Vansnisk, Sally Costerton and Chris Mondini to address this question.

GSE Spaces

[About GSE-Home](#)

Staff:

- > [Regional Strategic Plans](#)
- > [CROPP-FY15](#)
- > [GSE Communications](#)

Community Workspaces:

- > [Africa](#)
- > [Asia](#)
- > [Australia/Pacific Islands \(Oceania\)](#)
- > [Europe](#)
- > [Latin America & Caribbean](#)

<https://community.icann.org/x/qTTxAg>

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