ICANN|57
HYDERABAD

Strategic Goal 5.2 and Measuring Progress

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Agenda

1 — The Strategic Plan and Goal 5.2

2 — What can KPIs Deliver?

3 — Where we Started - Version 1.0

4 — A New Approach – Version 2.0:
- Ethics
- Transparency
- Accountability

5 — Dashboard Version 3.0

6 — Let's Discuss …

Development of Strategic Plan 2016-2020

STRATEGIC PLAN DEVELOPMENT

APR–SEP
Brainstorming, community strategic planning discussion

OCT 28–JAN 31
First Draft of Strategic Plan posted for public comment, community input

NOV 17–21
Community discussion of First Draft of Strategic Plan in Buenos Aires

FEB–MAR
Final Draft of Strategic Plan posted for public comment, community input

APR
Consider public comments, finalize Strategic Plan & submit for Board action

MAR 23–27
Community discussion of Final Draft of Strategic Plan in Singapore

APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL

2013 — 2014

Planning Process

VISION/MISSION STATEMENT

STRATEGIC PLAN

VALIDATE

ACHIEVEMENT & PROGRESS REPORTING e.g. Quarterly Stakeholder Call

5yr FIVE-YEAR OPERATING PLAN

STAKEHOLDER CONSULTATION & INPUT

1yr ANNUAL OPERATING PLAN & BUDGET

- ✓ October 2014 – Board adopted 5-Year Strategic Plan (FY16-20)
- ✓ Strategic plan linked to Operating Plan and Budget
- ✓ Strategic planning for FY21-25 to start in FY19 – based on Planning calendar in 5-Year Operating Plan
- ✓ Achievement and progress reporting
  - ❑ Quarterly Stakeholder Calls
  - ❑ Annual Operating Plan Updates

ICANN

Introduction to Goal 5.2

ICANN KPI Dashboard

As of September 2016

In line with ICANN's values of accountability, transparency and operational excellence, this Key Performance Indicator (KPI) Dashboard will be a living management tool to track progress on ICANN's five strategic objectives and the related 16 goals.

Accordingly, the KPI Dashboard follows the same structure as the Strategic Plan, Five-Year Operating Plan, and Annual Operating Plan and Budget.

The KPI Dashboard will add value to the organization by:
- Providing clarity on how the strategies will be achieved
- Focusing on what is essential and requires attention
- Enabling improvements via monitoring progress towards targets

The shepherd is the executive who is primarily responsible and accountable for the performance relevant to that work at ICANN. Virtually every objective and goal in ICANN's Strategic Plan and in the Project Portfolio Management is cross-functional and involves multiple departments within the organization.

If you would like additional information on the KPIs and other metric details, please see Achievement & Progress Reporting.

We appreciate the constructive feedback from the community in advancing the dashboard to Version 2. Improvements will continue, and your feedback are always welcomed.

How to Use: Click on one of ICANN's five Strategic Objectives below to drill down to the Goal level of a particular Objective to view the up-to-date KPI Dashboards.

Objectives & Overall Status

Objective	Status
▸ 1 Evolve and further globalize ICANN	89
▸ 2 Support a healthy, stable and resilient unique identifier ecosystem	83
▸ 3 Advance organizational, technological and operational excellence	91
▸ 4 Promote ICANN's role and multistakeholder approach	87
▾ 5 Develop and implement a global public interest framework bounded by ICANN's mission	77
▸ 5.1 Act as a Steward of the Public Interest	50
▸ 5.2 Promote ethics, transparency and accountability across the ICANN community	88
▸ 5.3 Empower current and new stakeholders to fully participate in ICANN activities	93

Building Blocks for Goal 5.2

ACCOUNTABILITY

TRANSPARENCY
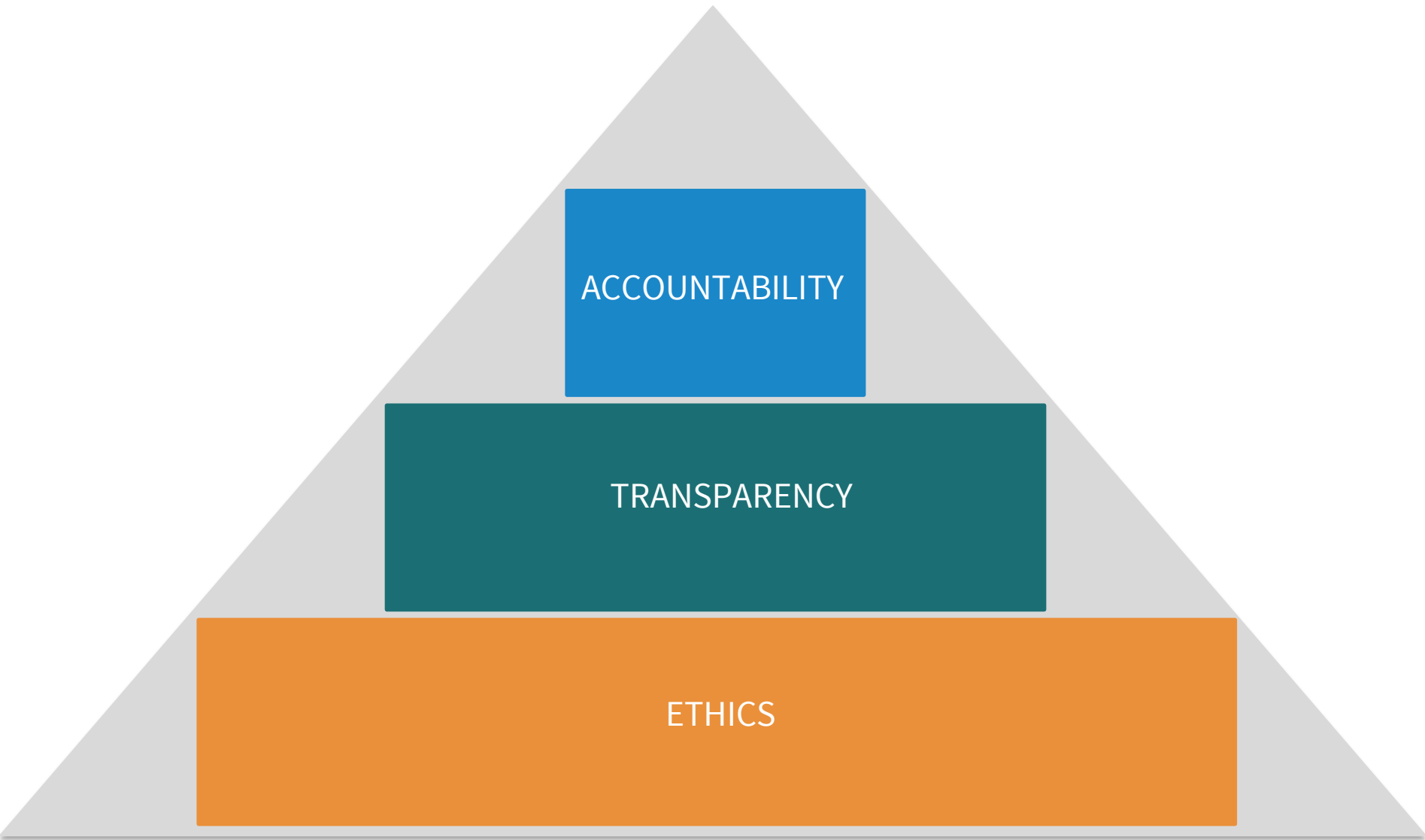
ETHICS

What Can KPI's Deliver?

1   **TRUST**

2   **EFFICIENCY & EFFECTIVENESS**

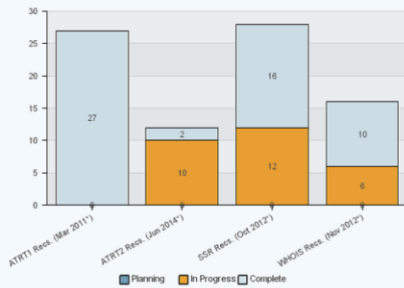**3**   **LEGITIMACY**

Where we Started – Version 1.0

Question: How many people here have consulted 5.2 KPI's in the last 12 months?

A New Approach: Version 2.0

1) KPI's should reach across ICANN departments to measure the Ethics, Transparency and Accountability of the organization as a whole

2) KPI's should support Strategic Objectives and Continuous Improvement & clearly illustrate progress

3) KPI's should represent the Multistakeholder Model

Community

Board

Staff
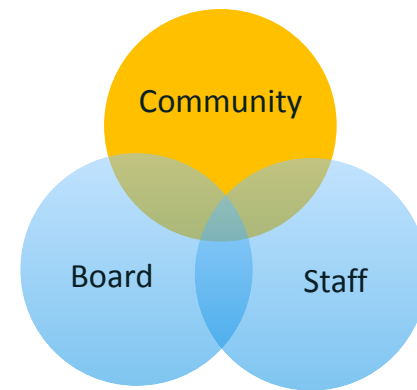
A New Approach: Promoting Ethics

Promote Ethics

	Components used to promote ethics	Measure	Target	Weight	Score
1	Mandatory Training	% of training complete	100% participation	50%	100
2	Conflicts of Interest	Completion of annual disclosure statement	100% participation	50%	100
	Totals			100%	200
	Total Weighted Score - Ethics				**100%**

A New Approach: Promoting Transparency

Promote Transparency

|	Components used to promote transparency	Measure	Target	Weight	Score
1	Requests under Document Information Disclosure Policy (D % of requests responded to within 30 days		100%	17%	100
2	ICANN Publication Practices	Comprehensive documentation of Publication Practices posted	100%	17%	100
3	Materials supporting Board decisions - agendas, resolutions, reports	% of materials published within ICANN standard	100%	17%	100
4	Audited financial statements	Annual publication; unmodified opinion	100%	17%	100
5	Operating Plan and Budget	Timely publication; level of engagement measured by # of public comments	TBD	17%	100
6	Documents and sessions translated	# of documents and sessions translated into UN languages and PT; other languages as required by working groups	100%	TBD	TBD
7	Quarterly Stakeholder Calls	Stakeholder calls are held on a quarterly basis; recordings and transcripts are posted on icann.org	100%	17%	100
	Totals			100%	600
	Total Weighted Score - Transparency				**100%**

A New Approach: Promoting Accountability

Promote Accountability

Components used to promote accountability		Measure	Target	Weight	Score
1 Independent Review Process		Materials posted on icann.org	100%	33%	100
2 Anonymous employee hotline	Policy	Reviewed by independent expert	Done	8.3%	100
	Employee Awareness	Annual acknowledgement	100%	8.3%	100
		Posting in all ICANN locations	100%	8.3%	100
	Reporting	Annual report of cases	Annual publication	8.3%	100
3 Timely posting of reconsideration request		Materials posted on icann.org	100%	33%	100
Totals				100%	600
Total Weighted Score - Accountability					**100%**

Dashboard Version 3.0 Examples

Timely Submission of Conflict of Interest
Disclosure Statements by ICANN Organization
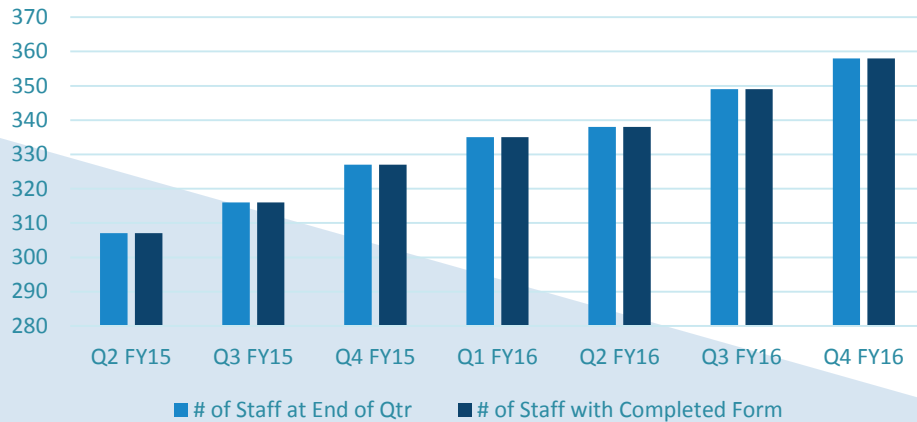
Number of Days Annual Audited Financial
Report Posted Before 120 Deadline
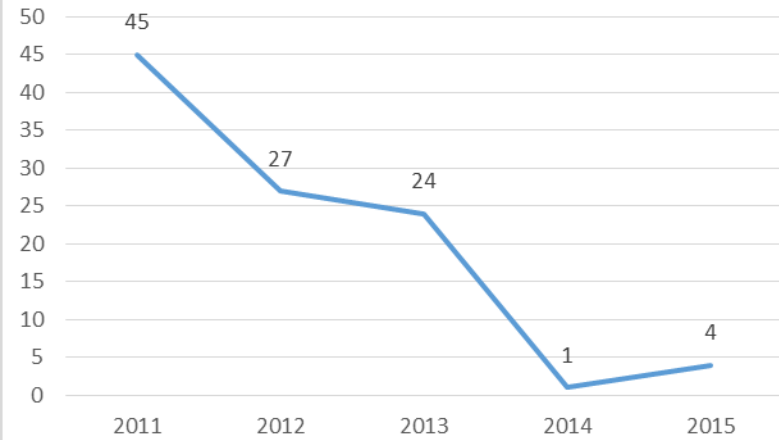
Let's Discuss …

Let's Discuss …

- Does this approach make sense?

- As we expand our data collection capabilities, what other information would be useful?

- We plan to add a narrative component to provide context. Would that be valuable?

- How do you see outcomes of current WS2 Accountability work connecting with Goal 5.2?

Thank You!