A CONVERSATION ABOUT EVOLVING THE EFFECTIVENESS OF OUR MULTISTAKEHOLDER MODEL

ICANN 64

KOBE, JAPAN

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GOALS

1) Agreement on the list of issues that need to be addressed

2) Creation of a Work Plan to go into the Operational Plan

A CONVERSATION THE ICANN COMMUNITY

How will we engage and communicate with each other?

Courage

Candor

Care

ISSUES IDENTIFIED AT ICANN 63 IN BARCELONA

- Timing of decision-making processes
- Complexity – external and internal
- Culture
- Prioritization of work
- Demographics
- Recruitment
- Representativeness
- Inclusivity
- Consensus
- Precision in scoping work

- Accountability
- Transparency
- Costs
- Trust
- Roles and Responsibilities (Community, Org and Board)
- Efficient Use of Resources
- Volunteer burnout
- Silos

ISSUE:
TIMING OF DECISION-MAKING; PROCESSES TOO LONG

- Lose volunteers over time
- Lose continuity
- Lose expertise
- So many calls
- Participants won't budge
- Zero incentive or willingness to look for solution
- Lack of progress considered a win
- Overall slowdown in the work

ISSUE: COMPLEXITY

- External: Governments involvement in developing legislation that impact ICANN (e.g. GDPR); new geopolitical issues

- Internal: Complexity of our teams, now we need the equivalent of a congressional research service or parliamentary service. We have staff but staff is overloaded

ISSUE: CULTURE

- Should be passing on a positive community culture to the next generation

- Not working together

- Lack of progress considered a win

- Ride out the clock to maintain the status quo

- Prepared to blow up the PDP

ISSUE: PRIORITIZATION

- With limited set of resources and a limited set of time, that we should prioritize the work

ISSUE: DEMOGRAPHICS

- Have a lot of new talent but to doing a good job of developing people to move into other roles

ISSUE: RECRUITMENT

- Not bringing enough people in

ISSUE: REPRESENTATIVENESS

- Representation in work groups:

- Individual representation (desire to let everybody have a voice)
- v. representing a group

ISSUE: INCLUSIVITY

- Participation model emphasizes inclusiveness.

- Bringing everybody into the fold on every single thing doesn't work;

- Chairs feel they have to be inclusive, they can't discriminate, they have to treat every intervention as valuable as the other.

ISSUE: CONSENSUS

- Difficulty coming to consensus

ISSUE: PRECISION IN SCOPING WORK

- If unclear or too "wide open", causes problems for working groups to actually focus and get their work done in a timely manner

ISSUE: ACCOUNTABILITY

- In working group we thought it would be a good idea when people spoke up and we got comments back to know what group comments were coming from; for responses and to create more accountability; created a role of a liaison to these groups and people immediately fought back

ISSUE: TRANSPARENCY

- Need more transparency around the costs policy-making and work of the Community and ICANN Org

•ISSUE: TRUST

- Within the Community we don't have that level of trust that we can kind of reach across the aisles;

- We are trying to over engineer everything

- Lack of common objective to try to move forward for a greater purpose

ISSUE: ROLES AND RESPONSIBILITIES

- Understanding separate responsibilities and how we can find a way forward with that.

ISSUE: EFFICIENT USE OF RESOURCES

- We are in a perpetual self-improvement mode

- All these other work streams that we commit AC members to dilute our resources to get our own work done

ISSUE: VOLUNTEER BURNOUT

- We've got a lot of new talent that we can build on but we still see the same people that are involved in each group that comes along

- Not doing a very good job developing people to moving into those other roles

ISSUE: SILOS

- So deep in silos, in the trenches of our work that we're not going to be able to come out and look at the big picture

FRAMING THE WORK

- Processes

- Culture

- Working Methods

FRAMING TO THE WORK: GATING FACTORS

- Not duplicative of other work (WS2; PDP 3.0; ATRT3)

- Has Community support

- Issues that could have the biggest impact on effectiveness, at the lowest cost

- Not structural

- Not unique to one group

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NEXT STEPS

- Consistent communication re: next steps and progress along the way

- Follow up webinars to finalize the Issues List

- Prepare Work Plan outline for follow up session in ICANN 66