

## Registries Stakeholder Group Statement

Issue: **Recommendations to Improve ICANN Staff Accountability**

Date statement submitted: **12 January 2018**

Reference URL: <https://www.icann.org/public-comments/accountability-recs-2017-11-13-en>

### Background

The CCWG-Accountability Work Stream 2, sub-group on Staff Accountability developed a set of draft recommendations to Improve ICANN staff accountability. The focus of the group was staff accountability and performance at the service delivery, departmental, or organizational level, and not at the individual or personal level. The analysis revealed an extensive accountability system both within ICANN org. as well as in the mechanism of review and redress afforded the Community, and the group found that many issues and concerns would benefit from making existing mechanisms more transparent. The proposed recommendations are designed to work with the existing systems and processes.

### Registries Stakeholder Group (RySG) comment:

The Registries Stakeholder Group (RySG) welcomes the opportunity to comment on the proposed Recommendations to Improve ICANN Staff Accountability. The RySG wants to express its appreciation for the work and commitment of the members of the CCWG Accountability Work Stream Two on this issue.

The RySG wishes to make the following comments on the proposed recommendations.

With respect to **Recommendation #2**: ICANN organization should include language in the performance management guidelines for managers that recommends people managers of community-facing staff seek input from the appropriate community members during the organization's twice-annual performance reviews. The RySG believes that seeking such input twice yearly would not be achievable in practice, but seeking input on an annual basis would be appropriate.

The RySG is mindful that there are potential risks to ICANN staff associated with seeking input from community members about their performance. To that end, the input sought should specifically relate to performance against previously agreed goals and should only be sought from community members that have a direct relationship with the staff member in the performance of their duties. It may be appropriate to restrict this recommendation to apply to certain staff positions, for example Vice Presidents of the Policy Department or the GDD.

With respect to **Recommendation #3** (that ICANN investigate use of an ad-hoc four-member panel composed of the Ombudsman, the Complaints Officer, a representative chosen by the Empowered Community and a Board member to informally help with complex issues): the RySG appreciates that this is a recommendation to investigate at this point, and we note that much more work would be required to make this a proposal for formal consideration.

The RySG welcomes **recommendation #4** and expects that such service level guidelines and definitions will contribute to creating clear expectations and as such will be helpful for contracted parties as well as for individual staff members.

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