OSC Communications & Coordination Work Team Recommendations

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ICANN Board Recommendations

- **More frequent contact and communication between the GNSO Council, Constituencies/ SGs, Board members, and SO/AC Chairs. Specifically, improve:**
    - **The GNSO website;**
    - **Document management;**
    - **Ability to solicit meaningful community feedback; and**
    - **GNSO coordination with other structures.**

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Technology Recommendations to Improve:

1. **The GNSO website**
   - Content management and sharing;
   - Usability; and
   - Multi-language support.

2. **Document Management**
   - Conduct product search, reviews and internal tests; develop detailed set of business requirements.

3. **Collaboration Tools**
   - Six separate recommendations on calendars, wikis, and online discussions and meetings.

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Communication & Coordination Recommendations

1. **Soliciting community feedback**
   - Increase feedback opportunities;
   - Link GNSO and ICANN websites;
   - Summarize documents;
   - Develop an easier document search system; and
   - Ensure consistent localization policies.

2. **Board-GNSO communications**
   - Articulate and update near-term objectives;
   - Prepare and post Board and GNSO minutes;
   - Develop Board-GNSO consultation process; and
   - Conduct periodic calls with Board members.

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Communication & Coordination Recommendations

3. **Cross SO/AC communication**

   - Hold conference calls and meetings to coordinate activities;

   - Develop formal process for seeking input; and

   - Maximize use of existing input processes.

4. **Time demands and prioritization**

   - Begin a process to prioritize GNSO business.

5. **Other recommendations**

   - Simplify complex terminology;

   - Make outcomes and objective clearer; and

   - Provide reminders on standards of behavior.

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Thank You – Questions?

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