OSC Communications & Coordination
Work Team Recommendations

Julie Hedlund
Policy Director

21 April 2010
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.
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.
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.
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.
Thank You – Questions?