

Tool Kit Services Recommendations for GNSO Constituencies and Stakeholder Groups

Submission of the Operations Steering Committee to the GNSO Council

5 November 2009 (Revised 4 December 2009)¹

The Operations Steering Committee wishes to thank the Constituency and Stakeholder Group Operations Work Team members (listed below in Attachment A) for their efforts in developing these recommendations.

References

1. REPORT OF THE BOARD GOVERNANCE COMMITTEE GNSO REVIEW WORKING GROUP ON GNSO IMPROVEMENTS, 3 February 2008 (BGC GNSO Improvements Report) located at <http://www.icann.org/en/topics/gnso-improvements/gnso-improvements-report-03feb08.pdf>
2. GNSO Improvements wiki (https://st.icann.org/gnso_transition/index.cgi?gnso_improvements)
3. [*GNSO Survey Final Report, 28 January 2009*](#)

Introduction

The purpose of this document is to provide implementation recommendations in response to the following action item contained in the BGC GNSO Improvements Report: “The Board tasks Staff with developing, within six months, in consultation with the Council, a “tool kit” of basic services that would be made available to all constituencies.” (See reference 1 above, bottom of page 46).

At the time the report was drafted, constituencies were deemed to be the main organizational units of the GNSO. Since that time another organizational unit has been introduced: Stakeholder Groups (SGs). Therefore the recommendations that follow are intended to apply more broadly than just to constituencies so that they can potentially meet the needs of both key GNSO organizational units as appropriate.

Background

Creation of Work Team:

¹ The only revision made on 4 December was the addition of the section at the end of the document titled Working Team Level of Support for Recommendations. The OSC had specifically requested that the minority opinions be referenced in the final document but that was inadvertently omitted in the 5 November version. The added section accomplishes that request.

On 26 June 2008, the ICANN Board endorsed the BGC GNSO Improvements Report. To fulfill its consultative obligations set forth in that report. In response to that report, the GNSO Council formed two steering committees that were tasked with overseeing and coordinating the implementation of the GNSO improvement recommendations. (See reference 2 above.) The Operations Steering Committee (OSC) formed three implementation work teams (WTs), one of which is the GNSO Constituency and Stakeholder Group Operations WT (CSG WT).

As one of its several areas of focus, the CSG WT was tasked with developing recommendations for possible services that could possibly be offered to GNSO organizational units.²

Identification of Basic Service Options

First, the CSG WT reviewed the results of a survey performed by ICANN Staff at the end of 2008 in which respondents were asked to indicate the relative importance of providing 12 individual services to all officially recognized ICANN constituencies. As shown in the table below (ranked high to low by percentage), of the 12 Staff services presented, 1-11 were scored either "4-Moderate" or "5-High" importance by a majority of the respondents. (See pages 7-8 of reference 3 above.)

Rank	Total Number of Respondents to This Question: 29	Votes	Pct.
1	Assembling background and reference materials for Working Groups	26	90%
2	Support for organizing face-to-face meetings (e.g. date/time, location, equipment, telephone bridge and, in certain venues, arranging accommodations)	25	86%
3	Support for organizing teleconferences (schedule, announce, monitor)	25	86%
4	Support for the Policy Development Process (PDP) by drafting materials, under constituency direction and for constituency consideration (e.g. statements), tracking deadlines, summarizing policy debates	24	83%
5	Preparing minutes of formal constituency meetings and teleconferences	18	62%
5	Assisting volunteer leaders by identifying/scheduling liaison contacts within ICANN	18	62%
5	Constituency web site hosting and content maintenance (i.e. keeping site up to date with relevant documents and information)	18	62%
8	Provide grants/funding for constituencies to provide their own support	17	61%
9	Organizational record keeping (e.g. statements of interest, archives)	16	55%
9	Maintaining up-to-date member contact info, mailing/discussion lists	16	55%
9	MP3 recordings of meetings	16	55%
12	Assisting in conducting elections for constituency officers	11	38%

On 3 June 2009 the CSG WT sent a request for additional input to GNSO community members. In particular, the CSG WT asked for answers to the following questions:

² At the time the BGC Report was drafted, Constituencies were deemed to be the main organizational units of the GNSO. Since that time the ICANN Board has approved four new GNSO Stakeholder Group Charters. Two of those charters effectively replaced constituency structures for the Registry and Registrar communities with their SG equivalents (see - <http://www.icann.org/en/minutes/prelim-report-30jul09.htm>). Therefore the recommendations that follow are intended to apply more broadly than just to constituencies so that they can potentially meet the needs of both key GNSO organizational structures.

1. Are there any tool kit services that you would add to those listed in the table?
2. How would you rank any additional tool kit services relative to those listed in the table?

No additional services or changes to priorities were suggested so the CSG WT decided to focus on the services in the above table that relate to GNSO organizational support, i.e., those services that may be of value to constituencies and SGs.

CSG WT Recommendations

The CSG WT recommends the following:

1. As soon as funds are available and any prerequisite actions can be taken, a tool kit of the optional services as listed below be offered to constituencies and SGs:
 - a. Assembling background and reference materials for Working Groups
 - b. Support for organizing face-to-face meetings (e.g. date/time, location, equipment, telephone bridge and, in certain venues, arranging accommodations)
 - c. Support for organizing teleconferences (schedule, announce, monitor)
 - d. Preparing minutes of formal meetings and teleconferences
 - e. Assisting volunteer leaders by identifying/scheduling liaison contacts within ICANN
 - f. Web site hosting and content maintenance (i.e., keeping site up to date with relevant documents and information)
 - g. Organizational record keeping (e.g., statements of interest, archives)
 - h. Maintaining up-to-date member contact info, mailing/discussion lists
 - i. Producing MP3 recordings of meetings
 - j. Assisting in conducting elections for officers
2. Any services offered should be offered either by ICANN staff or via grants or funding to constituencies and SGs to allow them to provide their own services.
3. To the extent that the entire package of the above listed services cannot be implemented in a timely manner, they should be prioritized in the order listed; if lower prioritized services can readily be implemented before higher prioritized services without causing delays for any higher prioritized services, that should happen.
4. SGs and constituencies with ICANN Board approved charters are the primary organizations eligible for any or all services in the tool kit.
5. Eligible organizations may opt to receive any, all or none of the services as they see fit provided that they provide sufficient notice as to be defined by ICANN Staff.
6. Prior to the availability of any tool kit services, ICANN Staff should develop and inform GNSO organizations of the following:
 - a. What services are available
 - b. General specifications of each service
 - c. Any requirements for using the service (initial and ongoing)
 - d. Procedures for requesting each service

- e. Procedures for cancelling or modifying a service
- f. Process for evaluating services
- g. Process for adding or deleting services.

Working Team Level of Support for Recommendations

After reaching consensus on the Toolkit of Services recommendations, the GNSO Operations Stakeholder Group and Constituency Operations Work Team members discussed at length whether those recommendations should be sent to the Operations Steering Committee (OSC) ahead of the other recommendations that were not yet complete. In accordance with the [Work Team Charter](#), the Work Team members reached rough consensus on this issue.³ The following Work Team members supported the decision to submit the Toolkit of Services recommendations to the OSC ahead of other WT recommendations that are not yet finished:

- Olga Cavalli - Nominating Committee Appointee
- Claudio DiGangi - Intellectual Property Interests Constituency
- Chuck Gomes - gTLD Registries Constituency
- Tony Harris - Internet Service and Connectivity Providers Constituency
- Zahid Jamil - Commercial and Business Users Constituency
- Hector Ariel Manoff - Intellectual Property Interests Constituency
- Krista Papac - Registrar Constituency
- Michael Young - gTLD Registries Constituency.

The following Work Team members disagreed with the decision to send the Toolkit of Services recommendations to the OSC ahead of other pending WT recommendations:

- Rafik Dammak - Non-Commercial Users Constituency
- S. Kshatriya - Individual (India)
- Victoria McEvedy - Intellectual Property Interests Constituency
- Dr. Shahram Soboutipour - Individual (Iran)

³ Section III of the Work Team Charter provides, in part, that:

"Decision Making: The WT shall function on the basis of 'rough consensus' meaning that all points of view will be discussed until the Chair can ascertain that the point of view is understood and has been covered. That consensus viewpoint will be reported to the OSC in the form of a WT Report. Anyone with a minority view will be invited to include a discussion in the WT Report. The minority view should include the names and affiliations of those contributing to that part of the report.

In producing the WT Report, the Chair will be responsible for designating each position as having one of the following designations:

- Unanimous consensus position
- Rough consensus position where no more than 1/3 disagrees and at least 2/3 agree
- Strong support (at least a simple majority), but significant opposition (more than 1/3)
- No majority position"

Three of the four Work Team members who disagreed with the decision to send the Toolkit of Services recommendations to the OSC ahead of other WT recommendations submitted minority reports, which may be found at: <https://gnso.icann.org/drafts/tool-kit-services-report-priority-17oct09-en.pdf>.

**Attachment A: Members of the Constituency and
Stakeholder Group Operations Work Team**

- Olga Cavalli - Nominating Committee Appointee
- Rafik Dammak - Non-Commercial Users Constituency
- Claudio DiGangi - Intellectual Property Interests Constituency
- Chuck Gomes - gTLD Registries Constituency
- Tony Harris - Internet Service and Connectivity Providers Constituency
- Zahid Jamil - Commercial and Business Users Constituency
- S.S. Kshatriya - Individual (India)
- Victoria McEvedy - Intellectual Property Interests Constituency
- Hector Ariel Manoff - Intellectual Property Interests Constituency
- Krista Papac - Registrar Constituency
- Dr. Shahram Soboutipour - Individual (Iran)
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