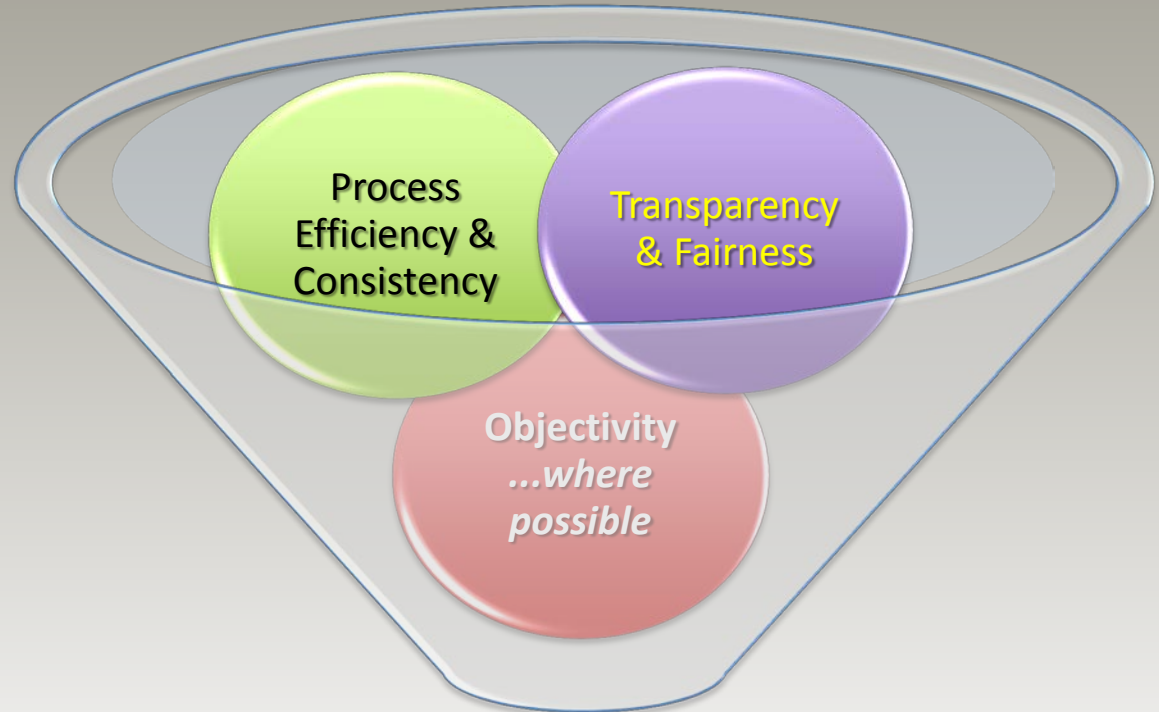


Developing a Framework for SO/AC Reviews

Presenter: Rob Hoggarth



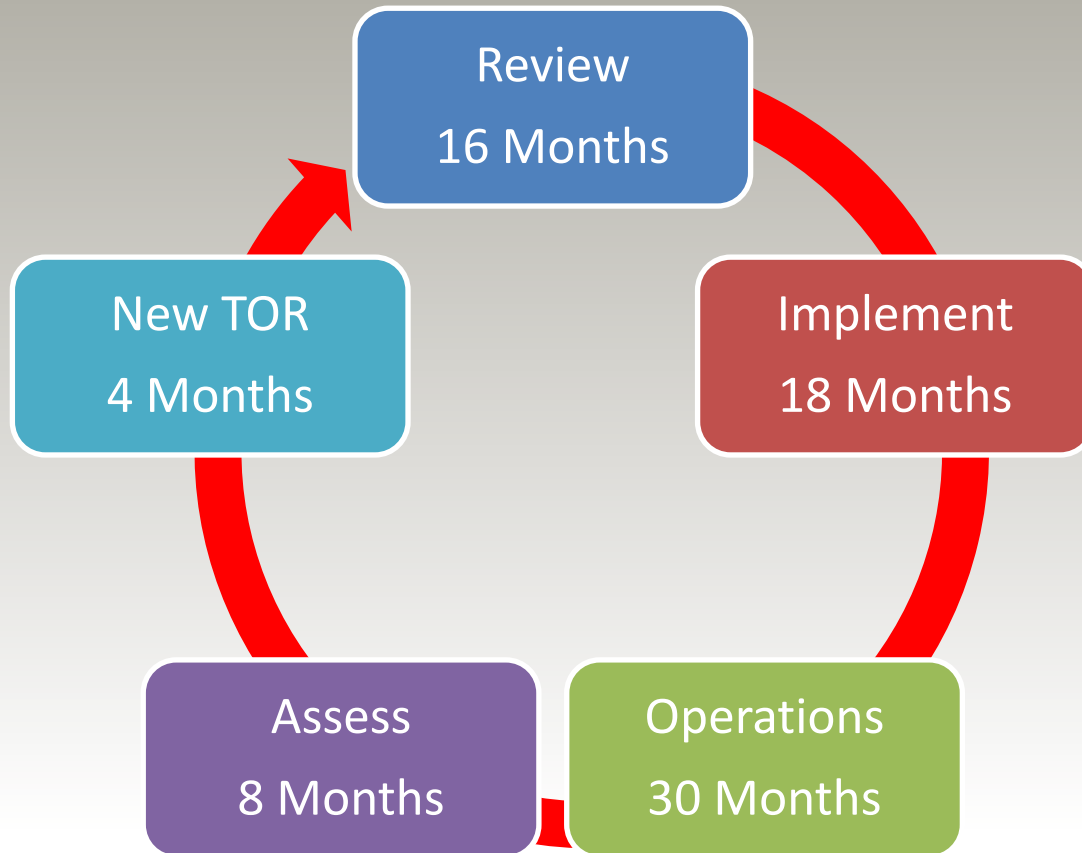
Why A New Framework?



**Organizational
Effectiveness**



Organizational Review Cycle



5 Year
Cycle Start



Review Activities

Time	Activity	Macro	Micro
2 m	Selection	Review Committee	Consultant
8 m	Review	Primarily Interviews	Primarily Audit
2 m	Org Response	Clarification	Clarification
2 m	Public Comment	Remarks	Remarks
2 m	Implementation Plan	Develop	Develop



5 Year
Cycle Start



Organizational Review Process

Five Year Cycle-Complete

MACRO

**Qualitative Review:
Community Team**



MICRO

**Quantitative Review:
External Consultant**

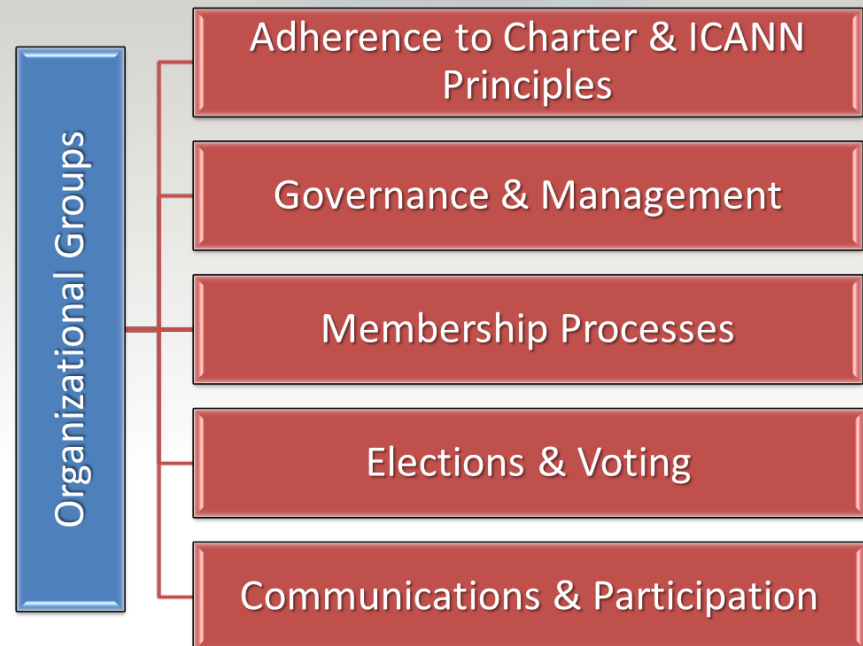


A Two Pronged Approach

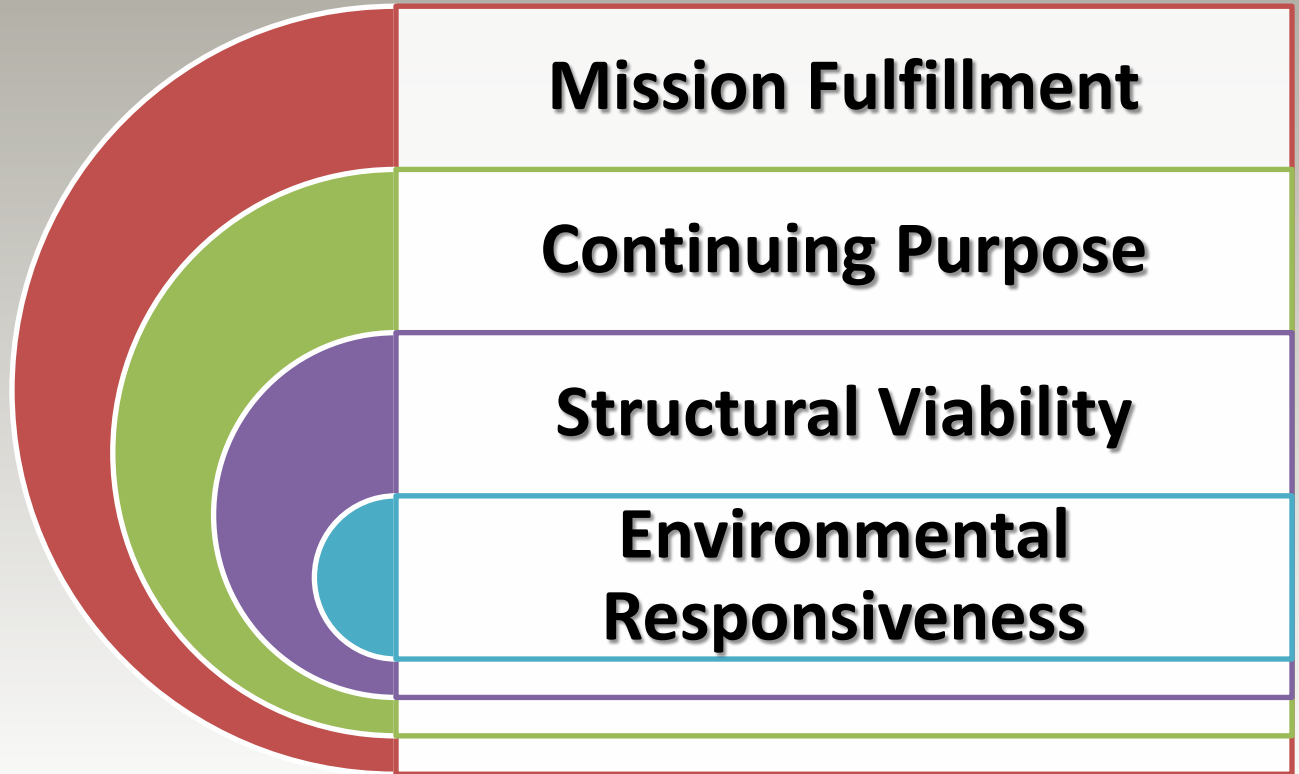
Macro Elements
Qualitative



Micro Elements
Quantitative



Macro Elements: Qualitative



Macro Criteria-GNSO (§1)

Section 1: Purpose (Evaluative Questions)

- Has the SO been effective in achieving its principle mission as defined in its Charter or Bylaws?
- Are there any internal/external factors that have contributed to or inhibited the achievement of SO's mission?
- Have the SO's initiatives remained consonant with its mission and purpose?
- Does the SO have a continuing purpose in the ICANN structure?
- Does the mission/purpose of this SO need to be revised or amended in any way that would enhance its effectiveness within ICANN?
- Has the SO been effective in achieving its key objectives/goals during the review period?



Macro Criteria-GNSO (§2)

Section 2: Structure (Evaluative Questions)

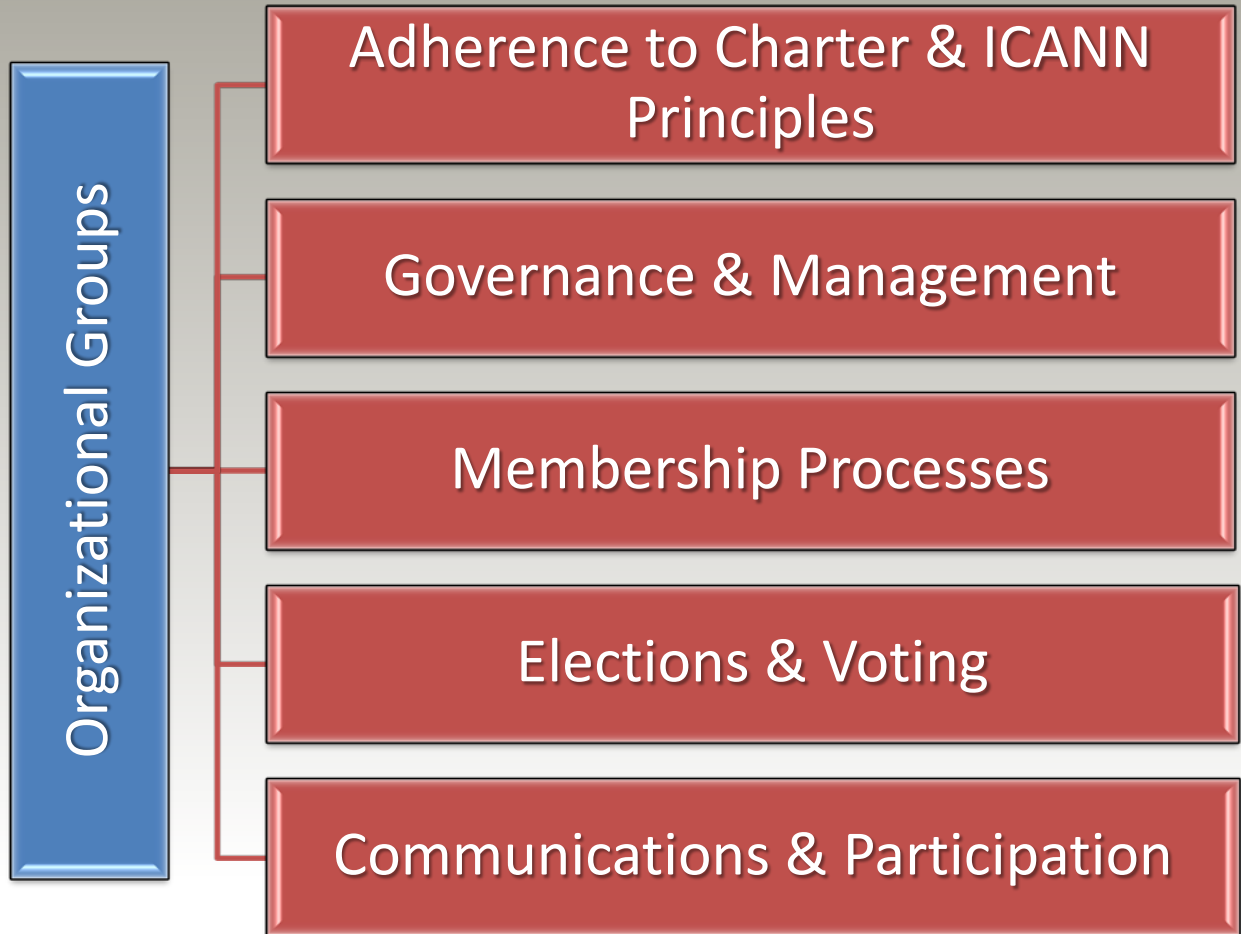
- Is the SO organized in a way that supports and contributes to the achievement of its mission/purpose?
- Are there any recommended structural/design changes or adaptations that would enhance the effectiveness of the SO in achieving its purpose?
- Does the SO have the appropriate quantity and type of resources (human and financial capital) needed to accomplish its mission?
- Are there any structural impediments affecting the SO from achieving its mission/purpose?

Macro Assessment

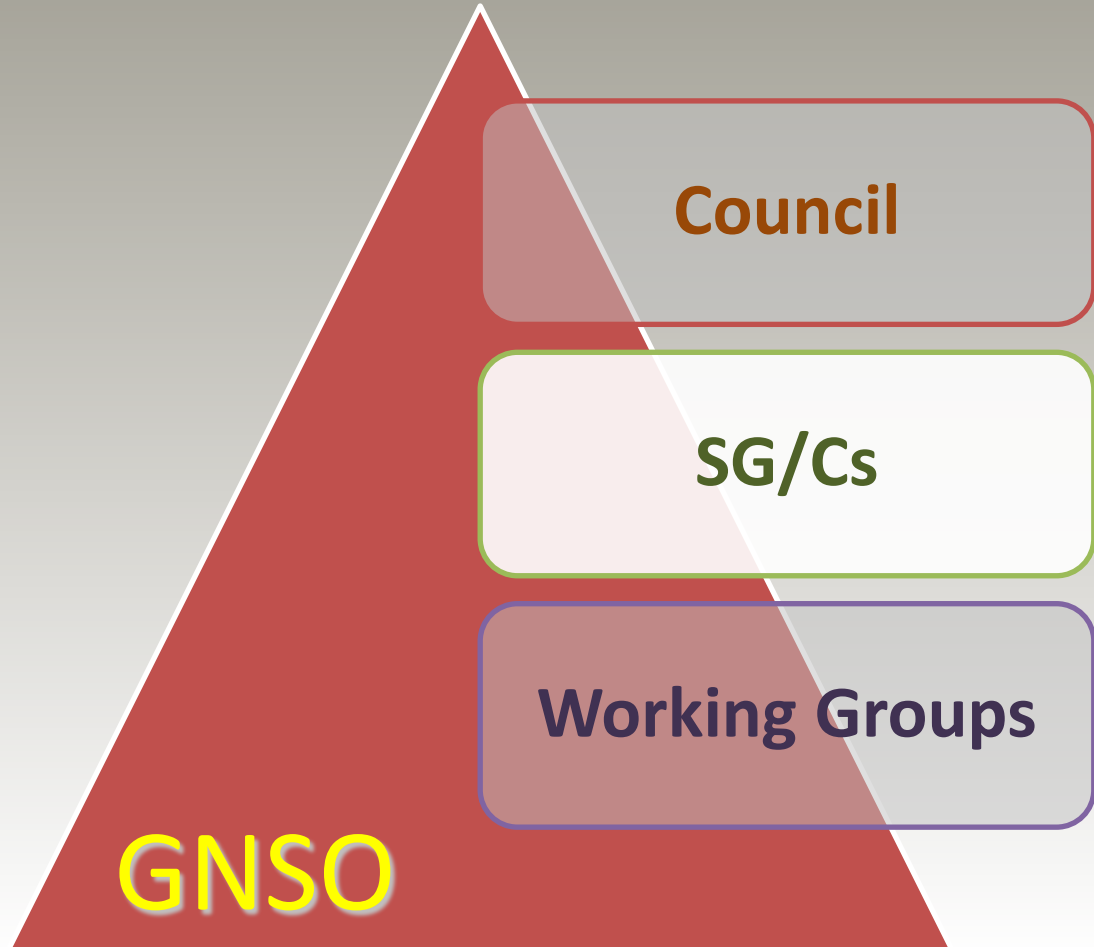
The Community Team should provide a brief summary statement as to the effectiveness of the organization's Purpose/Structure as a result of having explored the evaluative questions. Recommendations should be documented along with supporting rationale.



Micro Elements: Quantitative



Started With GNSO...



Criteria for SG/Cs

Operational Components

- 1.0 Charter
- 2.0 Structure and Organization
- 3.0 Leadership and Management
- 4.0 Membership
- 5.0 Communications
- 6.0 Elections and Voting
- 7.0 Finance, Accounting, and Records
- 8.0 Participation and Engagement

We have prepared an example from this component

Each one separately evaluated according to specific criteria...



Objectivity

Point-Based Rating Scale

<u>Rating:</u>	1	2	3	4	5
<u>Score:</u>	0-20	21-40	41-60	61-80	81-100
<u>Meaning:</u>	Almost Never	Occasionally	Frequently	Often	Almost Always

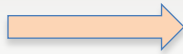
Next: How it could be applied...



Example

From Section 5.0 Communications

No.	Tag	Y/N	Note	Criterion
1	O	N		Does the organization publish a calendar containing events with dates/times?
2	O	Y		Percentage of Open (i.e., not Closed) leadership meetings to Total > 90%
				Based upon a random sample of organization meetings and teleconferences held within the past 12 months:
3	O	N		- Notifications to invitees were sent out at least 7 days in advance > 90% of the time
4	A	Y		- A record of the meetings (e.g., summary, key decisions, action items) was published within 14 days > 90% of the time
5	T	Y		Does the organization have a web or wiki presence?
6	T	N		A record of all meetings (see above definition) is made available on the organization's web or wiki site.
7	O	Y		Does the organization maintain an archived public e-mail distribution list?

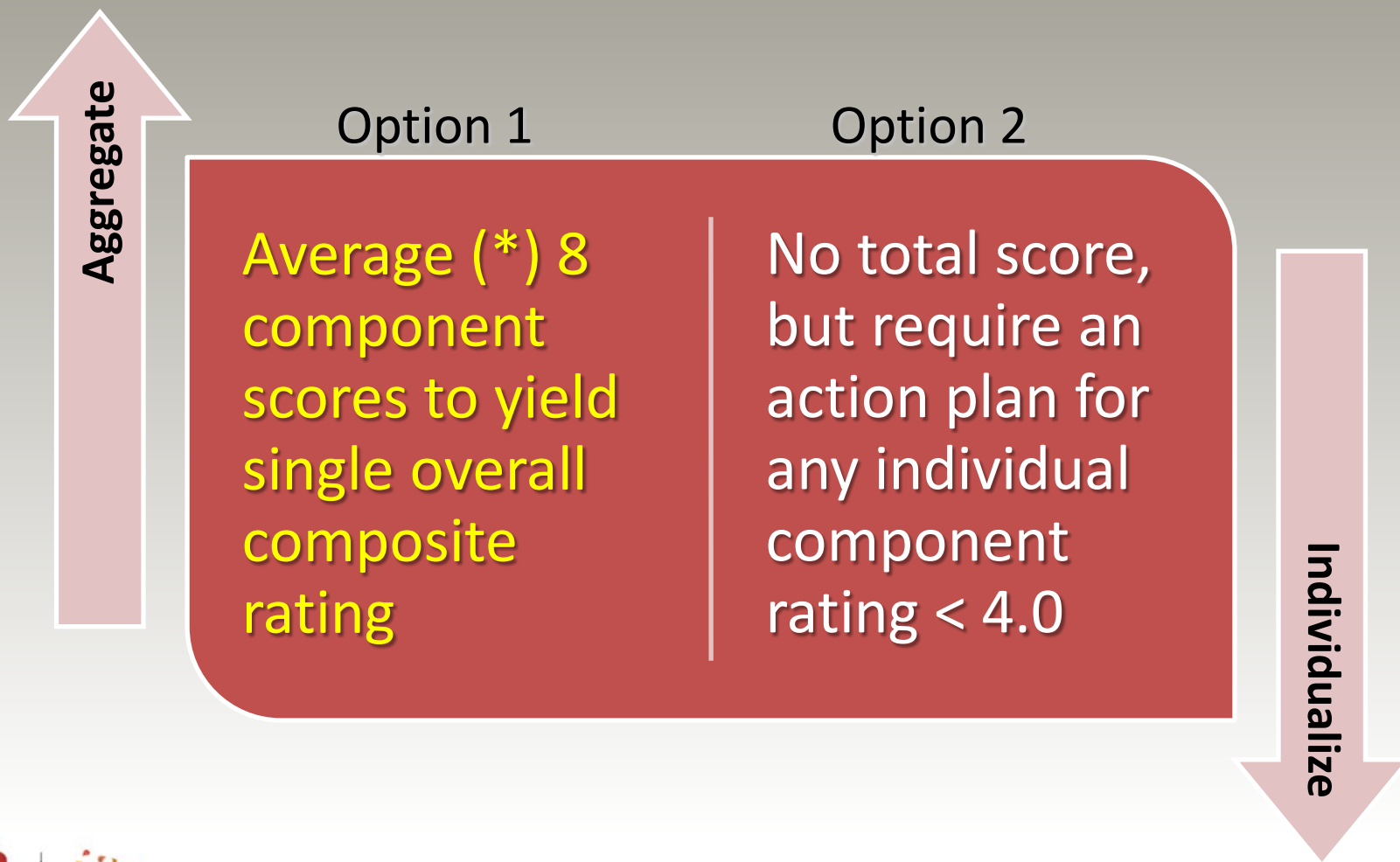


Rating	Tag	Applicable Criteria	Number of Ys	Percent (Score)
3	(*)	7	4	57

ICANN Principles (Tag): F=Fairness; O=Openness; R=Representativeness; T=Transparency; and A=Accountability.



Overall Assessment?



(*) Could also be a weighted average



GNSO Development on Wiki

GNSO Review Plan Framework



Added by [Jesse Samora](#), last edited by [Robert Hoggarth](#) on Apr 13, 2012 ([view change](#)) [Translate](#) [show comment](#)

Rob Hoggarth and Ken Bour (Consultant) are working on a project for Ray Plzak (Chair-Structural Improvements Committee) to put together an organizational review framework, including the specification of objective criteria, that can be used to evaluate the **(a) continuing purpose** and **(b) effectiveness** of the GNSO as an ICANN Supporting Organization.

One possible structure that we are entertaining is outlined below:

GNSO Review Framework

1. [Overall SO Effectiveness](#)
 - Develop a series of broad and largely **qualitative** criteria related to overall purpose, function, and effectiveness of the Supporting Organization examining its mission, structure, inputs, and outputs.
2. Frame a series of largely **quantitative** criteria targeted at evaluating the effectiveness of processes within each of the GNSO's major components:
 - a. [Stakeholder Groups and Constituencies](#) (Draft Completed)
 - b. [GNSO Council](#) (Not Started)
 - c. [Working Groups and Teams](#) (Not Started)

In terms of approach, Ray would like to structure the process such that it might begin with an organizational self-assessment that would be subsequently reviewed at successively higher levels, where applicable, followed by an independent reviewer.

Work-in-Progress at this Wiki link:

<https://community.icann.org/display/GNSO/GNSO+Review+Plan+Framework>

