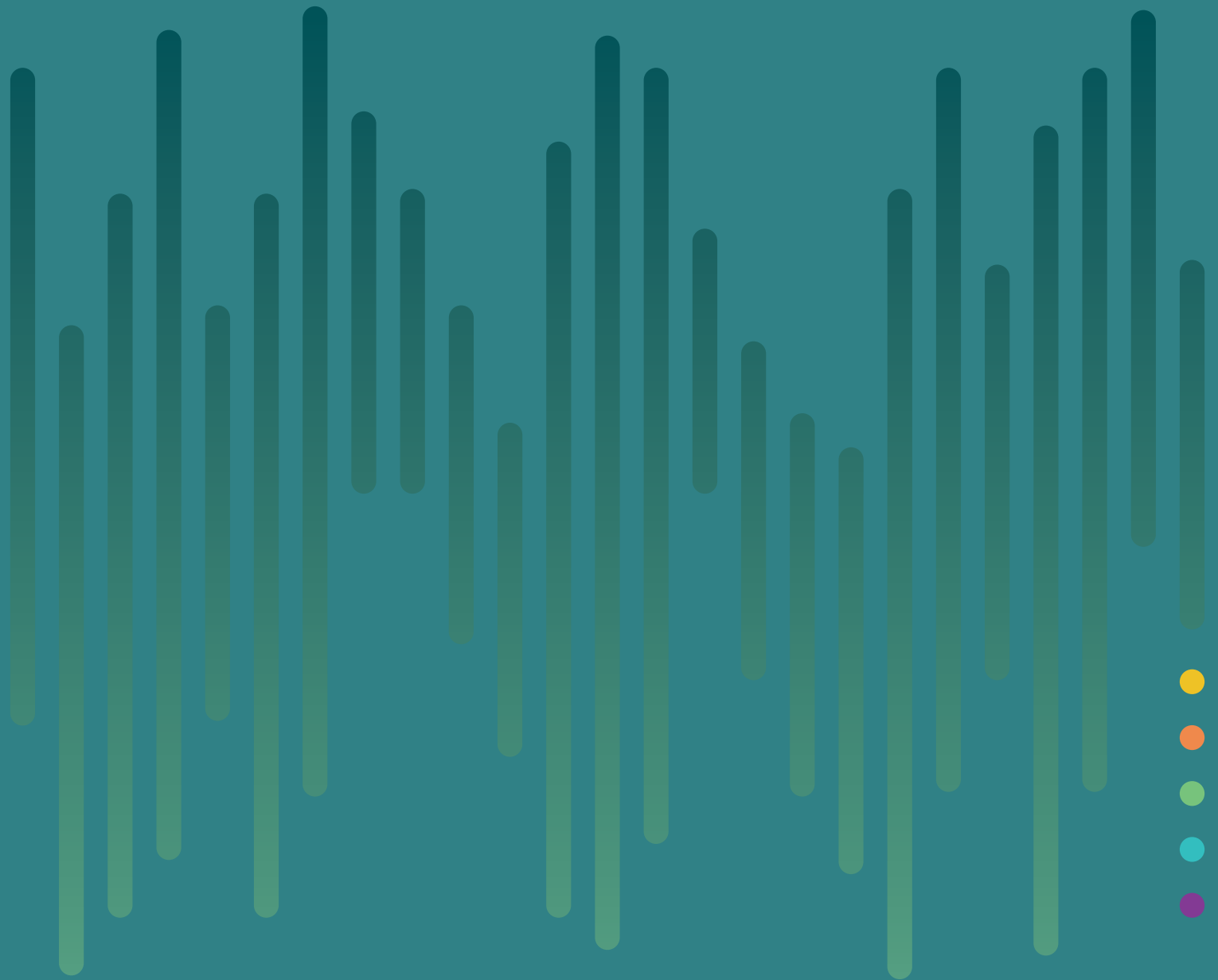




THE TRANSPARENCY REPORT

1 JULY 2018-30 JUNE 2019



ONE WORLD, ONE INTERNET



THE TRANSPARENCY REPORT

Transparency is a fundamental aspect to the success of the multistakeholder decision-making model. Transparency of processes, interests, and access to information is essential for stakeholders to collaborate and achieve consensus effectively in policy-making activities.

Principles of transparency are embedded throughout the ICANN ecosystem and the ICANN Board, community, and ICANN org work continuously to improve transparency and accountability efforts. As part of this focus, the second Accountability and Transparency Review Team (ATRT2) issued **Recommendation 9.4** on the development of transparency metrics and reporting in the Annual Report.

The activities in support of this recommendation are covered below.

TRANSPARENCY METRICS

ICANN org regularly updates its transparency metrics in Section 5.2 of the **Accountability Indicators**. The charts in Section 5.2 describe and track the key areas of transparency work in ICANN's operations. As outlined in Recommendation 9.4, metrics include:

REQUESTS OF THE DOCUMENTARY INFORMATION DISCLOSURE POLICY (DIDP) PROCESS AND THE DISPOSITION OF REQUESTS

The “Document Information Disclosure Policy” chart shows the number of requests received/completed, and the number completed within the required response time.

All DIDP Requests and Responses are listed and updated **online**.

PERCENTAGE OF REDACTED-TO-UNREDACTED BOARD BRIEFING MATERIALS RELEASED TO THE GENERAL PUBLIC

The “Board Decision-Making Materials Published/Redacted” chart outlines the percentage of documents redacted compared to documents published. The reporting includes grounds for redactions and nondisclosure, the percentage of redacted or not disclosed pages, and an evaluation of continuing need for redactions or nondisclosure.

NUMBER AND NATURE OF ISSUES THAT THE BOARD DETERMINED SHOULD BE TREATED CONFIDENTIALLY

In FY19, the ICANN Board approved the redaction of information from resolutions or minutes on 11 occasions.

The grounds for determining that something should be withheld as confidential are set forth in Section 3.5(b) of the ICANN Bylaws.

OTHER ICANN USAGE OF REDACTION AND OTHER METHODS TO NOT DISCLOSE INFORMATION TO THE COMMUNITY AND STATISTICS ON REASONS GIVEN FOR USAGE OF SUCH METHODS

For FY19, there are no additional items to report aside from those covered above. However, in accordance with the Bylaws, a Confidential Disclosure Framework was put into place guiding heightened access to review teams for their work. Nothing has been redacted or disclosed to date through operation of that framework.

EMPLOYEE “ANONYMOUS HOTLINE” AND/OR OTHER WHISTLEBLOWING ACTIVITY, INCLUDING: i) REPORTS SUBMITTED; ii) REPORTS VERIFIED AS CONTAINING ISSUES REQUIRING ACTION; AND iii) REPORTS THAT RESULTED IN CHANGE TO ICANN PRACTICES

Every year, all ICANN org staff members receive a copy of the Anonymous Hotline Policy and Procedures and acknowledge their understanding of how to use this resource.

No reports have been received through the Anonymous Employee Hotline during FY19.

ICANN org is currently updating and modifying the Anonymous Hotline Policy and Procedures to address the remaining recommendations received after an independent review of ICANN’s Policy. The relaunch of the Policy during FY20 will fulfill the implementation of the review’s recommendations and is in line with the recommendations arising out of the Cross-Community Working Group on Enhancing ICANN Accountability’s Work Stream 2.

CONTINUED RELEVANCE AND USEFULNESS OF EXISTING TRANSPARENCY METRICS, INCLUDING CONSIDERATIONS ON WHETHER ACTIVITIES ARE BEING GEARED TOWARD THE METRICS (I.E. “TEACHING TO THE TEST”) WITHOUT CONTRIBUTING TOWARD THE GOAL OF GENUINE TRANSPARENCY

ICANN org continues to evaluate the utility of metrics on an ongoing basis. Since the launch of the Accountability Indicators, metrics integrated include:

- The number of completed Specific Reviews recommendations.
- The number of Board decision-making materials published and redacted, and the number of Board decision-making materials posted by the deadline.
- Data describing the number of days it takes to publish the Annual Audited Financial Statement within the deadline as required by ICANN Bylaws.
- Number of comments received and responded to during the Annual Operating Plan and Budget process.
- Number of “In-Scope” and “Out-of-Scope” Complaints received by the Complaints Office.

RECOMMENDATIONS FOR NEW METRICS

ICANN org is developing new metrics to enhance transparency provided on the work of the Board, ICANN org, and the community.

ICANN org is updating the Annual Operating Plan and Budget chart to focus on the breadth of input from the community by measuring participation in the process against the structure **published online** rather than the sheer volume of comments received.

For a full description and visualization of data for each of these new metrics, explore the **Accountability Indicators**.

DEFAULT STANDARDS OF TRANSPARENCY ACROSS ORG AND COMMUNITY

Recognizing that transparency is a broad and evolving subject, it features as a continued topic of discussion and work amongst the ICANN Board, ICANN org, and the community.

The Cross-Community Working Group on Enhancing ICANN Accountability (CCWG-Accountability) Work Stream 2 (WS2) addressed this topic in a number of areas, including recommending best practices for SO/AC accountability, DIDP modifications, transparency enhancements for Board deliberations, and for reporting on ICANN org's interactions with governments. The recommendations are expected to result in continued improvements to ICANN's transparency practices. The ICANN Board will be considering recommendations from this work in FY20.

The third Accountability and Transparency review (ATRT3) launched in FY19. The review will assess ICANN's execution of its commitment to maintain and improve robust mechanisms for public input, accountability, and transparency so as to ensure that the outcomes of its decision-making reflect the public interest and are accountable to the Internet community.

ICANN org publishes extensive information to inform the community including: open and transparent details on the work of review teams and review working parties; Fact Sheets to share the progress of Specific Reviews (ATRT3, CCT, RDS-WHOIS2, and SSR2); an **Annual Reviews Implementation Report** as part of this Annual Report; archives of review team mailing lists, plenary and leadership call recordings and transcripts, and periodic Executive Team reports to summarize each function's highlights, milestones, and recent activities.

The ICANN Board, community, and the ICANN org create and publish a large volume of information. In FY19, the ICANN org continued to focus on enhancing the transparency of our information by making it easier for stakeholders to find content through its work on the Information Transparency Initiative.

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