



To: Herb Waye, ICANN Ombudsman

CC:

Theresa Swinehart, Senior Vice-President, Multistakeholder Strategy and Strategic Initiatives (MSSI)

Maarten Botterman Board Chair, ICANN

Göran Marby CEO, ICANN

John Jeffrey General Counsel, ICANN

June 10, 2020

Dear Mr Waye,

RE:Request for Disclosure regarding improvements to the ICANN Office of the Ombudsman (IOO)

We are writing under the Documentary Information Disclosure Policy to inquire about information on steps undertaken with regards to the implementation of Workstream 2 Recommendations to ensure a free, fair, and impartial ombudsman.

We thus request the following information:

- A. Documents and exact details of budget in both staff time and resources to support the Implementation of Workstream2 Recommendations earmarked for the ICANN Ombudsman for FY 20 and FY21-25.
- B. The documents and details of any engagement carried out towards amendments to the Ombudsman Framework and the Online Dispute Resolution Standards of Practice since the 2019 Board Resolution.
- C. Whether the Ombudsman has defined timelines for its own handling of complaints and report against these on a quarterly and annual basis.
- D. Whether the IOO has taken any steps towards ensuring that it has gender and, if possible, other forms of diversity within its staff resources in line with the recommendations.
- E. The copy of the IOO officers employment contracts and if any changes have been made to strengthen independence of the office.

- F. Whether the IOO and ICANN have established the Ombudsman Advisory Panel and details about them.
- G. Documents and details of training and how frequent they are carried out to improve the capacity of the IOO.
- H. Documents and details of any actions taken towards the revision of the exception for information requests which are “not reasonable, excessive or overly burdensome, not feasible, abusive or vexatious, or made by a vexatious or querulous individual” so that either the Ombudsman or the Complaints Officer automatically reviews any decision to use this exception.
- I. Documents and details of any actions taken towards boosting the Ombudsman’s mandate regarding transparency to grant the office a stronger promotional role, including integrating the understanding of transparency and the DIDP into ICANN’s broader outreach efforts, by publishing a list of the categories of information ICANN holds.
- J. Any other steps undertaken to the implementation of Workstream 2 Recommendations Implementation to ensure a free, fair, and impartial ombudsman.

We avail ourselves to providing all the support necessary to ensure full implementation of Workstream 2 Recommendations Implementation and do hope that you will be able to respond to our request for information within the stipulated time period of 30 days.

Please feel free to get back to us if further clarification is needed with regards to our letter.

Yours sincerely,

Ephraim Percy Kenyanito
Senior Programme Officer



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