

# At-Large Review Implementation (ARI) Status Report

Date: 17/12/2020

## Executive Summary

Further to our [Final Report](#), 23 June 2020, which outlined to the Organisational Effectiveness Committee (OEC) the extent to which the ALAC's At-Large Review Implementation Working Group (ARIWG) had completed its work as outlined in the ALAC Review Working Group's [At-Large Review Detailed Implementation Plan \(ARI Plan\)](#) of December 2018, the Board requested in a [resolution](#) dated 10 September 2020 an update on the two issues (Issue 2 on Member Engagement and Criteria and Issue 16 on Metrics) that had not yet been fully completed.

Resolved (2020.09.10.10), the Board requests the At-Large Advisory Committee to provide the OEC with a written or oral progress update on the two remaining issues "Member Engagement and Criteria" and "Absence of consistent performance metrics" by 31 December 2020. In the event that implementation is not completed by 31 December 2020, the ALAC shall continue to provide such updates to the OEC on a six-monthly basis until such time that the implementation efforts conclude.

While progress had been made on the two issues, full implementation was delayed due to the ongoing and/or dependent factors of Work Party processes in At-Large or delayed due to factors beyond our control.

This brief update is, therefore, submitted to the OEC to provide a snapshot of progress and any outstanding implementation or planning on the two matters of Issue 2: "Member Engagement and Criteria" and Issue 16: "Performance metrics general to member and ALS participation."

## ARIWG Shepherds 2nd At-Large Review

### At-Large Staff

Lead: Heidi Ullrich

Project: Alperen Eken, Evin Erdogan

### ALAC - ARIWG

ALAC Chair - Maureen Hilyard

Cheryl Langdon-Orr, Alan Greenberg

Contact: [heidi.ullrich@icann.org](mailto:heidi.ullrich@icann.org)

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## Update Overview

Below is an outline of the status of the two remaining issues.

Issue ID	Start Date	Proposed End Date	Status (% completed)	Notes
<b>2. Member Engagement and Criteria</b>	22 April 2019	a) 30 September 2020 b) 4 December 2020 b-1) 31 January 2021 related to the Dec 2020 ALAC Resolution regarding ALS-MOB-WP Report Implementation post this date. b-2) 25 March 2021 Resolutions regarding UIM-WP Report	a) Design (100%) Completed b) Significantly completed (70%) <a href="#">ALS Mobilization Working Party Report</a> approved and beginning implementation	<ul style="list-style-type: none"> <li>• New criteria and expectations for ALSes, Revision of ALS accreditation process, Review of Bylaws and RALO Memorandum of Understandings</li> <li>• <a href="#">ALS Mobilization Working Party Report</a> as approved by the ALAC</li> <li>• Mobilization of individuals within At-Large began with ATLASIII and will grow to ensure that those who wish to work on policy issues are given the proper tools.</li> <li>• <a href="#">ATLASIII Survey Analysis &amp; Recommendations</a></li> </ul>
<b>16. Metrics</b> a) Absence of consistent performance metrics (ALS and Member participation metric) b) Specific Measurables relating to ARI Issues	27 November 2018	a) CRM data At-Large staff training b) 30 September 2020 for Issue #2**	a) Underway (35%) but still held over because of CRM tool roll out progress b) Completed (98%) noting completion planned date for final metrics from Issue #2	<ul style="list-style-type: none"> <li>• <b>CRM tool external dependency:</b> A CRM tool continues to be developed by ICANN org. We understand that ICANN org continues to prepare for the phased roll out of the CRM system which includes a myriad of technical, legal and strategic aspects to be considered and completed. We look forward to receiving an update early in 2021 on the status of the CRM implementation to assist staff efforts in the work of the community.</li> </ul>

Table 1: Residual Issues List, Milestone dates and progress

## Residual Issues Update

### ***Issue 2: Member Engagement and Criteria***

There are two aspects to this issue, ALS (and particularly ALS member) engagement, and Individual RALO member engagement.

#### **ALS Engagement**

The ALAC established the [ALS Mobilization Working Party \(ALS-Mob-WP\)](#) with representation from all RALOs and the ALAC.

The task of the ALS-Mob-WP was to review all of the ALAC Rules of Procedure governing the accreditation of ALSes, as well as the other implicated documents (Memorandums of Understanding between ICANN and the RALOs and the section of the ICANN Bylaws



related to the ALAC and At-Large), all with a view to ensuring that ALSes will contribute to the success of At-Large as envisioned in the ARI Plan.

The ALS-Mob-WP met weekly beginning in January 2020 and issued its [final report](#) in October 2020. It was reviewed by the RALOs and a number of changes were made based on the feedback. A revised report was issued in November 2020. That report has since been ratified by the ALAC.

The report recommendations include a revised set of procedures for the accreditation of ALSes (as well as withdrawal of accreditation) and details what is expected of an ALS. The changes are all evolutionary and are in line with the current rules. As such they will apply to all existing ALSes as well as new ones.

ICANN Bylaws Section 12.2(d)(ix)(F) reads:

*Decisions to certify or decertify an At-Large Structure shall be made as decided by the ALAC in its rules of procedure, save always that any changes made to the rules of procedure in respect of an At-Large Structure applications shall be subject to review by the RALOs and by the Board.<sup>1</sup>*

As noted, the report has already been reviewed by the RALOs, and a report to the ICANN Board is being prepared and will be submitted for Board review in the new year. The implementation of the changes are expected to take approximately six months. As noted in the ARI Plan, At-Large Staff will be playing a significant part in both the implementation and ongoing activities.

As noted above, the ICANN Bylaws related to the ALAC and At-Large were reviewed by the ALS-Mob-WP. A number of changes were identified. None are directly related to the other recommendations of the WP. The details of the changes are still under discussion with the Office of the General Counsel and will be presented to the ALAC early in the new year.

If accepted by the ALAC, they will be sent to the Board for its consideration. As of this time, all of the changes are corrections of errors or clarifications and none are expected to be controversial.

### **Individual RALO Member Engagement**

At the time of the first ALAC/At-Large Review, only the North American RALO allowed individuals to become RALO members - all other RALOs only allowed ALSes as members. The Review recommended that all RALOs adopt the concept of individual members in addition to ALSes, and that has now happened. However, because this was done purely at the RALO level, there are significant differences among the RALOs. The ALAC has created a Working Party to investigate to what extent any of the rules and processes should be uniform across the RALOs.

The WP has been meeting since August and is expected to have a draft report early in the new year.

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<sup>1</sup> The terms “accredit” and “certify” are used interchangeably in the Bylaws and the ALAC will be suggesting that this be cleaned up.

## ***Issue 16: Performance Metrics General to Member and ALS Participation and Specifics Relating to other Recommendation Implementation from ARIWG***

There are two aspects to the issue of performance metrics, those general to member and ALS participation and specifics relating other recommendation implementation from ARIWG.

The latter (2.16.1) was marked as complete in the June 2020 At-Large Review Implementation Final Report.

This status update concerns the issue of performance metrics general to Member and ALS participation (2.16.2). This issue has two components:

### **1. Data, relevant to each At-Large activity in which At-Large participants were involved:-**

In terms of data acquisition we note the following set of additional performance metrics general to At-Large member/ALS participation:

- a. At-Large staff regularly track the number of policy and operational statements created by the ALAC/At-Large community, including ALAC advice, responses to ICANN Public Comments, and correspondence.
- b. At-Large staff tag the ALAC statements and organize them by topic (i.e. DNS, WHOIS/GDPR, IDNs, New gTLDs, the MSM) on the At-Large website.
- c. A filter to search through all ALAC/At-Large statements is provided on the [Policy Summary page](#), including ability to search for ALS/member penholders, topics of statements.
- d. The formation of the [At-Large Consolidated Policy Working Group \(CPWG\)](#) and [At-Large Operations, Finance and Budget Working Group \(OFB-WG\)](#) regularly track their membership attendance, and facilitate the involvement of ALS members and Individual members in the ALAC/At-Large policy advice development process, and ALAC responses to ICANN Public Comment.
- e. Data relevant to the WG activity in which At-Large participants were involved, was collected in order to measure the effectiveness of our processes as well as the actual involvement of active participants, including attendance, volunteering to serve on drafting teams of statements

However, we note that there is still some progress to be made in a number of actions set out in the Final Report which are dependent on the implementation of the data collection and collation tooling that is part of the CRM tool detailed further below, and thus still pending.

In terms of progression of the establishment of performance metrics general to both Member and ALS participation we are pleased to note that the Coordinator and Lead Members of the ALAC Metrics Sub Committee, have been engaged directly, or joining in an Exofficio capacity with the meetings of the Work Parties of both [ALS Mobilisation](#) and [Unaffiliated Individual Members](#) and so are keeping a close watching brief on the resultant recommendations for the establishment of agreed performance metrics and expectations for each type of At-Large membership, as they develop and once approved of by the ALAC will



be in a position to rapidly specify the required data point for capture (and best methodologies for doing so) working with the CRM tool and the At-Large staff trained to work with it; allowing we predict a fast activation of the implementation of the recommendations relating to this Issue once the matter of the roll out of the CRM tool is solved and completed.

## **2. Absence of consistent performance metrics:**

As was noted in the June 2020 Report, a CRM tool continues to be developed by ICANN org. We understand that ICANN org continues to prepare for the phased roll out of the CRM system which includes a myriad of technical, legal and strategic aspects to be considered and completed. We look forward to receiving an update early in 2021 on the status of the CRM implementation to assist staff efforts in the work of the community.

In preparation for the phased roll-out of this CRM tool, we are now able to report that, as a first step, At-Large support staff have been undergoing training on aspects of the CRM. Staff training includes use of the CRM for internal management of working groups consisting of attendance, mailing lists, notices, records. As the vast majority of work on the CRM involves the data development and input, this training is seen to be part of the implementation of this issue.

As At-Large support staff become familiar with the CRM system, the Chairs of the ALAC and ALAC Metrics Sub Committee will work closely with them to identify the methodology to be used in the future collection and inputting of data. The At-Large Metrics Working Group will also be tasked with developing key criteria for the identification, analysis and reporting of metrics data.

## **Next Steps**

The ARIWG Shepherds remain fully available to discuss with the OEC any matters or clarifying questions raised by this brief update at any time, and we would like further to offer a further update on our progress with these outstanding Issues at or before the March ICAN70 Meeting, or at a time deemed by the OEC as preferable.