TRANSPARENCY REPORT

1 JULY 2019 - 30 JUNE 2020

ICANN

ONE WORLD, ONE INTERNET

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. The ICANN Board, community, and 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 below describe and track the key areas of transparency work in ICANN's operations.

Please note: The Accountability Indicators tool is no longer updated as of 30 July 2020. To find data about progress against our goals, please read the quarterly CEO Report to the ICANN Board found **here** or review ICANN's **Annual Report**.

As outlined in ATRT2 Recommendation 9.4, metrics include:

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

ICANN's **Documentary Information Disclosure Policy (DIDP)** is intended to ensure that information contained in documents concerning ICANN's operational activities that are within ICANN's possession, custody, or control is made available to the public, unless there is a compelling reason for confidentiality. This measurement provides information on the volume of DIDP requests that ICANN org received per quarter and the disposition of those requests.

Requests submitted under the DIDP and ICANN responses are available **here**.

	FY20 Q1	FY20 Q2	FY20 Q3	FY20 Q4
# of Requests Received/ Completed	1	2	3	2
# Met Response Time Requirement	1	2	2	2

PUBLICATION OF BOARD MEETING AGENDAS, RESOLUTIONS, PRELIMINARY REPORTS, AND MINUTES

The ICANN Bylaws require the publication of Board meeting notices and agendas, resolutions adopted by the Board, preliminary reports, and minutes.

The Bylaws require the publication of a notice of a Board meeting and the agenda (to the extent known) at least seven days in advance of each Board meeting (or if not practicable, as far in advance as is practicable).

The Bylaws also require resolutions adopted by the Board to be posted two business days after Board meetings, and preliminary reports seven business days after Board meetings. The minutes of a Board meeting are required to be published one business day after they are approved by the Board.

A portion of these documents may be redacted following ICANN's publication practices. To improve transparency, ICANN publishes the categories for grounds for redaction and nondisclosure.

➜ **READ MORE** about ICANN's Board Materials Publication Practices.

	FY20 Q1	FY20 Q2	FY20 Q3	FY20 Q4
# of Meetings	2	5	4	7
Resolution Posted on Time	Yes	Yes	Yes	Yes
Preliminary Report Posted on Time	Yes	Yes	Yes	Yes
Minutes Posted on Time	Yes	Yes	Yes	Yes
Board Briefing Materials Posted on Time	Yes	Yes	Yes	Yes

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

In June 2010, ICANN org began publicly posting Board Briefing Materials. These are Board decision-making materials that the Board reviews and considers in preparation for each Board meeting. The Board Briefing Materials consist of Board papers and Board reference materials, or "Annexes" as referenced in earlier Board meetings. They are posted at the same time as the Bylaws-mandated meeting minutes. ICANN org maintains the **Guidelines for the Posting of Board Briefing Materials** ("Guidelines"), which describe ICANN org practices in making these documents available. The Guidelines discuss ICANN's redaction principles, the guiding principles that ICANN org follows when reviewing Board Briefing Materials for publication, as well as the areas (**aligned with the DIDP**) where ICANN org redacts information from the Board Briefing Materials. When redacting information from Board Briefing Materials, ICANN org uses a standard set of Board Redaction Codes, to provide transparency regarding the basis for the redaction. The Guidelines document includes a chart identifying each of the codes, a description of the purpose of the code, and whether the information that was redacted is subject to review for future disclosure.

The "Board Decision-Making Materials Published and Redacted" chart below 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.

# Pages Published	1959.8
% Pages Published	98.3%
# Pages Redacted	32.6
% Pages Redacted	1.6%

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

In FY20, 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

Four members of the IANA Naming Functions Review Team executed the Non-Disclosure Agreement and gained access to three documents during FY20. These documents included the 2018 and 2019 Service Organizational Control 2 (SOC 2) PTI Audits and the PTI Contingency and Continuity of Operations Plan.

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 were received through the Anonymous Employee Hotline during FY20.

ICANN org updated 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, including training, during FY21 will fulfill the implementation of the review's recommendations. This is in line with the recommendations arising out of Work Stream 2 of the Cross-Community Working Group on Enhancing ICANN Accountability.

ICANN org continues to evaluate the utility of metrics on an ongoing basis. Metrics include:

- The number of Board decision-making materials published and redacted, and the number of Board decision-making materials posted by the deadline. See above for FY20 data.
- The number of completed Specific Reviews recommendations.

Review	ATRT1	ATRT2	ATRT3	CCT1	RDS-WHOIS1	RDS-WHOIS2	SSR1
# of Recommendations Issued by Review Team	27	12	5	35	16	22	28
# of Implemented Recommendations	27	12	0	0	16	0	28

RECOMMENDATIONS FOR NEW METRICS

In March 2020, ICANN org launched the **Open Data Platform** (ODP). The new platform aims to increase the transparency and accessibility of data managed by the org. Three datasets were made available on ODP including:

- Identifier Technology Health Indicators.
- Registry Functions Activity Reports.
- Per-Registrar Transaction Reports.

In June 2020, Domain Name Marketplace Indicators were added to ODP. The indicators reflect industry metrics related to generic top-level domains (gTLDs) and country code top-level domains (ccTLDs), with the goal of fostering greater transparency for reputable information on the evolution of the domain name marketplace.

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, 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. Following the conclusion of the work of WS2, the ICANN Board passed a resolution in November 2019 to adopt the consensus recommendations contained in the WS2 Final Report. The Board has directed to start the implementation of WS2 recommendations that can begin without waiting for a budget cycle or additional resources. ICANN org has begun implementation work, highlighted in this **blog post**.

The third Accountability and Transparency review (ATRT3) concluded its work, issuing the **Final Report** in June 2020. Having assessed 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, the ATRT3 issued five recommendations. The Board will consider the Final Report within six months of receipt of the final report, e.g., by 1 December 2020, as required by ICANN Bylaws **(Section 4.6(a)(vii)(C))**.

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.

- An Annual Review Implementation Report as part of this Annual Report.

- Archives of review team mailing lists, plenary and leadership call recordings and transcripts on the Wiki.

- Quarterly Executive Team reports to summarize each function's highlights, milestones, and recent activities.

INFORMATION TRANSPARENCY INITIATIVE (ITI)

Over ICANN's 22-year history, the Board, community, and the org have produced and accumulated thousands of pieces of unstructured content spread across 38 different public sites. This content continues to grow by up to 30% each year. The org currently surfaces this content through multiple unconnected platforms with differing foundational technologies that are non-scalable, may be vulnerable, and are no longer fit for purpose.

The objective of the Information Transparency Initiative (ITI) is to address these issues through the following goals:

- Create an integrated, ongoing, and operational process to govern, preserve, organize, and secure ICANN's public content.

- Implement this governance through a new document management system (DMS), the content foundation for ICANN ecosystem-wide governance.

- Surface this content through a new content management system (CMS), which will serve as the backbone for ICANN's external web properties.

- Enable a multilingual user experience (in the six United Nations languages) and aim to adhere to **W3C AA accessibility standards**.

- Upgrade and establish a future-proof and content agnostic technology landscape.

Much of the work listed above is "under the hood," meaning that the org is building and integrating new technical infrastructures from the ground up. The effort involved in integrating two new platforms (a new document management system and a new content management system) via a data publishing pipeline for English and translated content, designing an information architecture, transforming unstructured content into structured content, and making this new foundation extendable for our ecosystem of sites, is complicated. It takes a lot of effort, planning, and trial and error.

In May 2020, the org launched a **preview of the new ICANN website**. The preview site allows the community to see and experiment with some of the content types the ITI team has been working on and allows the community to become familiar with the new search experience. More content will be published to this site when it becomes available. This is only a preview of the new site. Some content, search features, filters, and functionality will be unavailable on this preview site, as this site is in active development. The current **https://www.icann.org** remains the authoritative source for all ICANN content.

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