



# Transparency Report

1 JULY 2020 - 30 JUNE 2021

ONE WORLD, ONE INTERNET

# Transparency Report

Transparency is fundamental 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 organization 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

### 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](#).

	FY21 Q1	FY21 Q2	FY21 Q3	FY21 Q4
<b># of Requests Received/ Completed</b>	0	1	1	1
<b># Met Response Time Requirement</b>	0	1	1	1

### 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.](#)

<b>FY21 Publication of Board Materials</b>	<b>FY21 Q1</b>	<b>FY21 Q2</b>	<b>FY21 Q3</b>	<b>FY21 Q4</b>
<b># of Meetings</b>	4	4	4	2
<b>Resolution Posted on Time</b>	Yes	Yes	Yes	Yes
<b>Preliminary Report Posted on Time</b>	Yes	Yes	Yes	Yes
<b>Minutes Posted on Time</b>	Yes	Yes	Yes	Yes
<b>Board Briefing Materials Posted on Time</b>	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. In December 2019, ICANN org began publishing a Redaction Register to increase transparency in reporting on the purpose of redactions from the Board materials and whether the redaction will be subject to review for future disclosure.

The chart below outlines the percentage of Board Briefing Material documents redacted compared to documents published in FY21.

<b>Board Decision-Making Materials Published and Redacted</b>	
<b># Pages Published</b>	1092
<b>% Pages Published</b>	86%
<b># Pages Redacted</b>	152.25
<b>% Pages Redacted</b>	14%

## Number and Nature of Issues that the Board Determined Should Be Treated Confidentially

In FY21, there were four confidential Executive Sessions to discuss employment-related matters, but there was a public reporting of resolutions from the sessions. The Board also approved withholding certain information from resolutions per Bylaws [Section 3.5\(b\)](#) for five items.

The grounds for determining confidentiality are set forth in Section 3.5(b) of the ICANN Bylaws.

## 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 FY21.

ICANN org updated the Anonymous Hotline Policy and Procedures to address the recommendations received after an independent review of ICANN’s policy. The relaunch of the policy during FY21 fulfilled 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. The Anonymous Hotline Policy has been revised to provide clearer guidelines for using the hotline.

## Improving ICANN Transparency

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 ICANN org 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 and latest updates on progress have been provided in this [blog post](#).

The third Accountability and Transparency Review (ATRT3) concluded its work, issuing the [Final Report](#) in June 2020. The Board [took action](#) on the ATRT3 recommendations on 30 November 2020 and approved five recommendations contained in the final report.

With Board action completed, ICANN org started conducting a preliminary evaluation of the Board-approved recommendations in preparation for implementation planning. In its [assessment](#) of the effectiveness of ICANN’s implementation of ATRT2 Recommendation 9.4, the ATRT3 noted that this recommendation met their implementation requirements and they considered it to be implemented.

## Publication of Review-Related Information

ICANN org publishes extensive review-related 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 which documents the accountability and transparency of all ICANN review processes for Bylaws-mandated Specific Reviews. It also provides the status of ICANN's implementation of recommendations set forth in final reports issued by review teams to the ICANN Board.
- Archives of review team mailing lists, plenary and leadership call recordings, and transcripts on the Wiki.

## Information Transparency Initiative (ITI)

Over ICANN's history, the Board, community, and 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 FY21 ICANN org has progressed several key ITI areas.

- A new ITI search experience for over 38,000 pages and files on <https://icann.org>. This is a significant milestone for ICANN and sets the path for the remaining <https://icann.org> content, in addition to the Supporting Organization and Advisory Committee (SO/AC) site content.
- Announcements, Blogs, Registry Agreements, and Acronyms and Terms now include easier access to translations via a new multilingual site navigation.
- A new ITI content subscription feature has been launched to improve the findability and transparency of ICANN-related content.

Throughout this process, the ITI team has been actively engaging with ICANN stakeholders in usability sessions to gather community input. The ITI team will continue to provide opportunities for the community to provide feedback when new content is available.

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