



# **SO/AC High-Interest Topic: Seeking Solutions**

9 February 2015 | 14:00—15:15 SGT | Padang

## SO/AC Leaders and Senior ICANN Staff





## Agenda

## Overview

1

WORK PRIORITIZATION



2

INFORMATION ACCESS

Q

3

STAKEHOLDER ENGAGEMENT





#### Discussion

**WORK PRIORITIZATION** 

How do we best prioritize ICANN's work?

**INFORMATION ACCESS** 

How do we best enable access to ICANN content and information?



**STAKEHOLDER ENGAGEMENT** 

How do we best engage and retain ICANN stakeholders?





### Project Team



WORK PRIORITIZATION



#### **Keith Drazek, RySG Chair**

Elisa Cooper, BC Chair Rafik Dammak, NCSG Chair Patrik Fältström, SSAC Chair Byron Holland, ccNSO Council Chair

David Olive, Rob Hoggarth, Benedetta Rossi



## Project Team

2

INFORMATION ACCESS

Q

#### Alan Greenberg, ALAC Chair

Michele Neylon, RrSG Chair Kristina Rosette, IPC Past President

Chris Gift, Ashwin Rangan, Theresa Swinehart



### **Project Team**



STAKEHOLDER ENGAGEMENT



#### Bill Drake, NCSG Chair

Tony Holmes, ISPCPC Chair Rudi Vansnick, NPOC Chair

Sally Costerton, Christopher Mondini



1

#### **WORK PRIORITIZATION**



## How do we best prioritize ICANN's work?



2 INFORMATION ACCESS



# How do we best enable access to ICANN content and information?



3

#### **STAKEHOLDER ENGAGEMENT**



## How do we best engage and retain ICANN stakeholders?



## Examples

#### **BARRIERS**

#### **POTENTIAL SOLUTIONS**

Determining people's specific skills and where they fit/can fit within ICANN.

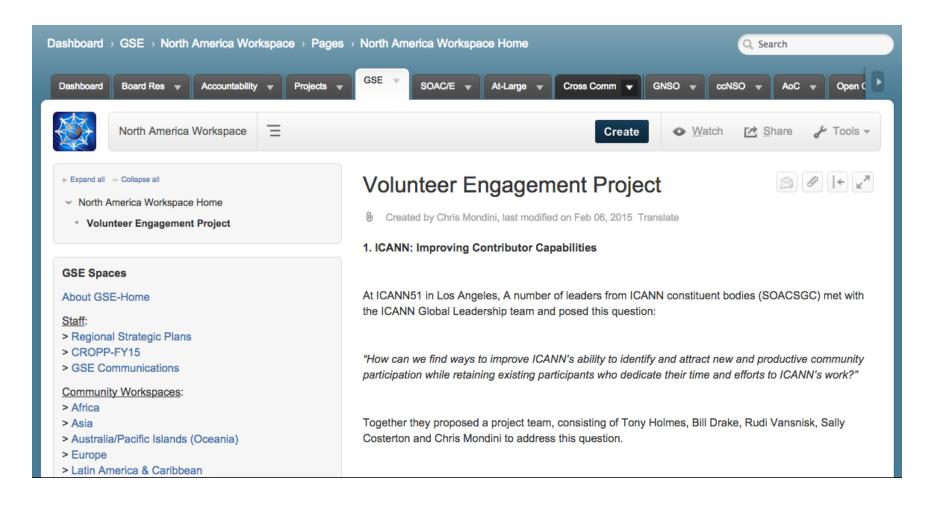
Identify existing issue leaders as point people to answer newcomer questions.

Newcomers complain that discussions within ICANN are repetitive, hard to understand, and seemingly not focused on important or impactful topics.

Better information architecture and resources would help, but will not solve the problem without some accompanying sherpa support.



### Community Wiki Workspace



https://community.icann.org/x/qTTxAg



#### Discussion

WORK PRIORITIZATION

How do we best prioritize ICANN's work?



**INFORMATION ACCESS** 

How do we best enable access to ICANN content and information?



**STAKEHOLDER ENGAGEMENT** 

How do we best engage and retain ICANN stakeholders?



