



COMMENTS OF THE INTELLECTUAL PROPERTY CONSTITUENCY (IPC)

RECOMMENDATIONS TO IMPROVE ICANN STAFF ACCOUNTABILITY

January 14, 2018

The Intellectual Property Constituency (IPC) of the Generic Names Supporting Organization (GNSO) is pleased to submit supportive comments on *Recommendations to Improve ICANN Staff Accountability* (Draft),¹ published for public comment on November 13, 2017.

The IPC supports the efforts the CCWG-Accountability Work Stream 2 (WS2) to examine ways to improve ICANN staff accountability. ICANN staff plays an important role in the protection of intellectual property online and preventing the deception of consumers, which future ICANN efforts to improve staff accountability should reinforce. The IPC generally supports the proposed Recommendations included in the Draft, and commits to work constructively with ICANN to improve staff's ability to serve ICANN org and the community.

The IPC provides the following specific comments on the Draft:

- We support Recommendation 1's proposals to provide transparency into existing staff accountability mechanisms and to enhance existing accountability mechanisms to include collection of data from the community (surveys, focus groups, etc.). ICANN should consider recognizing staff for exemplary service to the community based on input collected from the community through these mechanisms.
- The IPC supports the proposed creation of a mechanism for an ad-hoc four-member panel to review concerns or issues raised by the community, the Ombudsman, ICANN staff or the ICANN board that at least two panel members agree requires further effort.
- The IPC supports ICANN setting service level definitions and guidelines for members of the community. We urge ICANN to set goals for staff that balance a transparent and predictable process with the flexibility to accomplish meaningful outcomes.

¹ <https://www.icann.org/public-comments/accountability-recs-2017-11-13-en>.

Thank you for your consideration of these comments.

Respectfully submitted,

Intellectual Property Constituency