

PANEL 5: Practicalities of Establishing a Global ODR System

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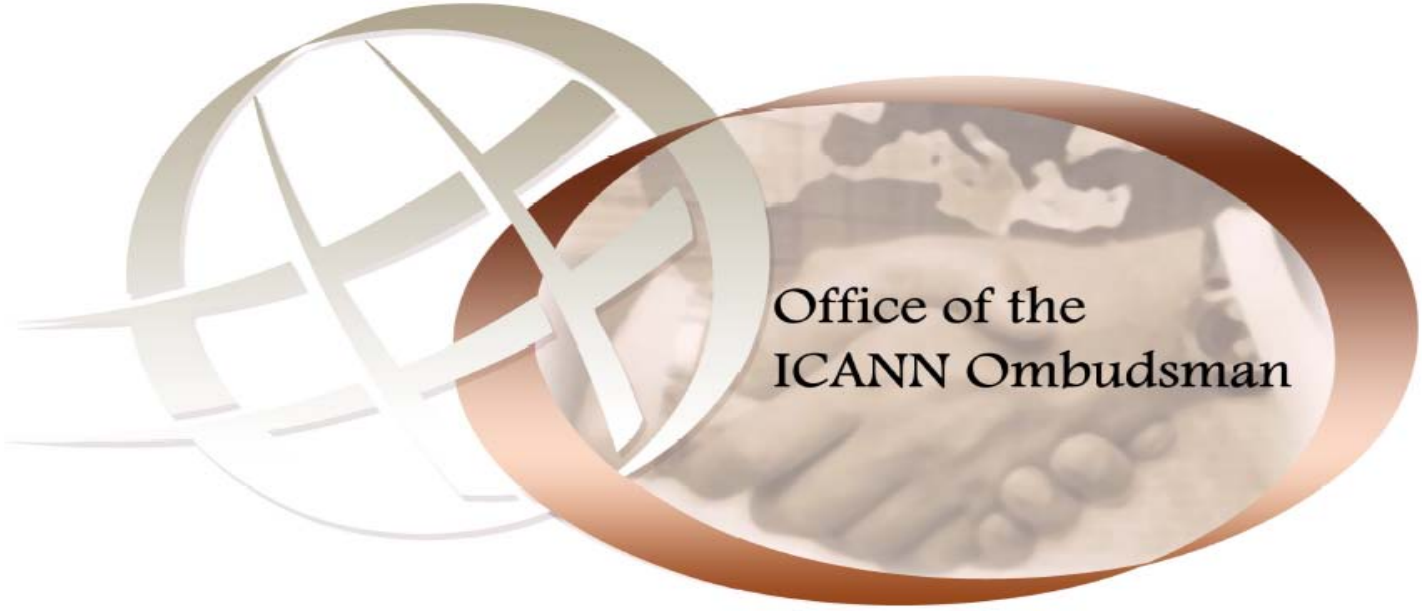
ICANN Ombudsman

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The ICANN Office of the Ombudsman, A Global ODR Program

Considerations for setting up a
program



Office of the
ICANN Ombudsman

What we will cover

- What are the “must do’s”?
- Who do you need to convince?
- What are some challenges or considerations?

About ICANN

- Internet Corporation for Assigned Names and Numbers
- Co-ordinates the Domain Name System DNS
- .com. net. .org etc (Generic Top Level domains)
- .biz .travel .aero etc (sponsored tld)
- .ca .uk .tv etc (country code tld)

Ombudsman Program

- Result of community based renewal process
- Opened in November 2004
- Sole practitioner with 1/10 adjunct
- Receive complaints about “UNFAIRNESS” and use ODR – ADR to resolve
- Audience potentially includes every domain name owner or internet user

What are “must do’s”?

- Establish a policy and operational framework
 - High priority
 - In the public view – transparent- “no secrets”

What are “must do’s”?

- Establish an evaluation framework
 - critical priority
 - In the public view – transparent- “no secrets”
 - Over a period of 5 years (summative evaluation)
 - Demonstrate value

What are “must do’s”?

- Identify key stakeholders and community of interest
- Develop outreach plans
- Develop Web presence

Who has to be convinced?

- Corporate governance
- Courts systems
- Media
- Public
- System users
- Peers and colleagues
- Professional groups

Concerns

- Approaches to conflict
- Language
- Literacy
- Cultural gaps

Challenges

- Geography
 - Country
 - Many countries - Global
 - Province or state
 - City
 - Organization
 - Same location
 - Multiple locations

Challenges

- Communication
 - Language
 - Idioms, dialects, local terms
 - Literacy
 - In writing
 - Computer

Challenges

- Connectivity
- Time Zone
- Activities
 - Work
 - Family responsibility

Challenges

- Asynchronous
- Synchronous

Challenges

- Social – cultural contexts

Challenges

- Data security
 - Record keeping for varying types of Ombudsman practice

Thank you

- Questions?
- Links:
- www.icannombudsman.org
- www.odr.info
- www.internetbar.org
- www.smartsettle.com
- www.themediationroom.com
- www.bileta.ac.uk/02papers/hoyle.html

The Values of this Office are:

- Respect for Diversity;*
- Excellence in Ombudsmanship;*
- Professionalism;*
- Confidentiality;*
- Impartiality;*
- and Independence.*