**Functional/In-kind Secretariat Services to SOAC Community - Menu Items:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Service** | **Immediate Ability to Provide Service**  **(Scale 0-5)** | **Ability to Provide Service with New Hire Secretariat(s)**  **(Scale 0-5)** | **Hours Per Month Per Group[[1]](#footnote-1)** | **Comments** |
| Own Website Support | 0 | 0 | 0 | SOAC External Website, to be differentiated from information posted on ICANN/GNSO Website. Not available in pilot, but Digital Engagement team looking to develop resources in FY15. |
| Wiki administration and updating | 1 | 5 | 4 | Updating relevant information on Constituency wiki (recordings/transcripts, updating members/Excomm, news, call calendar, etc) |
| E-mail list maintenance and management | 3 | 5 | 2 | Adding/removing users as required, managing bounces or errors |
| Co-ordination of telephone meetings | 5 | 5 | 6 | Doodle, booking, set up time prior to call, call time, follow up included (see page 2 below) |
| Minutes/Reports for meetings/conference calls | 0 | 3 | 6 | New hire(s) will require time for onboarding prior to providing this service. Time required ultimately depends on number of conference calls/meetings per month. (Initial assumption – Average of 3 hours for each 1-hour call/meeting). |
| Running Elections | 5 | 5 | TBD | New hire(s) to shadow GNSO Secretariat during elections. Time required is based on election cycles. |
| Responses to direct miscellaneous member/prospective member enquiries & onboarding of new members | 2 | 5 | 9 | Responses to miscellaneous queries and requests from current members, liaise with prospective members & relevant group/committee, welcome new members |
| Maintaining membership database | TBD 1 | 5 | 2 | Developing and maintaining database – including name, email address and other appropriate info as required. |
| Physical meeting support | 5 | 5 | TBD | ICANN meeting support including: travel support, meeting arrangements, remote participation arrangements, ad hoc on site queries, catering requests, printing/publications support, agenda posting, wiki page creation for meetings. |
| Supporting Executive Committee | 1 | 5 | 9 | Support Excomm as required on administrative tasks (excluding finance/banking related issues/tasks) |
| Management of member applications & coordination with relevant committee | 0 | 5 | 3 | Perform due diligence once application is received, submit to relevant committee for approval as per internal procedure applicable in each group. |
| Coordination with GNSO Secretariat & liaison between ICANN Staff and Constituency participants in ICANN Groups | - | 5 | TBD | Secretariat will liaise with GNSO Secretariat as required. |
| Newsletter and publication support | 1 | 3 | 2 | Communications plans to offer printing and publication support. Secretariat can assist with light layout and content support where talents permit. |

***TABLE 1***

|  |  |
| --- | --- |
| **Total Hours Per Group Per Month** | **Total Hours All Groups Per Month** |
| *43* | *258* |

**Conference Call Support Per Group:**

***TABLE 2***

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Constituency/SG: | # Calls Per Month | # Hours Per Call | Booking Time/Doodle/Liaise with Excomm | Set Up Time: | Follow Up Time: | Comments: |
| BC | 2 | 1 | 1 | 30 mins | 1 hour | Attendance, recording, transcript, AC chat |
| IPC | 2 | 1 | 1 | 30 mins | 30 mins | Attendance, recording |
| ISPCP | 2 | 1 | 1 | 30 mins | 30 mins | Recording |
| NCUC | 1 | 1 | 1 | 30 mins | 1 hour | Attendance, recording, transcript, AC chat |
| NPOC | 2 | 1.5 | 1 | 30 mins | 1 hour | Attendance, recording, transcript, AC chat |
| NCSG | 2 | 2 | 1 | 30 mins | 1 hour | Attendance, recording, transcript, AC chat |

***Total support per month for 6 groups:*** *35.5 hours*

*On average as of April 28th, 2014*

**Skill set required:**

***TABLE 3***

|  |  |
| --- | --- |
| Skill Set | Relevance |
| Access to own computer/phone/internet connection | Essential |
| Ability to work independently – multitasking capabilities | Essential |
| Proficient in English (written and oral) | Essential |
| Proficient in other languages | Preferred but not essential |
| Proficient in Microsoft Office & Outlook | Essential |
| Advanced technical skills with the ability to learn/adjust to other systems when required | Essential |
| Excellent Communication Skills | Essential |
| Administrative Background | Preferred but not essential |
| Work Experience in International Context | Preferred but not essential |
| Excellent Customer Relations Skills | Essential |
| Effective time management and resources management | Essential |
| Sound judgment and sensitivity to confidential documents and issues | Essential |

**Timeline:**

**8 April – 12 May**

1. Complete secretariat implementation plan.
2. Draft communiqué to SOAC leaders.

**12 May – 23 May**

1. Formal interview process
2. Allow time for potential conversations with SOAC leaders

**26 May – 30 May**

1. Contracting process

**2 June – 6 June**

1. Training begins

**Implementation Plan:**

Hire two 3rd party vendors to be responsible for providing Secretariat Services to GNSO Non-Contracted Party communities (BC, ISPCP, IPC, NPOC, NCUC and NCSG) on a pilot basis. One vendor to be responsible for BC, ISPCP and IPC, and one vendor to be responsible for NPOC, NCUC and NCSG, based on finding the right candidates with required skill-sets.

Vendors to be managed daily by GNSO Secretariat, with overall oversight by Community Engagement Team (Rob Hoggarth and Benedetta Rossi), liaising directly with Community leaders for their requested menu items. Each vendor will be responsible for providing each menu item to each group including: conference call support, wiki support, elections (shadowing GNSO Secretariat at first), minutes/reports (once fully trained and ready), ad hoc queries, membership database, as listed in Table 1 above. Hours for specific menu items may vary depending on month or particular needs of individual communities.

Vendors will initially work on 6-month contracts with renewal or extensions dependent on assessed performance and feedback from community, GNSO Secretariat and Community Engagement Team.

Training for technical tools such as Adobe Connect, Wiki, and conference calls to be carried out by GNSO Secretariat team. Community Engagement Team is available in case of urgent queries/issues with workload/point of contact in case of problems.

Training for content based requirements / constituency knowledge to be carried out by GNSO leaders.

Vendors to invoice ICANN on an hourly rate outlining hours used to carry out services per day.

1. Specific task hours may be adjusted depending on community needs. [↑](#footnote-ref-1)