

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

TABLE 1

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	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.

Total Hours Per Group Per Month	Total Hours All Groups Per Month
43	258

¹ Specific task hours may be adjusted depending on community needs.

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