

12 April 2022

Maureen Hilyard
Joanna Kulesza
Marita Moll

Re: Your Letter on the Issue of Establishing Incentives, Definitions, and Indicators for Volunteers in the Multi-Stakeholder Model (MSM) System

Dear Maureen, Joanna, and Marita,

Thank you for your [memo](#) of 22 March, following up on the discussion between the Board and representatives of the At-Large Advisory Committee (ALAC) at ICANN73. The Board shares your and the ALAC's view that the MSM is fundamental and crucial to the ICANN community, and that it is important to ensure that the model is sustainable and continues to be effective. You note, rightly, that the continuing evolution of the MSM is one of the strategic objectives under our Five-Year Strategic Plan. In this regard, community participation in ICANN's work is a key aspect of this evolution.

As you know, the Board launched a project in 2019 aimed at enhancing the effectiveness of the MSM. In my October 2020 [blog post](#) on this topic, I noted that after extensive community feedback and consultations, which resulted in the publication of a [Final Paper](#), the project had moved into the implementation phase. This phase is being supported by the ICANN organization's Implementation Operations team and involves the various projects and activities described in the Final Paper, many of which are carried out by the community.

To ensure that the points you raise in your memo are highlighted for the awareness of and further discussions within the wider ICANN community, the Board understands that ICANN org will be looking to integrate them into the list of topic areas that the org is monitoring in relation to MSM work. This will allow for a broader conversation about needs and gaps that may need to be addressed as part of further work on the MSM and its evolution, if feasible.

The Board appreciates and values the time, effort, and dedication that you and our community bring to the policy, technical, and other work at ICANN. We remain committed to a continuous effort to improve the MSM and its effectiveness, and we are grateful to our global multi-stakeholder community for their invaluable contributions to ICANN's mission.

Best regards,



Maarten Botterman
Chair, ICANN Board of Directors