# Accountability and Transparency at ICANN
## An Independent Review

Appendix B: Interview Methodology
October 20, 2010



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In addition to publicly available sources, the case studies are informed by the observations of a selected, diverse group of stakeholders and experts who have been interviewed during the course of our analysis. These interviews provide an important supplemental source of information because they convey observations regarding the perception and interpretation of ICANN decisions by the broader community, in addition to confirming the facts of each case. The statements of interviewees do not reflect the opinions or conclusions of the Berkman team.

From September 10–October 16, 2010 the Berkman team conducted 45 interviews. Our interviewees included representatives from the GNSO constituencies, the GAC, ICANN staff, ccTLDs and many more. There were 32 interviewees who discussed the new gTLD process, 15 interviewees who discussed the DNS-CERT proposal, and 7 interviewees who discussed aspects of the .xxx process, with some interviewees addressing questions related to more than one case study. In addition, we received completed questionnaires from 6 GAC representatives.

While the Berkman team has made every effort to remove factual inaccuracies, it does not attest to the accuracy of the observations offered by interviewees.

## Interview Protocol

Interviews were conducted by telephone by the Berkman team using questionnaires customized for the individual interviewee. Considerable latitude was offered to interviewees to allow them to explore topics and issues that they felt were relevant and important to the Berkman Center study. The interviews were conducted on the condition of confidentiality. Comprehensive notes were taken during the interviews and subsequently summarized for the research team. The names of the interviewees have been removed from the notes and summaries.

Thus far, ICANN staff interviews have taken place as a two-step process, with the opportunity to provide written responses to our customized questionnaires, followed by a phone call with the Berkman Center team, designed to clarify, where necessary, some of the written answers and to dig deeper into written responses. In the case of the GAC, the Berkman team took a broad-based approach by distributing a written questionnaire, with the aim of following up directly, where possible, with particular members who may have had more substantial involvement in the cases.

All ICANN staff interviews and written responses to questionnaires have been coordinated by ICANN's Advisor to the President, Denise Michel. The responses to the questionnaires were collected and aggregated by ICANN prior to submission to the Berkman team. ICANN's General Counsel, John Jeffrey, has attended the phone interviews with ICANN staff members at his request.

## Interview Selection

For each case study, the Berkman team identified criteria by which to select interviewees (for further details, see the "Selection Criteria and Proposed Interviewees" memo in the Midterm Report to ATRT). The proposed interview candidates who met these criteria were then cycled with ATRT members as well as Denise Michel (ICANN staff) for additional nominations. The

Berkman team contacted each of these 61 candidates, followed up to ensure we had interviewees who met each of the selection criteria.

## *Interviewee List*

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|---|---|
| Donna Austin | David Maher |
| Rod Beckstrom | Frank March |
| Doug Brent | Kieren McCarthy |
| Eric Brunner-Williams | Steve Metalitz |
| Becky Burr | Denise Michel |
| Vint Cerf | Margie Milam |
| Edmon Chung | Keith Mitchell |
| Mason Cole | Ram Mohan |
| Lesley Cowley | Milton Mueller |
| Steve Crocker | Peter Nettlefold |
| Keith Davidson | Jon Nevett |
| Avri Doria | Mike Palage |
| Zahid Jamil | Kurt Pritz |
| John Jeffrey | Greg Rattray |
| Rodney Joffe | Kristina Rosette |
| Dan Kaminsky | George Sadowsky |
| Kathy Kleiman | Suzanne Sene |
| John Kneuer | Werner Staub |
| Konstantinos Komaitis | Jean-Jacques Subrenat |
| Dirk Krischenowski | Bruce Tonkin |
| Bertrand de La Chapelle | Karla Valente |
| Stuart Lawley | Antony Van Couvering |
| Karen Lentz | |