

This submission is on behalf of the Customer Service Committee (CSC) which is seeking travel funding for the CSC to attend two ICANN meetings annually (in total 4*2 slots), firstly to ensure all four (4) ccNSO and RySG Members are able to attend, and if not all Members require travel funding, to use the balance to fund travel of the liaisons.

Background

As a consequence of the IANA Transition Proposal, the CSC was established in 2016 to ensure the satisfactory performance of the Internet Assigned Numbers Authority (IANA) naming function. According to the ICANN Bylaws (Article 17) the CSC is responsible for monitoring Public Technical Identifier's (PTI) performance of the IANA naming function against the service level expectations in the IANA Naming Function Contract. Its four members and six liaisons carry out this function by, among other means, analyzing performance reports provided by PTI publishing its findings, and informing direct customers at ICANN meetings.

In 2017/18, and in accordance with the ICANN Bylaws and the original CSC Charter, the Charter was reviewed by a team from the ccNSO and RySG communities. The Review Team (RT) noted that the IANA Transition Proposal recommended that no travel support be provided to members or liaisons of the CSC because it was assumed that travel support could be sourced from their respective groups and that the main work of the CSC was expected to be done online. During the RT's deliberations, the CSC informed them that the ability of CSC membership to update the ICANN community and more specifically the direct customers at ICANN meetings could be compromised by the lack of travel funding. Since it was established, the CSC had used ICANN meetings as an opportunity to provide updates to direct customers, to meet in person to progress the development of their foundational and operational documents, meet with the ICANN Board of Directors and CSC related review teams. The RT recognised the value of these interactions.

However, travel funding for CSC membership to attend ICANN meetings has not always been possible.

Given that the assumptions contained in the IANA Transition Proposal have proved to be incorrect, the RT recommended that "the CSC be eligible to seek funding for travel support in accordance with ICANN's budget and travel policy requirements".

In its Final Report, the RT expressed concern that there had been negligible interaction between the CSC and the PTI Board. It went on to note that given the interconnected responsibilities of the two groups, the PTI Board members felt that it would be beneficial to have a requirement reflected in the Charter for the two groups to formally meet during any given year. It concluded that in light of the responsibility of the PTI Board for the provision of the IANA functions, it is "important for there to be a framework for discussion between the CSC and the PTI Board, in particular in looking forward to, and planning for, technological developments and ensuring the continued security and resilience of the IANA functions." To this end, the RT recommended that the Charter include at least two meetings a year between the CSC and the PTI Board.

The RT also acknowledged the value of the CSC having the opportunity to provide other groups with updates regarding PTI's performance. The RT explicitly recognized ICANN Org and the ICANN Board as groups with which the CSC should be meeting.

To Summarize: The CSC has been meeting with ICANN Org, the ICANN Board, the ccNSO and

the RySG regularly since the CSC's creation. In addition, it has held public meetings in conjunction with ICANN meetings so that the community as a whole might better understand the committee's important work. The CSC has been able to accomplish this because the membership had their travel costs paid by their employers. However, changes in the CSC's membership has compromised the ability to travel. As the CSC, we believe that the future functioning and success of the CSC cannot be dependent on the largess of the corporate employers. The only way to ensure that the CSC is in a position to discharge its responsibilities as set out in under the ICANN Bylaws and its charter is for travel funding to be provided.

Given the explicit recommendation of the RT that the CSC meet twice yearly with the PTI Board, and meet at ICANN meetings, the CSC is seeking the ability to provide eight 'travel slots' annually, the minimum to ensure funding of the four CSC members to attend the ICANN Community Forum and the ICANN AGM each year. If not all members require funding, the balance of the 4 slots per meeting would be used to fund travel for liaisons. The membership of the CSC has discussed this request at their meeting on 15 January 2019, and they are supportive of this approach.

Sincerely

Byron Holland
Chair
Customer Service Committee