Proposed Remedial Action Procedures

This proposal is illustrative of what could be included in the Remedial Action Procedures. It is anticipated that the Procedures would be agreed between the CSC and IANA prior to implementation.

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| --- | --- | --- | --- | --- |
|  | Notification | 1st Escalation | 2nd Escalation | 3rd Escalation |
| Occurs | * Process control limit exceeded
* IANA customer presents evidence that IANA did not meet SLA
* IANA periodic report indicates SLA not met
 | * Corrective action plan late
* Corrective action plan milestones missed
* Two or more additional “notification” violations occur while corrective action plan is open
 | * Corrective action plan late
* Corrective action plan milestones missed
* Two or more additional “notification” violations occur while corrective action plan is supposed to be in place
 | * Corrective action plan from 2nd escalation not delivered or executed timely.
* Additional similar violations occur when corrective action from 2nd escalation is supposed to be in place
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| Addressee | IANA Manager | IANA Manager | GDD President  | ICANN Board, CEO  |
| Message Content | * Identify SLA breach and evidence
* Conference call request to discuss issues raised by CSC message.
* Corrective action requirement
* Time frame
* Identify party requiring response
 | * Identify SLA breach and evidence
* Conference call request to discuss issues raised by CSC message.
* Corrective action requirement
* Time frame
 | same as previous | same as previous |
| Response Req’t | * Agreement that SLA violation occurred(or evidence to contrary)
* Cause
* Correction made on individual case
* Corrective action plan to:
	+ remedy current situation
	+ prevent future occurrence
* Corrective action plan required in 14-days
 | * Reissue corrective action plan to:
	+ Remediate earlier failed plan
	+ Include new violations
* Corrective action plan milestones missed
* Two or more additional “notification” violations occur while corrective action plan is open
 | same as previous plus* organizational, operational changes to correct lack of corrective action
 | same as previous plus* independent review triggered of ICANN operations to recommend organizational change and determine whether IANA operator can continue
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