

Customer Standing Committee (CSC)

Charter

Mission

The Mission of the CSC is ensure continued satisfactory performance of the IANA function for the direct customers of the naming services in a post-NTIA transition environment. The primary customers of the naming services are top level domain registry operators, but also include .ARPA, root server operators and other non-root zone functions.

This will be achieved through regular monitoring of the IANA function against agreed service level targets and through mechanisms to engage with the IANA Functions Operator to remedy identified areas of concern.

The CSC is not mandated to initiate a change in the IANA Functions Operator. However, in the event of serious and persistent performance deficiencies the CSC may initiate a community process to discuss whether more serious remediation procedures are warranted. This will be done in accordance with a pre-defined remediation and escalation process.

Scope of Responsibilities

The CSC is authorised to monitor the performance of the IANA function against agreed service level targets, on a regular basis.

The CSC is authorised to undertake remedial action to address poor performance in accordance with the Remedial Action Procedures.

In the event of continued poor performance, despite attempts to remedy the issues, the CSC is authorised to escalate through the ccNSO and GNSO using agreed consultation and escalation processes.

The CSC may receive complaints from registry operators regarding IANA performance and can act as an intermediary in an attempt to resolve complaints. This will not prevent registry operators to address performance issues affecting their TLDs directly with the IANA functions operator; in these instances the CSC will be entitled to anonymized data provided by the IANA Functions Operator about the frequency and nature of complaints, procedures for handling and resolving complaints, and timelines for complaint resolution.

The CSC is also expected, on an annual basis, to undertake a consultation with the IANA Functions Operator ccTLD and gTLD registry operators, and the ICANN community about the performance of IANA. The consultation is expected to include any changes to the IANA services that are underway or are anticipated in the future.

The CSC may initiate periodic reviews of the IANA Statement of Work and of the Performance of the IANA Functions Operator. It is expected that such reviews should generally take place once every five years, but that an initial review should be commenced within two years of the IANA Stewardship Transition to account for lessons learned as a result of the transition.

donna austin 4/7/2015 12:59 PM

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Stephanie Duchesneau 4/7/2015 8:46 PM

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Martin 4/7/2015 12:02 PM

Comment [1]: I've a slight preference f ... [5]

donna austin 4/7/2015 1:00 PM

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Stephanie Duchesneau 4/7/2015 8:46 PM

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Stephanie Duchesneau 4/7/2015 8:47 PM

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Stephanie Duchesneau 4/7/2015 8:48 PM

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Martin 4/7/2015 12:05 PM

Comment [2]: I'm not sure I know wha ... [9]

Stephanie Duchesneau 4/7/2015 8:47 PM

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Martin 4/7/2015 12:07 PM

Comment [3]: I think we need to mak ... [11]

donna austin 4/7/2015 1:02 PM

Comment [4]: moved this under mee ... [12]

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donna austin 4/7/2015 1:03 PM

Comment [5]: in response to Martin's ... [15]

Stephanie Duchesneau 4/7/2015 8:49 PM

Comment [6]: I like this addition too

Martin 4/7/2015 12:18 PM

Comment [7]: I'd feel happier if the e ... [16]

donna austin 4/7/2015 2:15 PM

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donna austin 4/5/2015 1:05 PM

Comment [8]: In my mind this is diffe ... [18]

Martin 4/7/2015 12:10 PM

Comment [9]: I agree, Donna: this is ... [19]

Stephanie Duchesneau 4/7/2015 8:51 PM

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Composition

The CSC should be kept small and comprise representatives with direct experience and knowledge of IANA naming functions. At a minimum the CSC will comprise:

- 2 x gTLD registry operators
- 2 x ccTLD registry operators
- 1 Liaison from IANA

Liaisons can also be appointed from; however, providing a Liaison is not mandatory for any group:

- 1 additional TLD representative (this could be a ccTLD or gTLD or other TLD operator such as the IAB for .arpa)
- 1 Liaison each from other ICANN Supporting Organizations and Advisory Committees:
 - GNSO (non-registry)
 - RSSAC
 - SSAC
 - GAC
 - ALAC

The Chair of the CSC will be elected on an annual basis by the CSC, but ideally will be a registry operator member.

The CSC and the IANA Functions Operator will nominate primary and secondary points of contact to facilitate formal lines of communication.

Selection Process Leaving this here for now

Members and Liaisons to the CSC will be appointed by their respective communities in accordance with internal processes. However, all candidates will be required to submit an Expression of Interest describing the following:

- why they are interested in becoming involved in the CSC;
- what particular skills they would bring to the CSC;
- their knowledge of the IANA function ;
- their understanding of the purpose of the CSC; and
- that they understand the time necessary required to participate in the CSC and can commit to the role.

Interested candidates should also include a resume or curriculum vitae or biography in support of their Expression of Interest.

While the ccTLD and gTLD members and liaisons will be appointed by the ccNSO and RySG respectively, registry operators that are not participants in these groups will be eligible to participate in the CSC as members or liaisons.

The full membership of the CSC must be approved by the ccNSO and the GNSO. While it will not be the role of the ccNSO and GNSO to question of validity of any recommended appointments to the CSC they will take into account the overall composition of the proposed CSC in terms of geographic diversity and skill sets.

Terms

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donna austin 4/7/2015 12:17 PM

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Martin 4/7/2015 12:12 PM

Comment [10]: I've got problems on this one: really, who decides? And if it were a gTLD then the weight of gTLDs in the total mix could be unbalanced given a GNSO liaison, too. A reference to a non RySG/ccNSO registry would make sense, if this is the purpose, but then this should be in the full membership, not a liaison. I'd have no issue with an observer from IAB.

donna austin 4/7/2015 12:32 PM

Comment [11]: Martin, it's a valid point. Perhaps we should have a 1 x TLD registry operator to the core membership that does not fall into the category of a ccTLD or gTLD, ie IAB.

Martin 4/7/2015 12:16 PM

Comment [12]: I still have an issue on why the wider gTLD environment is given preferential treatment over the ccTLD's in this case (other than there is no ICANN "structure" for them. This is not an issue to do with gTLD registrars (ccTLDs have registrars, too) or on the business or non-commercial interests (ditto) that would suggest favouring a narrow community...

donna austin 4/7/2015 12:28 PM

Comment [13]: Martin, I understand your concern and the registries have had r... [21]

Stephanie Duchesneau 4/7/2015 8:51 PM

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Comment [14]: I'm not sure this should be included in the Charter, but I've inclu... [22]

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Stephanie Duchesneau 4/7/2015 8:52 PM

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CSC appointments will be for a two-year period with the option to renew for up to two additional two-year period. The intention is to stagger appointments to provide for continuity.

To facilitate this, half of the inaugural CSC appointees will be appointed for an initial term of three years. Subsequent terms will be for two years.

CSC appointees must attend a minimum of 9 meetings in a one-year period, and must not be absent for more than two consecutive meetings. Failure to meet this requirement may result in the Chair of the CSC requesting a replacement from the respective organisation.

Meetings

The CSC shall meet at least once every month via teleconference at a time and date agreed by members of the CSC.

The CSC will provide regular updates, no less than 3 per year, to the direct customers of the IANA naming function. These updates may be provided to the RySG and the ccNSO during ICANN meetings.

The CSC will also consider requests from other groups to provide updates regarding IANA's performance.

Record of Proceedings

Minutes of all CSC teleconferences will be made public within five business days of the meeting.

Any remedial action will also be reported by the CSC.

Information sessions conducted during ICANN meetings will be open and posting of transcripts and presentations will be done in accordance with ICANN's meeting requirements.

Secretariat

The IANA Functions Operator will provide Secretariat support for the CSC. The IANA Functions operator will also be expected to provide and facilitate remote participation in all meetings of the CSC.

Review

The Charter and the performance of the CSC will be reviewed annually by a committee of representatives from the ccNSO and the RySG. In the first instance this review will occur one year after the first meeting of the CSC. The review is to include the opportunity for input from other ICANN stakeholders.

The Committee may recommend changes to the Charter and the CSC as a result of the Review. Any recommended changes are to be ratified by the ccNSO and the GNSO.

The CSC may also request changes to the Charter. Any changes must be ratified by the ccNSO and the GNSO.

Service level targets must be formally reviewed no less than every 18 months by the CSC and the IANA Functions Operator. Any proposed changes to service level targets must be agreed by the ccNSO and GNSO.

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Stephanie Duchesneau 4/7/2015 8:52 PM

Comment [15]:

Stephanie Duchesneau 4/7/2015 8:53 PM

Comment [16]: I think if the term limits are kept too restrictive we may have difficulty filling the roles

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Processes for remedial actions in the CSC [Leaving this here for now]

Remedial Action Procedures

A responsibility of the Customer Standing Committee (CSC) is to pursue remedial actions relating to the performance of IANA operational functions. As outlined [in detail in xxx.yy.zzz – Design Team M – ‘escalation’] CWG foresee and recommend three sets of process in case of issues in IANA functions operational issues.

1. Root Zone Emergency - a process for TLD managers in cases where expedited handling is required and is essentially the same as the process currently (before transition) used by ICANN (Annex X)
2. Customer Service Complaint Resolution Process – a process for any direct customer to IFO with¹ a complaint about IANA services (Annex Y)
3. Problem Management Escalation Process – a process for critical, persistent or systemic failures of IANA services. (Annex Z)

Processes take into account and describe different sets of issues, and consequently range from the need of immediate actions to long term initiatives. According to the three sets of remedial actions, the proposed Customer Standing Committee (CSC) is activated and engaged halfway through second phase of Customer Service Complaint Resolution Process. Processes are:

1 Root Zone Emergency

Root zone Emergency Process is described in detail in Annex X of the xxxx (Design Team M)- it contains no active role for CSC

2 Customer Service Complaint Resolution Process

If an issue will not be resolved through process described in Annex X, in relation between direct customer and IFO staff, an escalation process is initiated by complainant through the following steps (Annex Y, step 2):

- a. CSC is notified by complainant to take action. CSC decide to take action or not.
- b. Involve CSC to mediate direct with IFO
- c. If issue is not addressed, CSC to assign involve a mediator
- d. If issue is not addressed, CSC to consider decide whether issue is problem (critical, persistent or systematic failure) and escalates to problem management procedure

¹ Highlighted because it is a proposed change to curent text

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donna austin 4/7/2015 12:09 PM
Moved up [1]: Deliverables
The CSC will be responsible for developing a work plan that will be made public.
Minutes of all CSC meetings/teleconferences will be made public within 5 business days of the meeting.
The CSC will also provide regular updates to the direct customers of the IANA naming services.

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Comment [17]: I'm not convinced we need to include this in the Charter, but we do need to reference the procedure.

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Martin 4/7/2015 12:26 PM
Comment [18]: I'm nervous about a CSC role here except perhaps ex-post (what went wrong, was it handled correctly, can it be avoided in future, do processes need to be changed). Putting the CSC in a critical chain just feels dangerous to me!

donna austin 4/7/2015 1:13 PM
Comment [19]: I agree with Martin, I do not believe that this is a job for the CSC. However, perhaps there is a role for the CSC in reviewing the event to ensure process was followed, the situation contained with ... [23]

Martin 4/7/2015 12:27 PM
Comment [20]: Does the CSC have a role here?

Martin 4/7/2015 12:30 PM
Comment [21]: There are two things here: remedial action (which we would exp ... [24]

Martin 4/7/2015 12:31 PM
Comment [22]: I do not think that CSC should be seen as a mediator and this really ... [25]

Martin 4/7/2015 12:32 PM
Comment [23]: How are mediators identified and selected?

Martin 4/7/2015 12:33 PM
Comment [24]: This is bigger than a customer complaint and is more to do with fail ... [26]

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- e. If issue is not addressed and not considered to be a problem (critical, persistent or systematic failure), registry operator could decide to initiate an **Independent Review Process**

Martin 4/7/2015 12:33 PM
Comment [25]: Not sure I understand this.

3 Problem Management Escalation Process

As outlined in Annex Z, Problem Management (i.e. Critical, Persistent or Systemic Failures) has a different last outcome than Complaint resolution process.

The Customer Standing Committee (CSC) is empowered to determine a significant failure of the IANA Functions Operator either due to the outcome of periodic audits or the CSC's evaluation of a rising number of TLD registry operator complaints.

- a. CSC reports significant failure to the IANA Functions Operator and requests response in a predetermined number of days. **(30 days?)**
- b. If CSC determines the IANA Functions Operator response to be inadequate, the CSC directs remedial action in a specified period of time.
- c. CSC confirms completion of remedial action.
- d. If remediation is unsatisfactory, CSC involves a mediator.
- e. If mediation fails, a **binding Independent Appeals Panel** is initiated.

Martin 4/7/2015 12:36 PM
Comment [26]: See my earlier comment: this needs to be skewed more towards issue resolution (as our own draft) and then if all fails to handing the problem on to the ccNSO & GNSO

Detailed process is outlined in *tables* corresponding to processes

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