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| **CSC – Roles and Responsibilities Flowing from ICANN Bylaws, CSC Charter and the IANA Naming Function Contract** | **Reference****ICANN Bylaws** | **Comment** |
| GNSO and ccNSO to approve the initial set of proposed members and liaisons | 17.2 (c) | Done |
| ICANN to provide administrative and operational support | 17.4 | ICANN is engaged on this |
|  | **CSC Charter - Line** |  |
| CSC to analyze IANA reports on a monthly basis; CSC to publish its findings | 28 | This is well in hand |
| The Remedial Action Procedures are to be developed and agreed to by the CSC and the IANA Functions Operator post-transition, once the CSC is formed. | 33 | A set of ‘illustrative procedures’ are contained in the charter beginning at line 226. Also, section 8.1 of the Naming Functions Contract contains a specific ‘Customer Service Complaint Resolution Process’ |
| The CSC may receive complaints regarding IANA performance but is not to become involved in individual disputes | 40 |  |
| CSC is to review individual complaints to identify patterns of poor performance. | 44 | The Naming Functions Contract (see section 8 below)envisages *possible* a role for CSC in complaints resolution. As a start, PTI should be requested to provide CSC with an evergreen list of complaints and propose a way of categorizing them to facilitate CSC’s monitoring. An initial step could be to have Elise G. brief CSC on any outstanding complaints. |
| CSC is to annually, or as needed, consult with PTI, ccNSO, RySG, and the ‘ICANN Community’ about PTI performance | 55 | Need to discuss timing and frequency of these discussions and decide if the format for all will be the same e.g. ccNSO, RySG consultations could be during regular ccNSO, RySG/GNSO meetings while broader consultation could be during CSC meetings |
| CSC to provide a liaison to any IANA Function Review Team (IFR) team or to any Separation Cross Community Working Group | 71 | This could likely be deferred until either of these groups are established |
| CSC members are disclose any conflict relative to an issue or complaint | 80 |  |
| CSC chair to be chosen, on an annual basis | 111 |  |
| CSC and PTI to establish primary and secondary points of contact | 115 | Can this be considered to have been formally done? |
| CSC to determine who will act as liaison to IFRT | 118 | Can likely be deferred until the first IFRT is established |
| All registry operators are eligible to participate in CSC meetings | 140 | Our meetings are open so can we consider this requirement to have been met? |
| Terms of all CSC members and liaisons is to be two years, but ‘at least half’ of the inaugural appointees are to be for three years; subsequent terms are to be for two years | 161 | We have done this already. |
| CSC to meet at least once a month with timing to be agreed to by the members | 183 | Being done |
| Minutes of teleconferences are to be made public within 5 business days | 194 | Being done |
| Information sessions at ICANN meetings are to be open, with transcripts and presentations to be made public | 198 | Our Hyderabad CSC meeting was open. We should discuss before the Copenhagen ICANN meeting whether a separate ‘information session;’ is required.  |
| The ‘IANA Functions Operator’ (PTI) is to provide secretariat support and facilitate remote participation  | 201 | This is well underway. |
| Charter of CSC to be reviewed by committee from ccNSO, RySG one year from first CSC meeting.  | 207 | We will at some point have to consider how this requirement will be fulfilled given that the first IFRT is also supposed to begin at the same time. Should these processes be combined? |
|  | **Naming Functions Agreement** |  |
| General Manager of PTI to meet with CSC | 4.9 (c) | Being done |
| Customer Complaint Resolution Process | 8.1(a) | This specifies a specific escalation process (general manager, PTI CEO, ICANN Ombudsman); Note that there is no role for CSC here. |
|  | 8.1(b) | If process outlined in 8.1(a) is unsuccessful, CSC ***may*** conduct a review if performance issue is persistent; CSC can seek remediation using process in 8.2 See the comments on this above on line 44 of the CSC Charter |
| CSC is to work with PTI to develop Remedial Action Procedures | 8.2 |  |
| ICANN to develop a plan to transition IANA functions to another operator; ICANN to review this plan once every five years, with CSC ‘if necessary’ | 9.3 | Yet another issue to deal with, but perhaps not a priority |
| CSC has to agree with PTI on the monthly performance progress reports | Annex A, section 3(b) | Well underway |
| The contract specifies that PTI ‘shall work collaboratively with ICANN and its customers to produce the dashboard to report Service Level Expectations for Root Zone Management, which will be used for real-time reporting of Contractor’s performance.’ | Annex A, section 3(c) | Done, I believe. Are we satisfied with it? |
| PTI is to collaborate with the CSC to develop, maintain, enhance and post performance standards for Root Zone Management | Annex ASection 3(d) | We will need to work out how any review of the SLE’s get done, given that the first IFRT is to begin in the fall of 2107. Should the CSC do this anyway, or should it be folded in with the IFRT?  |
| PTI is to collaborate with CSC on an annual customer service survey | Annex A, section 3(e) | I understand that PTI has already begun its annual customer survey process. How should CSC get involved in this? We could start by asking Elise to bring us up to date on where she is on this.  |
| PTI’s audit system must be capable of producing reports on an ad hoc basis for CSC | Annex A, section 3(f) | Yet another issue to be dealt with. But perhaps deferrable.  |