

CSC Linkage to Post-Transition Processes and Entities + Schedule

| Item | Description | CSC Role | Reference | Expected Start Date | Frequency | Triggering Org | Comment |
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| Reviews | | | | | | | |
| IANA Function Review (IFR) | Review of the IANA Naming Function Contract and SOW, and PTI's performance | <ul style="list-style-type: none"> 1 liaison on review team Available for consultation requests Provide reports and input to the review | ICANN Bylaws – Article 18 | By October 2018 | First review within 2 years of transition, every 5 years thereafter | ICANN Board | Could likely be deferred until RT is formed |
| Special IFR | Review of deficiency or issues identified by CSC that have not been satisfactorily resolved after exhaustion of defined processes | <ul style="list-style-type: none"> 1 liaison on review team Available for consultation requests Provide reports and input to the review | ICANN Bylaws – Section 18.12 | N/A | As needed | ccNSO/GNSO | Could likely be deferred until RT is formed |
| Separation Cross Community Working Group (SCWG) | If an IFRT recommends that an IANA Naming Function Separation Process is necessary, the ICANN Board will form a SCWG. | <ul style="list-style-type: none"> 1 CSC liaison on working group Available for consultation requests | ICANN BYLAWS – SECTION 19.5 | N/A | As needed | ICANN Board | Could likely be deferred until RT is formed |
| CSC Effectiveness Review | Review of CSC effectiveness | <ul style="list-style-type: none"> Available for consultation requests Provide reports and input to the review | ICANN Bylaws – Section 17.3 | October 2018 | First review 2 years after first meeting of the CSC, every 3 years thereafter | ccNSO/GNSO | ccNSO/GNSO to determine composition of review team and method |
| CSC Charter Review | Review of CSC charter | <ul style="list-style-type: none"> Conduct review Produce recommendations, which must be approved by ccNSO/GNSO after a public comment period | ICANN Bylaws – Section 17.3 | October 2017 | First review 1 year after first meeting of the CSC, as needed thereafter | ccNSO/RySG Subsequent review upon request of CSC, ccNSO, GNSO, ICANN Board, or IFRT | 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? |
| Monitoring of PTI Performance and Reporting | | | | | | | |
| Service Level Expectation (SLE) Review | Review of or changes to service level targets | <ul style="list-style-type: none"> Produce recommendations, which must be approved by the ccNSO/GNSO | CSC Charter | N/A | As needed | CSC or PTI | |
| Consultation Regarding Performance of PTI | Consultation with PTI, primary customers of the naming services, ICANN community regarding performance of PTI | <ul style="list-style-type: none"> Conduct consultation Produce findings | CSC Charter | October 2017 | Annually or as needs demand | CSC | 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 Monthly Report | CSC reviews monthly reports from PTI and issues its findings | <ul style="list-style-type: none"> Reviews PTI reports and drafts findings | CSC Charter | November 2016 | Monthly | CSC | This is well in hand |
| Updates to Customers of the Naming Function | CSC to provide regular updates (no less than 3 a year) to customers of the naming function (may be provided to RySG and ccNSO during ICANN meetings) | <ul style="list-style-type: none"> Drafts and provides updates | CSC Charter | March 2017 – ICANN58 | No less than 3 times a year | CSC | |
| Updates to Other | CSC will consider requests from other | <ul style="list-style-type: none"> Drafts and provides updates | CSC Charter | N/A | As needed | CSC | |

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| groups | groups for updates regarding PTI's performance | | | | | | |
| Information Sessions at ICANN Meetings | Information sessions at ICANN meetings are to be open, with transcripts and presentations to be made public | <ul style="list-style-type: none"> Provide updates | CSC Charter | March 2017 – ICANN58 | 3 times a year | CSC | Our Hyderabad CSC meeting was open. We should discuss before the Copenhagen ICANN meeting whether a separate 'information session;' is required. |
| Complaint Resolution Process | <p>If after efforts by PTI to resolve a complaint, the complainant is still dissatisfied, the complainant may escalate to PTI's management team, at which time PTI will notify the CSC. The CSC will review the complaint to determine if there is a performance issue.</p> <p>The CSC may receive complaints regarding IANA performance, but is not to become involved in individual disputes</p> | <ul style="list-style-type: none"> Reviews complaint Determines if there is a performance issue Trigger IANA Problem Resolution Process if the determination is that there is a performance issue | <p>IANA Naming Function Contract – Section 8.1</p> <p>CSC Charter</p> | N/A | As needed | CSC | The Naming Functions Contract (see section 8 below) envisages <i>possible</i> 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. |
| IANA Problem Resolution Process | To be developed by CSC and PTI | <ul style="list-style-type: none"> Work with PTI to define | IANA Naming Function Contract – Section 8.2 | N/A | | TBD | 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' |
| Processing Time for Emergency Change Requests | Total Contractor transaction time for emergency changes should be completed within a target of 12 hours until reviewed by the CSC with Contractor. | <ul style="list-style-type: none"> Review current processing time for emergency change requests Determine whether there should be changes | IANA Naming Function Contract – Annex A.2.c | N/A | As needed | CSC | |
| PTI Monthly Performance Progress Report | CSC has to agree with PTI on the monthly performance progress reports | <ul style="list-style-type: none"> Work with PTI on mutually agreeable monthly PTI performance reports | IANA Naming Function Contract – Annex A.3.b | October 2016 | As needed | CSC/PTI | Well underway |
| Dashboard Reports | 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.' | <ul style="list-style-type: none"> Review and provide feedback | IANA Naming Function Contract – Annex A.3.c | Not Specified | Not Specified | PTI | Done, I believe. Are we satisfied with it? |
| Performance Standards Reports | PTI shall develop and publish performance standard metric reports for the IANA Naming Function in consultation with the CSC. The performance standards metric reports will be published via a website every | <ul style="list-style-type: none"> Review and provide feedback on PTI performance standards reports | IANA Naming Function Contract – Annex A.3.d | Not Specified | Not Specified | PTI | 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? |

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| | month (no later than 15 calendar days following the end of each month). | | | | | | |
| PTI Customer Survey | PTI shall collaborate with the CSC and ICANN to maintain and enhance the annual customer service survey consistent with the performance standards for Root Zone Management. The survey shall, at a minimum, include a feedback section for the IANA Naming Function. | <ul style="list-style-type: none"> Provide feedback to PTI on customer survey | IANA Naming Function Contract – Annex A.3.e | ????? | Annually | PTI | 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. |
| Final Report | PTI shall prepare and submit a final report on the performance of the IANA Naming Function to the CSC and ICANN no later than 30 days after the expiration or termination of the Contract. | <ul style="list-style-type: none"> Review report | IANA Naming Function Contract – Annex A.3.f | N/A | N/A | PTI | No work needed for this item at this time. |
| Root Zone Evolution Review Committee (RZERC) | | | | | | | |
| RZERC considers issues with potential impact to the architecture of the root zone | <p>CSC can bring issues to RZERC's attention</p> <p>RZERC will ensure appropriate communications with the CSC on relevant issues that it considers</p> | <ul style="list-style-type: none"> Considers issues brought to its attention by RZERC Bring issues potentially impacting architecture of the root zone to RZERC attention | CSC Charter | N/A | As needed | RZERC, CSC | |
| CSC Operations | | | | | | | |
| Terms of CSC members and liaisons | 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 | <ul style="list-style-type: none"> Decide who will serve inaugural 3-year terms | CSC Charter | October 2018 | N/A | CSC | Inaugural 3-year terms for members established. Same needs to be done for liaisons. |
| Selection of Chair | The Chair of the CSC will be elected on an annual basis by the CSC. Ideally the Chair will be a direct customer of the IANA naming function, and cannot be the IANA Functions Operator Liaison. | <ul style="list-style-type: none"> Select Chair | CSC Charter | October 2017 | Annually | CSC | |
| CSC and PTI Point-of-Contacts | CSC and PTI to establish primary and secondary points of contact | <ul style="list-style-type: none"> Appoint primary and secondary points of contact | CSC Charter | October 2016 | As needed | CSC/PTI | Can this be considered to have been formally done? |
| Conflict of Interest | CSC members are disclose any conflict relative to an issue or complaint | <ul style="list-style-type: none"> Disclose CoI Determine how CSC will deal with CoI | CSC Charter | N/A | As needed | CSC | |
| Participation in CSC Meetings | All registry operators are eligible to participate in CSC meetings | <ul style="list-style-type: none"> Determine how requirement can be met | CSC Charter | N/A | N/A | CSC | Our meetings are open so can we consider this requirement to have been met? |
| CSC Meetings | CSC to meet at least once a month with timing to be agreed to by the members | <ul style="list-style-type: none"> Determine meeting cadence | CSC Charter | October 2016 | Monthly | CSC | Being done |
| CSC Meeting Minutes | Minutes of teleconferences are to be made public within 5 business days | <ul style="list-style-type: none"> | CSC Charter | October 2016 | Monthly | ICANN Org | Being done |
| CSC/PTI Coordination | General Manager of PTI to meet with CSC | <ul style="list-style-type: none"> Meet with PTI President | IANA Naming Function Contract | October 2016 | Ongoing | CSC/PTI | Being done |

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| IANA Naming Function Transition Plan | PTI to develop and maintain a transition plan for the IANA naming function 18 months after effective date of IANA Naming Function Contract. ICANN in conjunction with the CSC as necessary, shall review the transition plan at least every 5 years. | <ul style="list-style-type: none"> Review transition plan | – Section 4.9.c IANA Naming Function Contract – Section 9.3 | May 2018 | 18 months after effective date of IANA Naming Function Contract (May 2018), every 5 years thereafter | ICANN | Yet another issue to deal with, but perhaps not a priority |