

Guideline: CSC Practices

Draft Version 1

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Date of adoption by the CSC:

1 Introduction and Background

ICANN has established a Customer Standing Committee (“CSC”) to monitor the performance of the Public Technical Identifiers (PTI) entity under the IANA Naming Function Agreement and Statement of Work for Management of the DNS Root Zone as included in the IANA Naming Functions Agreement.

The mission of the CSC is to monitor the performance of PTI against the contractually established Service Level Expectations (SLE’s) as well as ensure continued satisfactory performance of the IANA naming function for the direct customers of the naming services. The primary customers of the naming services are top-level domain registry operators, but also include root server operators and other non-root zone functions.

The CSC will achieve this mission through regular monitoring of the performance of the IANA naming function against the Service Level Agreement as included in the IANA Naming Function Contract and through mechanisms to engage with PTI to remedy identified areas of concern.

The CSC conducts its affairs via meetings (face-to-face or conference calls, or other means it considers appropriate). To structure its meetings and working procedures the CSC agreed upon internal procedures for conducting its business and reporting on it in a consistent way to the community.

2 Purpose of the Guideline

This Guideline provides information on how CSC meetings are prepared, conducted and reported to the community and the description of the related procedures and processes. The Guideline also defines roles and responsibilities of those involved in the preparation and running of CSC meetings.

3 General Information

CSC meetings are conducted regularly, in principle once per month. Additional meetings can be scheduled when needed. The CSC mailing list is used for information sharing, discussions and decision- making.

4 Agenda and Background Documentation

The Chair of the CSC will send out, or have the CSC Secretariat send out, a draft agenda at least 3 working days before each scheduled CSC meeting. The agenda will contain the following items:

- Apologies for absence
- An update on actions from previous meetings
- Overview of intersessional / email decisions
- Issues for discussion:
 - Reference to background documentation, if any;
 - An indication of purpose: for information only, for discussion purposes or decision required;
 - If a decision is required, a description of the decision and possibly a draft decision.
- Any other business
- Next meeting

As soon as the draft agenda is sent to the CSC, the Secretariat will publish the draft agenda and related documents on the CSC webpage/wiki accordingly.

The definite agenda will be determined at the meeting, however, items added after publication of the draft agenda may only be discussed: they shall not be decided at the meeting. The notes of the meeting will record the definite agenda as established at the meeting.

5 CSC meeting

5.1 Quorum

A CSC meeting is quorate if all 4 (four) or 3 (three) appointed members are present at the meeting. The notes will state if the meeting was quorate, or, if only quorate for a part of the meeting, state which items of business were quorate and which were not.

5.2 Record of attendance

The notes of a meeting will record the names of the members and liaisons who are present at the meeting.

Members or liaisons not present will be recorded as absent. If a member or liaison has notified the CSC, the Chair of the CSC or the Secretariat of their absence before the start of the meeting, she or he will be recorded as absent with apologies.

The list of attendees will be included in the notes of the meeting and separately published on the CSC website.

6 Notes and Decisions

6.1 Decision-making

6.1.1 Quorum

Only a quorate CSC meeting may take decisions. If a meeting is not quorate, a decision may be discussed, but no decision taken.

If a meeting is only quorate for a part of the meeting, decisions may be taken during the period the meeting was quorate. The Notes will note when the meeting was quorate and which items of business were dealt with during this period.

If a meeting is not quorate decisions will be taken on-line or deferred to the next (quorate) meeting.

6.1.2 Decision-making at a meeting

In addition to the quorum rule, CSC decisions will be taken at a meeting (conference call or face-to-face meeting) by consensus and using the following procedure:

For a decision to be taken it must be approved by the members present, unless another threshold is required either by the ICANN Bylaws, or by the CSC itself prior to the decision making.

In taking its decisions, developing its work plan and any of its reports, the CSC shall seek to act by consensus. Consensus calls should always make best efforts to involve all (appointed members and liaisons).

- Firstly, the Chair of the meeting will call for discussion of a proposed decision. If a decision is changed as a result of the discussion, the Chair will ensure the correct recording of the decision.
- The Chair will also note any abstentions or declarations of a conflict of interests.

The Chair shall be responsible for designating whether a decision has one of the following :

- a) Full Consensus - a position where no minority disagrees; identified by an absence of objection
- b) Consensus – a position where a small minority disagrees, but most agree

In the absence of Full Consensus, the Chair should allow for the submission of minority viewpoint(s) and these, along with the consensus view, shall be included in the report.

For a decision to be adopted it must be approved by all 4 members, unless another threshold is required either by the ICANN Bylaws, or by the CSC itself prior to the decision making.

In the notes the proposer of the decision are recorded.

The notes will also note the vote on the decision, if any. In the event of abstentions or votes against, the name of the Councillor abstaining or voting against will be recorded in the notes. The Councillor who abstained or opposed will be given the opportunity to express her/his concerns by the Chair

6.1.3 Decision-making by email

When the CSC needs to take a decision by email, the Chair or the CSC secretariat will send out the proposed decision to all members and liaisons using the CSC email list. The email will include the decision and the date and time by which a decision is needed, which will be at least 3 business days after sending the email, unless agreed otherwise prior to sending out the decision. An email decision is considered adopted if:

- None of the Councillors raises objections by the date and time included in the email, or
- In case at least one of the Councillor raises an objection, by a majority vote in support of the decision. If a Councillor raises questions or an objection, the email vote will be extended for another 5 business days.

Decision by email will be recorded in the agenda of the first CSC meeting following the decision.

6.2 Numbering and publication of Notes and Decisions

The numbering of notes and decision follows the numbering of the CSC meetings.

If, for instance, a CSC meeting is held where no decisions are taken, the next decision's number will remain the same as the number of the meeting. Sub-numbers are then given to each decision item that is passed. E.g. Meeting 1, decision 1 will have the decision number 1.1 and so on.

All decisions adopted by the CSC (whether at a meeting or by email) will be published as soon as possible after they have been approved, preferably within 24 hours. The decisions will be published on the ccNSO website.

6.3 Recording of Discussions

The notes will reflect only those remarks which are considered to be relevant to understand the decisions, thread of the discussion and action items. The notes will refer to a verbatim recording of the proceedings of the meeting, if such a recording has been made. The notes and recording will be made publicly available via the CSC website/ wiki space.

7 Action Items

The notes will reflect the action items flowing from the meeting, and the description will include a brief description of the action item, who is responsible for completion and the due date.

The format for the numbering of the action items starts with the number of the meeting, the year. The items will be sub-numbered action 01, Action 02 and so on. Action items are published separately online.

8 Approval of the Notes and Amendments

The secretariat, will send notes of a meeting to the CSC email list as soon as possible after the meeting is closed. Members and liaisons of the CSC will be given an opportunity to propose amendments to the notes within one week after posting. If no comments are received, the notes will be considered adopted by the CSC.

In the event amendments to the draft notes are proposed the Chair will determine whether the proposed amendments will be included in the notes and secondly whether the amended notes will be considered approved or need to be resent again to Council for approval.

9 CSC email list

The CSC will have a dedicated email list, which shall be maintained by the Secretariat and updated according to the instructions of the CSC.

10 Miscellaneous

10.1 CSC Internal Guideline

This guideline is an internal to the CSC.

10.2 Omission in or Unreasonable Impact of the Guideline

In the event this Guideline does not provide guidance and/or the impact is unreasonable to conduct the business of the CSC, the Chair of the CSC will decide.

10.3 Publication and Review of the Guideline

The Guideline will be published as part of the rules and guidelines of the CSC after adoption by the CSC.

The Guideline will be reviewed at a minimum after a review of the charter of the CSC or adjusted when considered necessary. To become effective the updated Guideline must be adopted by the CSC and published on the CSC website.

Before publishing the updated Guideline, the secretariat will adjust the version number and insert the date the Guideline was reviewed and adopted by the CSC.