Customer Standing Committee

The First 5 Months
&
What's in store

March 2017

Who are we?

2 gTLD members, appointed by RySG
- Kal Feher and Elaine Pruis

2 ccTLD members, appointed by ccNSO
- Jay Daley and Byron Holland (chair)

1 member non-ccTLD or gTLD – none appointed

6 Liaisons, appointed by their organizations:
- Mohamed El Bashir (ALAC), Jeff Bedser (SSAC), James Gannon (GNSO - Non-Registry), Elise Lindeberg, (GAC), Lars-Johan Liman (RSSAC)
- Elise Gerich (PTI)

What do we do?

- Monitoring

- Inform Community

- Consultation & Reviews

How do we do work?

- Monthly meetings
  - Receive & discuss PTI report
  - Decide on CSC report
  - Other topics

- Meetings are open
  - Recordings and proceedings on our website
  - Reports sent to an extensive distribution list

Activities since October 2016

- Reviewed 4 PTI reports and issued 4 monthly CSC reports

- Approved the dashboard that PTI has put up

- Discussed PTI's/IANA department 2016 customer Survey

- Start discussion on PTI related complaints and processes for these
  - To date NO outstanding complaints

- Developed Internal Procedures

Monitoring – Core Responsibility

- CSC monitors and reports on PTI compliance with the Naming Function Agreement including 'Service Level Agreement' (SLA) metrics

- There are 63 individual metrics within 8 groups e.g. technical checks, staff processing time for gTLD creation

- The SLE's are contained in the IANA Naming Function Agreement and were developed by one of the CWG 'Design Teams' – DT-A

CSC Reports

- PTI produces monthly report:
  - statistics on each of the SLA metrics
  - narrative explanation where a SLA has not been met
- CSC report based on variance and explanation of PTI report
- CSC ranks overall performance PTI based on number SLE's achieved:
  - Excellent (all),
  - Satisfactory (not all, but no need for concern)
  - Needs improvement (not all, action needed)
- CSC also reports on:
  - Metrics that CSC is Tracking Closely
  - Service Level that CSC could be adjusted
  - Report of Escalations

Monitoring - Example SLE is met

- Overall performance to date has been 'satisfactory'

- The SLE for staff processing of a request for the creation or transfer of a gTLD is 10 days

- To be considered to have met this metric, PTI needs to meet the threshold 90% of the time.

- PTI met the metric in December as of the 10 such gTLD requests, the longest took only 2.91 days.

Monitoring - Example SLE not fully met

- SLE :Technical checks for gTLD creation or transfer is 3 minutes, 90% of the time.
    - In December, 16 requests exceeded the technical check SLA, meaning that the SLE was not met
    - PTI explained that the problem arose because the system processes and measures requests sequentially and time measured is the time in the queue as well as the time to execute the technical check.
- CSC discussed issue with PTI
    - Implementation is consistent with definitions (CWG Design Team A)
    - CSC to determine how and when definitions of SLEs defined will be revised
    - Currently PTI evaluating a rewrite of the technical check portion with the next RZMS revision to allow for concurrent testing. Dependent on confirmation ability to deviate from CWG definitions of the measurement.

Performance and Complaints
CSC and PTI Remedial Action Procedure (RAP)

- Persistent performance issue identified by CSC

- Issue flowing from a complaint is 'Systemic or Persistent'
  - CSC still needs to develop criteria to determine if issue is 'systemic or persistent'

- CSC and PTI need to agree on Remedial Action Procedure (RAP)
  - Illustrative RAP included in CSC charter

Performance and Complaints
Complaint Resolution Process
PTI- PTI customer

- Very limited role for CSC
  - Receive notification of escalations (from PTI or complainant)
  - If issue is "systemic or persistent" => RAP

- Procedure detailed in IANA Naming Functions Agreement

Consulting and Informing

- PTI completed 2016 customer survey
  - Overall, very high satisfaction with PTI
  - Next survey: CSC to work with PTI to improve the response rate

- Informing community
  - Dashboard launched
  - Monthly reports
  - Presentations to ICANN community

Upcoming Work

- Community Consultation together PTI on PTI performance (Surveys, community consultations
- Review of Processing times for emergency requests
- Evolve Internal Procedures
  - For example procedure for handling complaints
- Review transition plan (once every 5 years)
- Request a review or change of SLE's
  - Updated SLE's to be approved by ccNSO and GNSO

Upcoming Work – Community Led Reviews

- First CSC Charter review
  - Start of review October 2017
  - Committee ccNSO and RySG
  - Any changes to be agreed by GNSO and ccNSO

- SLE review, in particular change of service level targets
  - Recommendations from CSC to GNSO and CCNSO
  - Changes Needs to be agreed by GNSO and ccNSO

- Effectiveness review CSC – October 2018
  - Method to be determined by ccNSO and GNSO

- IANA Function Review– to begin in fall of 2018, CSC to provide liaison

- In case of Special IFRT – on demand, CSC to provide liaison

Summary

- PTI performance is extremely good - some minor metrics missed, no customer service impact nor operational problems

- CSC is coming together as a committee and is working through its 'to do list' on 'as needed' basis

- The whole process is working very well
  - problem areas are being identified immediately and corrective measures being developed cooperatively
  - areas where SLE's may be too restrictive are also coming out

- ICANN community needs to begin to plan to play their role for reviews
  - GNSO and ccNSO need to begin process for CSC Charter review to commence October 2017