

### Updated List of identified work items

Work item	Tasks	Priority (urgency* importance) High (1) Middle 2 Lowest 3	CSC lead	Start Date	Expected end date	Comment, if any
Review of Implementation of Existing SLE's	Determine if issues identified to date involve changing the implementation of the existing SLE, or changing the SLE itself	High priority (1)	Jay and Kal			Jay and Kal to interact with PTI to clarify point of view CSC
Review of SLE's	<p>The CSC needs to decide if it wants to initiate such a review, and if so, when</p> <p>The Naming Functions Contract specifies that "Total Contractor transaction time for emergency changes should be completed within a target of 12 hours until reviewed by the CSC with Contractor.' Should changing this be part of a SLE review?</p> <p>If a SLE review is initiated, could or should the larger 'performance review (item 5.) be done at the same time?</p>	High Importance, not urgent (2)	TBD			<p>Need to understand by all how SLE update may take place and inform relevant actors accordingly</p> <p>Action: Trang and Bart to provide CSC overview of required steps by May CSC meeting</p>

CSC Role in PTI Survey	The Naming Functions Agreement specifies that 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.”	Important and relative urgent to ensure greater participation (2)	Byron			PTI staff to provide initial layout and schedule of upcoming survey  10 May 2017, initial overview and schedule of survey
Remedial Action Procedures	A draft is in the CSC Charter but are to be developed and agreed by the CSC and PTI.  This is the process by which ‘systemic issues’ are addressed  Also need to discuss whether a definition of ‘systemic or persistent issue’ is needed immediately	Important, not so urgent (2)	TBD	May 2017		Charter provides basic
CSC Charter review	Appoint liaison	Important (3)	TBD	May 2017, start of defining method etc. RySG and ccNSO	February/March 2018	Schedule: May- June 2017: draft terms/parameters review (ccNSO and RySG team). Mid – June 2017: Propose terms of reference review to RySG and ccNSO June agreement/adoption terms of review at ICANN 59.  October 2017 kick-off review

						<p>Annual meeting (ICANN 60). Public consultation</p> <p>Preparation final report, include proposed changes charter</p> <p>Adoption Final report RySG and ccNSO January/February 2018</p> <p>Submit updated charter to GNSO and ccNSO Council for adoption by ICANN 61</p>
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