**Remedial Action Procedures – Description of each step in flowchart.**

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| --- | --- |
| **1** | **Determines persistent issue exists during Problem Resolution phase** |
| Who | CSC |
| How | * CSC has reviewed the evidence presented by customer as well as the PTI performance reports and determines that the issue being presented is a systemic performance failure. These reports are continuously discussed between PTI and the CSC, and issues are reported on a monthly basis.

Proceed to Step 2 |
| **2** | **Notify PTI of persistent performance issue** |
| Who | CSC |
| How | * CSC schedules a meeting with the PTI President to discuss the results of their review of the issue.
* Invite should include evidence of persistent issue and corrective action for PTI review prior.
* Allow 14 business days for meeting to take place
* Output: Meeting invite

Proceed to Step 3 |
| **3** | **Reviews CSC’s and prepare draft Remedial Action PLan** |
| Who | PTI Management |
| How | * PTI President arranges meeting with PTI management to review CSC’s request.
* PTI confirms persistent issue exists
* Output: Draft proposed resolution with timeframe

Proceed to Step 4 |
| **4** | **CSC and PTI President to meet**  |
| Who | CSC, PTI President and assigned direct reports |
| How | * Discuss the issue at hand
* PTI presents draft plan to resolve
* Define timeframe for resolution
* Output: Draft Remedial Action Plan delivered to CSC

Proceed to Step 5 |
| **5** | **CSC reviews for agreement** |
| **Who** | **CSC**  |
| **How** | * CSC receives the draft Remedial action plan and determines if they agree with what PTI proposes.
* If agree, go to Step 6
* If no agreement, go back to Step 3 for re-write. Re-write can loop over a maximum of 3 times before CSC can escalate to Step 8.
 |
| **6** | **Implement agreed remedial actions** |
| Who | PTI management |
| How | PTI team begins implementing agreed upon remedial plan.Output: report on progress, final deliverableProceed to Step 7 |
| **7** | **Was the resolution delivered on time and satisfactory?** |
| Actor | CSC |
| How | PTI management delivers the completed implementation to the CSC within the timeframe that is agreed. If YES, process ENDSIf NO, go to Step 8 |
| **8** | **1st. Notification: Escalate to PTI Board** |
| Who | CSC |
| How | CSC will notify the PTI board of the issues with implementation. This could have been due to a unexplainable delay, or a failed implementation of the agreed upon remedial action plan.Output: Notification to PTI Board with invite for meeting to discussProceed to Step 9 |
| **9** | **CSC and PTI Board**  |
| Who | CSC, PTI Board |
| How | * Discuss the issue at hand
* PTI Board presents draft plan to resolve
* Define timeframe for resolution
* Output: All parties agree

Proceed to Step 10 |
| **10** | **PTI Board to notify PTI of new Plan** |
| Who | PTI Board |
| How | * PTI board will provide PTI management with a re-issued remedial action plan
* Plan should identify which steps were missed in implementation.
* A new timeframe is established.
* Output: Revised remedial plan to PTI management

Proceed to Step 11 |
| **11** | **Implement new remedial action plan** |
| Who | PTI Management |
| How | PTI management directs their teams to implement agreed upon resolution in the established timeframe with the PTI board oversight and approval.Output: Report on progress throughout the set timeframe, and final deliverable to be sent to CSC.Proceed to Step 12 |
| **12** | **Was the resolution delivered on time and satisfactory?** |
| Who | CSC |
| How | CSC reviews to determine if the new remedial action was delivered on time and satisfactory. If YES, go to ENDIf NO, go to Step 13 |
| **13** | **2nd Notification: Escalate to ICANN CEO** |
| Who | CSC |
| How | If CSC determines they are not satisfied with the action plan taken by PTI Board and/or here are more similar issues occurring at the same time, CSC may escalate the matter to the ICANN CEO to establish a Corrective Action Plan.Proceed to Step 14 |
| **14** | **Review for Corrective Action Plan** |
| **Who** | ICANN CEO |
| **How** | * ICANN CEO will receive the escalation from CSC and review the escalation.
* ICANN CEO will meet with PTI management and CSC.
* CSC will provide ICANN CEO with a timeframe for resolution
* Output: Gather information to help draft a corrective action plan.
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| **15** | **Present Corrective Action Plan**  |
| **Who** | ICANN CEO |
| **How** | * ICANN CEO will determine how he plans to fix the issue at hand. This may involve organizational restructure or resource reallocation.
* Output: Corrective Action Plan
 |
| **16** | **Was the resolution delivered on time and satisfactory?** |
| **Who** | **CSC** |
| **How** | CSC reviews to determine if the corrective action plan was delivered on time and satisfactory. If YES, go to ENDIf NO, go to Step 17 |
| **17** | **3nd Notification: Escalate to ICANN Board** |
| **Who** | CSC  |
| **How** | If CSC determines they are not satisfied with the action plan taken by ICANN CEO and/or here are more similar issues occurring at the same time, CSC may escalate the matter to the ICANN Board for review of the contract between PTI and ICANN.Proceed to Step 18 |
| **18** | Review of Contract |
| Who | ICANN Board. |
| Steps | ICANN Board has internal processes for reviewing escalation and will follow those. Go to END.  |