

IFO SLA Change Procedures

Procedure 1 - New SLA Item

Step	Owner	Engagement
1. Definition Definition of what to measure and how to measure it.	CSC in negotiation with IFO	CSC directly consults with respective customer communities on what needs to be measured and why
2. Baseline measurement Collection of baseline measurements of performance used to inform next step. Development of interim measurement tools as necessary.	IFO with timetable negotiated with CSC	CSC communicates status in monthly report
3. Target negotiation Negotiate target and threshold for SLA compliance of this new SLA Item	CSC in negotiation with IFO	CSC directly consults with respective customer communities on what target and threshold should be.
4. Community consultation Full community consultation process.	ccNSO and GNSO	CSC makes recommendation to ccNSO/GNSO covering definition, target and threshold
5. Implementation SLA change documented between ICANN and PTI; Technical implementation by IFO; included into reports to; included in CSC oversight	IFO and CSC	CSC communicates status in monthly report

Procedure 2 – Change SLA Item definition and target/threshold

Step	Owner	Engagement
1. Re-definition Re-definition of what to measure and how to measure it.	CSC in negotiation with IFO	CSC directly consults with respective customer communities on need for changed definition and what that should be
2. Baseline measurement Collection of baseline measurements of performance used to inform next step. Development of interim measurement tools as necessary.	IFO with timetable negotiated with CSC	CSC communicates status in monthly report

3. Target negotiation Negotiate target and threshold for SLA compliance of this new SLA Item	CSC in negotiation with IFO	CSC directly consults with respective customer communities on what target and threshold should be.
4. Community consultation Full community consultation process.	ccNSO and GNSO	CSC makes recommendation to ccNSO/GNSO covering definition, target and threshold
5. Implementation Technical implementation by IFO; included into reports to; included in CSC oversight	IFO and CSC	CSC communicates status in monthly report

Procedure 3 – Change SLA Item target/threshold only

Step	Owner	Engagement
1. Target negotiation Negotiate target and threshold for SLA compliance of this existing SLA Item	CSC in negotiation with IFO	CSC directly consults with respective customer communities on what target and threshold should be.
2. Implementation Technical implementation by IFO; included into reports to; included in CSC oversight	IFO and CSC	CSC communicates status in monthly report and twice yearly report

Procedure 4 – Remove SLA Item

Step	Owner	Engagement
1. Removal requirement Establish clear reason as to why this SLA Item can be removed	CSC in negotiation with IFO	CSC directly consults with respective customer communities on why this SLA Item can be removed
2. Community consultation Full community consultation process.	ccNSO and GNSO	CSC makes recommendation to ccNSO/GNSO covering definition, target and threshold
3. Implementation Removal of SLA Item	IFO and CSC	CSC communicates status in monthly report and twice yearly report