# The Year in Review – *and a Look Ahead*

**CSC** | Customer Standing Committee

October 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)
- Naela Sarras (PTI)

# Monitoring – Core CSC Responsibility

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- IANA Naming Function Agreement contains an Annex with 63 specific Service Level Agreement (SLA) metrics
- Since October 2016 PTI's overall performance score has ranged from a low of 95.9 to 100% for the last four months

  - Some of the 'metric misses' resulted from SLA metrics which we are recommending be changed; such changes would have improved the overall performance rating
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- The CSC also gives PTI a monthly qualitative score – 'excellent', 'satisfactory' or 'needs improvement'
- Our assessment is that for the year as a whole, their overall performance has been 'excellent'

# Complaints & Performance Issue Remediation

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- Customer complaints are to be addressed by PTI alone
  - CSC's Charter prevents it from becoming involved in individual complaints
- CSC role is in complaints is limited:
  - To monitoring PTI's overall complaint management system
  - To being informed of the status of complaints escalated to PTI management
  - In 12 months CSC has been informed of 2 'escalations'; both have been closed.
- Where CSC believes that individual problems represent 'systemic or persistent' issues it can invoke 'remedial action procedures' (RAP), which are currently being developed

# Consulting and Informing

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- Informing community
  - PTI dashboard
  - 12 monthly reports produced by PTI and 12 monthly reports by CSC
  - presentations to ICANN community
  - Monthly CSC meetings, open to all

- PTI completed 2016 customer survey
  - overall, very high satisfaction with PTI
  - Survey participation very low
  - More registry engagement needed – CSC is bringing this message to the ccNSO and RySG

# Work in Progress

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- Remedial Action procedures
  - Need PTI and CSC approval
  - draft being reviewed by ICANN Legal
- Process for changes to SLA's
  - Current process is inflexible; we are recommending a process proportionate to the changes being sought
- Specific changes to current SLA's
  - proposal being reviewed with ccNSO & RySG in Abu Dhabi
- Review of PTI Development Plan

# Upcoming Work – Community Led Reviews

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- CSC Charter Review
  - Underway now by a committee from ccNSO and RySG
  - CSC has already met with the Review Team
  - any changes to the charter need to be agreed by GNSO and ccNSO

- Review of CSC Effectiveness – October 2018
  - method to be determined by ccNSO and GNSO

- Periodic IANA Function Review (IFR)
  - First such IFR must begin by Oct. 2018
  - One element is performance of CSC in providing PTI oversight (18.3 (j) of ICANN bylaws)

# 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'

- The whole process is working very well
  - problem areas are being identified immediately and corrective measures being developed cooperatively
  - areas where SLE's implementation may need changes have been identified

- ICANN community needs to prepare for their role in the multiple reviews
  - Charter Review now ongoing; two more to begin by October 2018