The Year in Review – *and a Look Ahead*

CSC | Customer Standing Committee

October 2018

Mission Statement

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From CSC Charter:

- "The mission of the CSC is to ensure continued satisfactory performance of the IANA function for the direct customers of the naming services. The primary customers of the naming services are top-level domain registry operators, but also include root server operators and other non- root zone functions."

- "The mission will be achieved through regular monitoring by the CSC of the performance of the IANA naming function against agreed service level targets and through mechanisms to engage with the IANA Functions Operator to remedy identified areas of concern."

Who are we?

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2 gTLD members, appointed by RySG
- Elaine Pruis and Gaurav Vedi

2 ccTLD members, appointed by ccNSO
- Brett Carr 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), Nigel Cassimire, (GAC), Lars-Johan Liman (RSSAC)
- Naela Sarras (PTI)

What do we do?

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- Monitoring

- Complaints & Performance Remediation

- Consultation & Reviews

- Inform Community

Monitoring – Core Responsibility

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- 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

PTI Monitoring

- Since October 2017 PTI's overall performance score has ranged from 95.3 to 100%
  - Some of the 'metric misses' resulted from SLA metrics which we are recommending be changed
  - 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 '<u>excellent</u>'

Community Views Sought

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- CSC Charter provides:

    "The CSC will, on an annual basis or as needs demand, conduct a consultation with the IANA Functions Operator, the primary customers of the naming services, and the ICANN community about the performance of the IANA Functions Operator."

    "The CSC, in consultation with registry operators, is authorized to discuss with the IANA Functions Operator ways to enhance the provision of IANA's operational services to meet changing technological environments"

- What are your views – do you have any feedback on PTI's performance or the need for service enhancements?

Complaints & Performance Issue Remediation

- Customer complaints are to be addressed by PTI alone – CSC's Charter prevents it from becoming involved in individual complaints
- CSC role is limited to:
  - monitoring PTI's overall complaint management system
  - being informed of the status of individual complaints
- PTI received 2 'escalations' since Oct. 2017 (both closed) and none in 2018.
- Where CSC believes that individual problems represent 'systemic or persistent' issues it can invoke its 'remedial action procedures' (RAPs)

Remedial Action Procedures

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- These were completed and approved by PTI and ICANN in March 2018
- Can be invoked by CSC where it has identified a performance issue, or where it determines that a problem is 'systemic or persistent'
- The RAPs include a three level escalation procedure:
  - PTI board, then
  - ICANN CEO, then
  - ICANN Board

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
  - Open, monthly meetings CSC

- PTI completed 2017 customer survey
  - overall, very high satisfaction with PTI
  - Survey participation very low
  - More registry engagement needed
  - The 2018 survey just closed; the results are not yet available

Possible SLA Changes

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- PTI and CSC have previously identified the need for changes to the IANA Service Level Agreement (SLA) metrics:

  - Three that need revision to the metric only
    - Technical Check Retest,
    - Technical Check Supplemental
    - ccTLD creation/transfer

  - One new SLA, for IDN tables

SLA Changes

- The recently completed CSC Charter review requires that

    "The CSC, in consultation with the IANA Functions Operator, will develop procedures for changing service level/s including the removal of existing service levels or the inclusion of new service levels. These procedures will be commensurate with the type of the service level change being proposed."

- The process for changing SLA's is cumbersome, as these are currently part of the IANA Naming Functions Contract

- ICANN, PTI, and CSC have been collaborating on defining a more efficient process for changing, adding, and removing service level(s).

SLA Changes

- The CSC and PTI propose to proceed with these SLA amendments, in two stages:

  - Develop and implement the 'change mechanism' – the *process* for making SLA amendments

  - Proceed with individual SLA changes <u>after</u> the 'change mechanism' has been implemented

Framework for SLA changes

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- Amend the IANA Naming Functions Contract to achieve three things in respect of the SLA's:

  - The SLA's themselves would henceforth be contained on the PTI website (not in the INFC)
  - The process for amending the SLA's – the change mechanism - would also be on the PTI website
  - Establish a process for amending the change mechanism which would be in INFC

- Moving the SLA's to the PTI website would not dilute their legal validity – a failure to respect them would remain a breach of the INFC

SLA Changes - Next steps

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- Finalize the substance of the 'change mechanism' wording
- Determine process to approve any *future* changes to the 'change mechanism'
- Develop draft amendments to INFC to support the overall changes
- Develop 'mock-up' of PTI website changes to aid in understanding of final changes
- Consult with the community
- When the final package is ready for approval, the CSC will seek ccNSO, GNSO/RySG approval to proceed
  - This is expected for ICANN 64 in Kobe next March.

Community Led Reviews

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- First CSC Charter review
  - Completed June 2018
  - Found that *"the inaugural CSC is a cohesive and collaborative team that has, in its first 12 months of operation, undertaken a significant body of work in developing operating procedures and carrying out its role as prescribed in the Charter.*
  - Revised CSC Charter approved by the ccNSO and RySG
  - Changes to Remedial Action Procedures are pending approval
- Review of CSC Effectiveness – October 2018
  - Four ccNSO and GNSO members recently appointed

- Periodic IANA Function review (IFR)
  - First such IFR must begin by Oct. 2018; just getting underway; CSC is James Gannon

Summary

- PTI performance is extremely good - some minor metrics missed, no customer service impact nor operational problems
- CSC almost finished developing procedures to support its work
  - revising SLA's seen to be last big piece
- The whole process is working very well
  - problem areas are being identified immediately and corrective measures being developed cooperatively
  - areas where SLA's implementation may need changes have been identified
- CSC is looking forward to the first IFR