# Process for Amending the IANA Naming Service Level Agreements

The following process for amending IANA Naming Service Level Agreements (SLAs) has been developed and agreed to by the Customer Standing Committee (CSC), ICANN and PTI. This process was developed to enable timely amendments to service levels that fall into a number of defined categories.

The SLAs are enforceable by ICANN through the IANA Naming Functions Contract it holds with PTI. None of the requirements in the process for amending IANA Naming SLAs override any obligations within the IANA Naming Functions Contract. Pursuant to that agreement, PTI’s obligations to consult or notify ICANN are not modified through this process for amending IANA Naming SLAs.

**I.** Procedure for determining that a SLA needs amending

1. An IANA Naming Function SLA change request may come from the CSC or PTI1. The change request, along with reasoning for the change, must be distributed to the parties.
2. The CSC and PTI should meet to discuss the change request; this may be done during the CSC’s regular monthly meeting or during a separate conference call.

To determine the merit of the change request, the CSC and PTI should consider:

1. Which category applies to the SLA change request, as this will determine if community consultation is required. (see Appendix A):
   1. New SLA Item
   2. Remove SLA Item
   3. Change SLA Item definition and target/threshold
   4. Change SLA Item target/threshold only
2. The benefit it would provide the community
3. Determine the change’s feasibility such as: can it be achieved? What changes will be required to achieve it including but not limited to system changes, operational changes and an estimated implementation plan?
4. Estimate the cost of the change, based on the implementation requirements mentioned above.
5. The end results of the discussions between the CSC and PTI regarding the SLA change should be submitted in writing by PTI to the CSC or from the CSC to PTI.
   1. If a mutual decision is to change the SLA, continue with the IANA Naming SLA Amendment procedure.
   2. If a mutual decision is to not change the SLA, after communicating that to each other in writing, the process ends.

**II.** IANA Naming SLA Amendment Procedure

1. If the CSC and PTI reach a mutual decision to proceed with the SLA change, PTI should draft a change recommendation, which includes an impact analysis that expands with further detail based on their earlier discussions during the “procedure for determining that a SLA needs amending” stage. The analysis should review such items as the impact on potential resources, budget requirements following the PTI and ICANN budgetary processes, and an implementation plan per the PTI and/or ICANN implementation process, should the SLA changes be approved. Prior to moving forward with the recommendation, the CSC and PTI should agree on how PTI can support the implementation of the draft SLA change recommendation. PTI and/or ICANN shall publicly post the draft SLA change recommendation will be based on, and after impact completion of this analysis.
2. Naming Customer Consultation: All four (4) categories of SLA changes require the CSC to present the change request to inform their stakeholders (i.e. Naming Customers) of the draft SLA recommendation.
3. Community Consultation: However, three (3) SLA change categories require further community consultation: *(i.) new SLA*, *(ii.) remove SLA and (iii.) change SLA item definition and target/threshold.*  Community Consultation includes:
   1. A Public Comment Period complying with ICANN’s designated practice for public comment periods, per the CSC Charter 17.3.d.
   2. Based on the potential degree of impact if the draft SLA change recommendation is approved, the CSC may decide to perform community consultations such as, but not limited to, open sessions at ICANN meetings, etc.
   3. Upon completion, community feedback should be taken into consideration in the final SLA change recommendation. If community feedback results in significant changes to the SLA change recommendation, then the CSC and PTI should mutually agree to the revisions.
   4. When final draft SLA change recommendation is agreed upon between the CSC and PTI, the CSC should seek approval from the GNSO and ccNSO Councils with these potential outcomes:
      1. Both the GNSO and ccNSO Councils do not approve. Process ENDS.
      2. One Supporting Organization Council approves, but the other Supporting Organization Council does not approve. Process ENDS.
      3. Both the GNSO and ccNSO Councils approve. Proceed to implementation.
4. After approval from the GNSO and ccNSO Councils, or in the case of *Procedure (iv): change SLA target/threshold only,* which does not require the Councils’ approval, the implementation process for the SLA change2  is initiated. PTI implements the SLA changes in accordance with the implementation plan provided earlier in the process for the final SLA change recommendation.
5. ICANN and PTI will update the SLA webpage. Upon the effective date of the SLA change, the previous SLA will be archived on the SLA webpage.

1 ICANN can direct PTI to initiate a SLA change request.

2 If the implementation requires ICANN or PTI Board approval, this must take place before implementation begins.

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# APPENDIX A

SLA Change Procedures

Procedure i. (1) - New SLA Item

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| **Step** | **Owner** | **Engagement** | **Process Document Reference** |
| 1. Definition   Definition of what o measure and how to measure it. | CSC in negotiation with PTI | CSC directly consults with respective customer communities on what needs to be measured and why | I. Procedure for determining that a SLA needs amending. (step 1) |
| 1. Baseline measurement   Collection of baseline measurements of performance used to inform next step. Development of interim measurement tools as necessary. | PTI with timetable negotiated with CSC | CSC communicates status in monthly report | I. Procedure for determining that a SLA needs amending. (step 2) |
| 1. Target negotiation   Negotiate target and threshold for SLA compliance of this new SLA Item | CSC in negotiation with PTI | CSC directly consults with respective customer communities on what target and threshold should be. | II. IANA Naming SLA Amendment Procedure (step 1 and 2) |
| 1. Community consultation   Full community consultation process. | ccNSO and GNSO | CSC makes recommendation to ccNSO/GNSO covering definition, target and threshold | II. IANA Naming SLA Amendment Procedure (step 3) |
| 1. Implementation   Technical implementation by PTI; included into reports to; included in CSC oversight | PTI and CSC | CSC communicates status in monthly report | II. IANA Naming SLA Amendment Procedure (steps 4 & 5) |

Procedure ii (2) – Remove SLA Item

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| **Step** | **Owner** | **Engagement** | **Process Document Reference** |
| 1. Removal requirement   Establish clear reason as to why this SLA Item can be removed | CSC in negotiation with PTI | CSC directly consults with respective customer communities on why this SLA Item can be removed | I. Procedure for determining that a SLA needs amending. (step 1) |
| 1. Community consultation   Full community consultation process. | ccNSO and GNSO | CSC makes recommendation to ccNSO/GNSO covering definition, target and threshold | II. IANA Naming SLA Amendment Procedure (step 3) |
| 1. Implementation   Removal of SLA Item | PTI and CSC | CSC communicates status in monthly report and twice yearly report | II. IANA Naming SLA Amendment Procedure (steps 4 & 5) |

Procedure iii. (3) – Change SLA Item definition and target/threshold

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| **Step** | **Owner** | **Engagement** | **Process Document Reference** |
| 1. Re-definition   Re-definition of what to measure and how to measure it. | CSC in negotiation with PTI | CSC directly consults with respective customer communities on need for changed definition and what that should be | I. Procedure for determining that a SLA needs amending. (step 1) |
| 1. Baseline measurement   Collection of baseline measurements of performance used to inform next step. Development of interim measurement tools as necessary. | PTI with timetable negotiated with CSC | CSC communicates status in monthly report | I. Procedure for determining that a SLA needs amending. (step 2) |
| 1. Target negotiation   Negotiate target and threshold for SLA compliance of this new SLA Item | CSC in negotiation with PTI | CSC directly consults with respective customer communities on what target and threshold should be. | II. IANA Naming SLA Amendment Procedure (step 1 and 2) |
| 1. Community consultation   Full community consultation process. | ccNSO and GNSO | CSC makes recommendation to ccNSO/GNSO covering definition, target and threshold | II. IANA Naming SLA Amendment Procedure (step 3) |
| 1. Implementation   Technical implementation by PTI; included into reports to; included in CSC oversight | PTI and CSC | CSC communicates status in monthly report | II. IANA Naming SLA Amendment Procedure (steps 4 & 5) |

Procedure iv. (4) – Change SLA Item target/threshold only

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| **Step** | **Owner** | **Engagement** | **Process Document Reference** |
| 1. Target negotiation   Negotiate target and threshold for SLA compliance of this existing SLA Item | CSC in negotiation with PTI | CSC directly consults with respective customer communities on what target and threshold should be. | II. IANA Naming SLA Amendment Procedure (step 1 and 2) |
| 1. Implementation   Technical implementation by PTI; included into reports to; included in CSC oversight | PTI and CSC | CSC communicates status in monthly report and twice yearly report | II. IANA Naming SLA Amendment Procedure (steps 4 & 5) |