

CSC - Overview and Update



CSC | Customer
Standing Committee

November 2019

- Amendment of CSC internal procedures to deal with vacancy in member seats
 - Basic CSC quorum all 4 appointed members need to be at present.
 - If vacancy, decision making limited to adoption of CSC monthly report
- Background: timing issues in required annual approval of full slate of membership (members and liaisons)
- CSC will appoint new chair & vice chair by December 2019

2 gTLD members, appointed by RySG

- Gaurav Vedi and Dmitry Burkov (new)

2 ccTLD members, appointed by ccNSO

- Brett Carr and Alejandra Reynoso (new)

4 Liaisons, appointed by their organizations:

- Holly Raiche (ALAC), James Gannon (GNSO - Non-Registry), Nigel Cassimire (GAC), Lars-Johan Liman, Interim Chair (RSSAC)

1 Liaison PTI, Naela Sarras (PTI)

Monitoring – CSC Monthly Reporting

- The CSC produces a monthly report based on the following rankings:
 - Excellent - PTI met all service level agreements (100 %) for the month.
 - Satisfactory - PTI met the service level agreement for [less than 100%] of defined metrics. Missed service level agreements were satisfactorily explained and the CSC has determined that these exceptions were no cause for concern. No persistent problems were identified and no further action is needed.
 - Needs Improvement - Performance needs improvement due to a) severe degradation in meeting SLAs from previous months, b) a trend in complaints that indicate a persistent issue to be resolved, and c) a negative trend in compliance to SLAs over several months.
- The CSC Findings % summarizes PTI performance as the percentage – the rating - of the SLAs that was met, for example 98.4%, implies 61 of 62 SLAs were met.
- If a SLA was not met, explanation is needed and understood by CSC

<u>PTI Performance to 2018</u>				
	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>
Jan		97.3%	100%	98.4%
Feb		97.6%	96.9%	100%
Mar		99.5%	95.3%	98.4%
Apr		98.6%	95.3%	100%
May		98.6%	100%	100%
June		100%	98.4%	100%
July		100%	98.4%	100%
Aug		100%	98.4%	98.4%
Sept		100%	100%	100%
Oct.	95.9%	96.9%	100%	
Nov.	99%	96.9%	98.4%	
Dec.	99.4%	100%	100%	

- Majority of the 'metric misses' resulted from SLA metrics which changed following new change procedure

- CSC and PTI approved:
 - a "Process for amending the IANA Naming Function Service Level agreements" and
 - a "Procedure for Modifying the process for amending the IANA Naming Function Service Level agreements"
- These processes have become in force since amendment of IANA Naming Function Contract (March 2019).

Recent and upcoming SLA changes

- PTI and CSC identified three SLAs which need to changes:
 - Technical Checks (need revision to the metric only)
 - New SLAs, for publication of IDN / LGR tables
 - ccTLD Delegation/Transfer: Validation and Reviews
- Current status of SLAs changes:
 - 3 Technical Checks: COMPLETED and OPERATIONAL
 - New SLAs, for IDN / LGR tables: SEEK APPROVAL of ccNSO and GNSO Councils
 - ccTLD creation/transfer: PUBLIC COMMENT phase

- If the CSC determines that a 'systemic problem' exists, PTI is obligated to prepare and follow a 'Remedial Action Plan'
- Failure to follow the plan can result in a three level escalation procedure being invoked:
 - PTI board, then
 - ICANN CEO, then
 - ICANN Board
- The RAPs approved in March 2018 and updated in January 2019.
- If RAP has been followed and the PTI Performance Issue is NOT resolved, CSC may raise issue with ccNSO and GNSO Councils
 - ccNSO and GNSO Councils may initiate Special IANA Function Review

- First CSC Charter review (October 2017-June 2018)
 - Completed in June 2018; recommendations implemented
- Review of CSC Effectiveness
 - Started October 2018-Completed March 2019
 - Recommendations implemented June 2019
- Periodic IANA Function Review (IFR)
 - First IFR 'initiated' in Oct. 2018
 - Status pending
 - One element is performance of CSC in overseeing PTI (18.3 (j) of ICANN Bylaws):
Advise to use results of CSC Effectiveness review

- PTI performance is extremely good - some minor metrics missed, no customer service impact nor operational problems (see Overview slide 8)
- The process is working very well
 - If problem areas are being identified: corrective measures are being developed immediately and cooperatively
 - areas where SLAs need changing are being actioned
- CSC as a committee has completed its start-up and functions well
- Major challenge to the CSC's continued success: community interest.