**Overview of Work items CSC under its Charter**

According to the Charter the mission of the CSC is to ensure continued satisfactory performance of the IANA function for the direct customers of the naming services.

This will be achieved through:

* Regular monitoring by the CSC of the performance of the IANA naming function against agreed service levels
* Mechanisms to engage with the IANA Functions Operator to remedy identified areas of concern, including but not limited to the Remedial Action Procedures.

These responsibilities are further detailed in charter under scope of responsibilities

**Review or Change of SLA.** The CSC or the IANA Functions Operator can request a review or change to service level/s. 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.

**Discuss with PTI ways to enhance provision of IANA Services.** 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 for any of the following reasons:

* to meet changing technological environments;
* as a means to address performance issues; or
* other unforeseen circumstances.

**Remedial Action.** The CSC is authorized to undertake remedial action to address performance issues in accordance with the Remedial Action Procedures (RAP) published on the CSC website.

**Escalation to ccNSO and GNSO Councils.** In the event performance issues are not remedied to the satisfaction of the CSC, … , the CSC is authorized to escalate the performance issues to the ccNSO and GNSO Councils for consideration.

**Dealing with Individual complaint.** The CSC will review individual complaints with a view to identifying whether there are any patterns of poor performance by the IANA Functions Operator in responding to complaints of a similar nature. The CSC may invoke the RAP if necessary to resolve performance issues that may be systemic or persistent.

**Consult with direct customers.** The CSC will, as need demands, conduct consultations with the IANA Functions Operator, meet with the direct customers of the naming services, and the ICANN community about the performance of the IANA Functions Operator.

**Provide liaisons to review teams.** Provide liaisons to CSC Charter review team, CSC Effectiveness Review (next one starts October 2021), IFRT, SIFR and Separation Cross Community Working Group.