**DT-O Comments on Schedule A of the ICANN-PTI Services Agreement**

**Schedule A Comments**

|  |  |  |
| --- | --- | --- |
| **Service** | **Schedule A Description** | **DT-O Comments** |
| Facilities Support | Provide PTI will ancillary services related to its use and enjoyment of the Facilities, including facilities management, reception services, facility security, parking and common area usage. | Minor edit: change ‘will’ to ‘with’. |
| Information Systems, Development and Security | Support for servers, systems and business applications; resources for software development and maintenance; provisioning and support for end user systems; and maintain necessary policies and software to facilitate the security of PTI’s computer systems. | Does this include provision and maintenance of applicable hardware? In other words, does ‘support for servers’ include hardware procurement & maintenance of equipment in addition to software procurement & maintenance? Suggest adding the following sentence or something like it: “PTI will leverage ICANN’s IT department’s relationship/contracts with vendors to procure hardware, software, and maintenance contracts.” |
| Insurance Administration | Administration and oversight of the procurement and maintenance of the company-placed insurance programs, including property, cargo, general liability, professional liability, auto and workers' compensation, directors/officers, errors/omissions and cyber programs and other applicable business insurance programs. | What is meant by ‘auto’? Xavier clarified that it means automobile insurance. Suggest this edit: change ‘auto’ to ‘vehicle insurance’. |
| Security | Security services, including investigations, and facilities security infrastructure. | Does this include cyber security services? Suggest an edit as follows: ***“***Security services, including cyber security, investigations, and facilities security infrastructure.***”*** |

**General Comment**

Although not necessarily required to be in the Services Agreement, it is recommended that the PTI Operating Plan & Budget provide detailed costs for each of the Schedule A services. This will facilitate monitoring and evaluating PTI costs corresponding to Schedule A.