

Discussion note Framework for general review of SLAs

Version1 – October 2023

Introduction

In its conversations with the CSC, PTI and PTI Board, the second CSC Effectiveness Review Team, the question whether the IANA Naming Function SLAs should be reviewed periodically was a recurring theme.

The current SLAs were developed as part of the IANA Stewardship Transition Process and are reflected in the 2016 IANA Naming Function Contract. Given the passage of time, the Review Team was advised by both PTI and the PTI Board that it would be timely to assess the adequacy of the current SLAs by way of a review and that the CSC is considered well placed to conduct such a review, in consultation with the broader ICANN community

The Review Team recommended that the CSC in close cooperation with PTI would develop a framework that could be used to conduct regular reviews of the SLAs. The Review Team suggested that the process for Amending IANA Service Level Agreements could be starting point for such a framework. The framework will require the support of the direct customers of PTI.

Current procedure to determine if SLAs needs changing and its limitations

The process for Amending IANA Service Level Agreements was developed to specify the procedures and roles and responsibilities of the CSC, PTI and ICANN to make timely amendments to SLAs that fall into a number of defined categories:

- i. New SLA Item
- ii. Remove SLA Item
- iii. Change SLA Item definition and target/threshold
- iv. Change SLA Item target/threshold only

Note that although a general review may not result in a change, the SLA change process was designed to deal with a change of individual SLAs.

Question: should the categories be expanded and include a new category? (change of multiple related SLAs)

Secondly, to determine the merit of a change request, the CSC and PTI should consider the following:

- i. The benefit the changes would provide the community
- ii. 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?
- iii. Estimate the cost of the change, based on the implementation requirements mentioned above.

Question: Are these requirements valid for a general review? Do additional requirement need to be added?

Note that only if CSC and PTI both agree to change the SLAs, the process will proceed.

Current procedure to change the SLAs and its limitations

According to the current procedure and after the CSC and PTI agreed on the need to change the following steps are required:

- i. PTI should draft a change recommendation, which includes an impact analysis with further detail based on their earlier discussions. 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.
- ii. Naming Customer Consultation: The CSC is to present the change request to inform their stakeholders
 - iii. Community Consultation, which includes:
 - a. Public Comment Period
 - b. Based on the potential degree of impact of the proposed change the CSC may decide to perform community consultations
 - c. If community feedback results in significant changes to the SLA change recommendation, then the CSC and PTI should mutually agree to the revisions.
 - d. When a final draft SLA change recommendation is agreed upon between the CSC and PTI, the CSC should seek approval from the GNSO and ccNSO Councils. Only if both Council approve, the change will proceed
 - iv. After approval by the Councils, the change process is initiated* and implementation begins

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

Question: Are these requirements under the change procedure valid for a change following a general review of the SLA as well? Do additional requirement need to be added?

Background material

- [CSC Effectiveness Review Final Report](#) , section 5 Additional Topics
- [Process for Amending IANA Service Level Agreements](#)
- Procedure to change Process (same document)
- [IANA Naming Function Contract](#)
- IANA Naming Function Service Levels | [IANA Naming Function Contract Annex A section 2](#)