**Staff Note Action Item - 03- 79-2024.**

**Topic: Should requirement in CSC Section II (2) be maintained?**
**(see: https://docs.google.com/document/d/1BanPdnsC-cygTCzkZnAiBDUmGyRg2mEQ/edit )**

The requirement in Strawman Section II (2)  - **Naming Customer Communication:** All six  (6) categories of SLA changes require the CSC to communicate the requested change to their stakeholders (i.e. Customers) of the draft SLA recommendation.

The question was Is requirement covered in any of the other documents (ICANN Bylaw, Charter, Membership requirements) ?

Suggestion based on review of the relevant documents (ICANN Bylaws, Charter of CSC, and Call for Expression of Interest/Skill set requirement matrix: maintain requirement in Procedure
Rationale:

- According to the charter the CSC is interface between PTI and customers. The assumption is that this also relates to informing direct customers not only on performance ( the monthly reports) but also on anticipated changes to service levels.  The requirement in Change procedure ensures that direct customers are alerted to forthcoming change and – depending type of. Change -  public comment period.
- There is a general assumption that the CSC and its individuals on the CSC inform the direct customers and broader community. The requirement in the procedure makes this general commitment when accepting a role on the CSC more specific,
- The requirement does not add any unexpected nor additional burden on the members or liaisons as they are expected as part of the CSC to inform their appointing group.

# Relevant Documents

**ICANN Bylaws Article 17:** No specific language re, consultation and/or informing customers and/rother stakeholders

**the Charter:** https://www.icann.org/en/system/files/files/csc-charter-amended-27jun18-en.pdf

From Mission section:

 *The CSC will be the primary interface between the IANA Naming Functions Operator, currently PTI, and its customers.*

From Scope Responsibilities Section
*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. **Informing the registry operators about proposed changes shall always be required; however, the type of service level change will determine whether it is necessary to conduct a community-wide consultation**. The procedures may be updated from time to time, and will only become effective after publication of the process on the CSC webpage, and after informing the ccNSO Council and RySG, the direct customers.*

And

*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.*

From Members Selection section
Expression of Interest that includes a response addressing the following matters:
- • Why they are interested in becoming involved in the CSC.
- • What particular skills they would bring to the CSC.
- • Their knowledge of the IANA Functions.
- • Their understanding of the purpose of the CSC.
- • That they understand the time necessary required to participate in the CSC and can commit to this role.

From the previous **calls for expression of Interest.**
**Skill set requirements matrix:**
https://www.icann.org/en/system/files/files/csc-skill-set-matrix-members-liaisons-04jun19-en.pdf
Only general requirement to inform community.

*"Excellent communication skills in order to represent interests direct customers (ccTLDs and gTLD operators) and to keep the ccNSO, broader ccTLD community and RySG informed on progress and issues, if any."*