

# CSC Overview for New Members & Liaisons



# Background from IANA Transition Proposal

- On March 14, 2014 the US Dept. of Commerce announced its intention to transition key internet domain name functions to the global multistakeholder community.
- During the ensuing IANA Transition process, an IANA Transition Proposal was developed by a cross community working group (CWG).
- A major aspect of this proposal involved creating a new legal entity, Public Technical Identifiers (PTI), under ICANN and the signing of a contract between PTI and ICANN for the management of IANA Naming Functions.
- This contract contained a statement of work and a set of 'SLAs' (service level agreements) in respect of the IANA Naming functions
- The U.S. Department of Commerce's National Telecommunications and Information Administration (NTIA) accepted the IANA Transition Proposal effective Oct. 1, 2016 thus passing its historic internet stewardship role to ICANN and the global multistakeholder community.

- The IANA Transition proposal provided for the creation of the Customer Standing Committee and this requirement is now provided for in the ICANN Bylaws:

*ICANN Bylaws 17.1:*

*"ICANN shall establish a Customer Standing Committee ("CSC") to monitor PTI's performance under the IANA Naming Function Contract and IANA Naming Function SOW.*

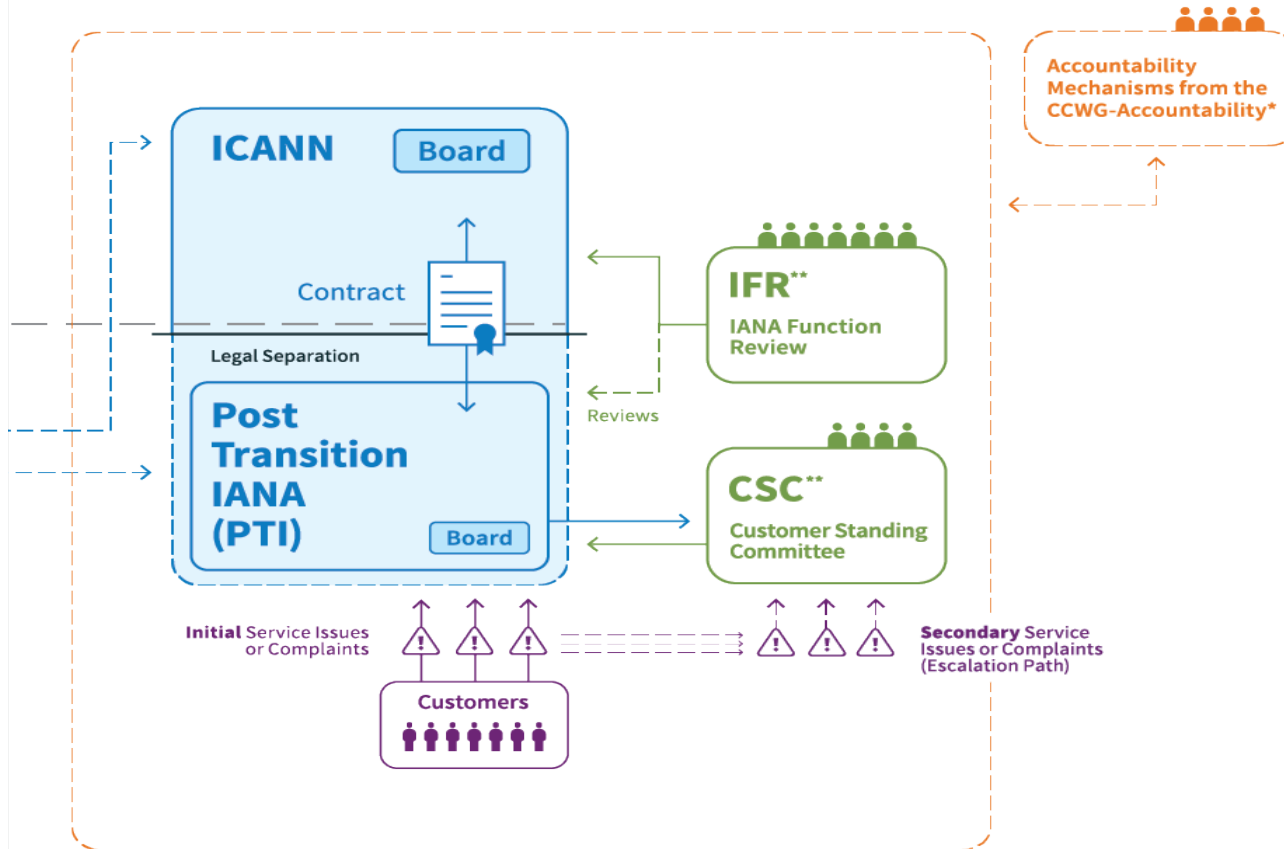
- The IANA Transition Proposal also established a charter for the CSC which included its mission statement:

*The mission of the CSC is to ensure continued satisfactory performance of the IANA naming function for the direct customers of the naming services. The direct customers of the naming services are top-level domain registry operators as well as root server operators and other non-root zone functions.*

*The CSC will achieve this mission through regular monitoring of the performance of the IANA naming function against the IANA Naming Function Contract and IANA Naming Function SOW and through mechanisms to engage with PTI to remedy identified areas of concern."*

- These words are replicated in 17.1 of the ICANN Bylaws.

## Post Transition



\* The ultimate accountability mechanism is dependent on the work of the CCWG-Accountability.

\*\* Group, But Not Necessarily a Legal Entity

- Two (2) gTLD members, appointed by RySG
- Two (2) ccTLD members, appointed by ccNSO
- One (1) member non-ccTLD or gTLD – none appointed to date
- Up to seven (7) Liaisons, may be optionally appointed by their organizations: ALAC, SSAC, GNSO - Non-Registry, GAC, RSSAC, ASO (and any future Supporting Organization or Advisory Committee that should be established)
- One (1) PTI Liaison

# What do we do?

- Monitoring
- Complaints & Performance Issue Remediation
- Consultation & Reviews
- Inform Community

- CSC monitors and reports on PTI compliance with the Naming Function Agreement including 'Service Level Agreement' (SLA) metrics
- The SLA's were developed during the IANA Transition by one of the CWG 'Design Teams' – DT-A, based on data collection done at that time
- There are 62 individual metrics within 7 groups e.g. technical checks, staff processing time for gTLD creation, etc.
- The SLAs can be found on the PTI website's SLA Table.
- SLAs are directly related to IANA Naming Function Contract between ICANN and PTI

# Monitoring – Monthly Reporting

- PTI publishes a [monthly report](#) with measurements based on summarized performance percentages.
- The report is made available prior to the CSC’s monthly call so that the CSC can discuss the naming services performance with PTI

Root Zone File	ccTLD Creation/Transfer	100%	✓ 100%	p33
Root Zone File	Other Changes	100%	✓ 100%	p34
Root Zone Database	Routine (Technical)	100%	✓ 100%	p34
Root Zone Database	Routine (Non-Technical)	100%	✓ 100%	p34
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100%	p34
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100%	p35
Root Zone Database	Other Changes	100%	✓ 100%	p35
<b>Enquiry Processing</b>				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 1s	p35
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 2.15d	p36
<b>Label Generation Rulesets</b>				
Review Time	Review Time	N/A	2.11h	p37
Implementation Time	Implementation Time	N/A	3.9d	p38
Requester Clarification	Requester Clarification	N/A	1	p39
Time per Actor	IANA	N/A	4.08d	p40
Time per Actor	Requester	N/A	0.73d	p40
Time per Actor	Authorizer	N/A	0.03d	p40
Time per Actor	Regulatory	N/A	0.11d	p41
Request Volumes	Request Volumes	N/A	8	p41
Percentage of SLA thresholds met of those defined			<b>100.0%</b>	

Summary Performance  
Percentage



# Monitoring – Monthly Reporting

- During the CSC meeting, the latest month's naming services performance is put into a sample CSC report which is redlined against the previous month's CSC report, so any month-to-month changes are clear.
- Based on this report and discussions, the CSC produces its [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.

# Monitoring – Monthly Reporting

- After discussions and any edits, the Chair will send out a clean version of the CSC report along with a cover letter to highlight any other topics. These are [archived on the CSC webpage](#).

21 February 2019

Dear Community Members,

As chair of the Customer Standing Committee I am pleased to report findings on the performance of Public Technical Ident has concluded that PTI's overall performance over Jar service level agreement at 98.4% for the month of Jar agreement that was satisfactorily explained and not a related PTI report to the CSC, listing the individual ser

## **CSC Findings of IANA Naming Function Performance Report for the Month of**

**February 2019**

Date: 11 March 2019

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### **Overall Finding**

The CSC completed review of the February 2019 IANA Naming Function Performance Report and finds that PTI's performance for the month was:

Excellent- PTI met the service level agreement at 100% for the month of February 2019.

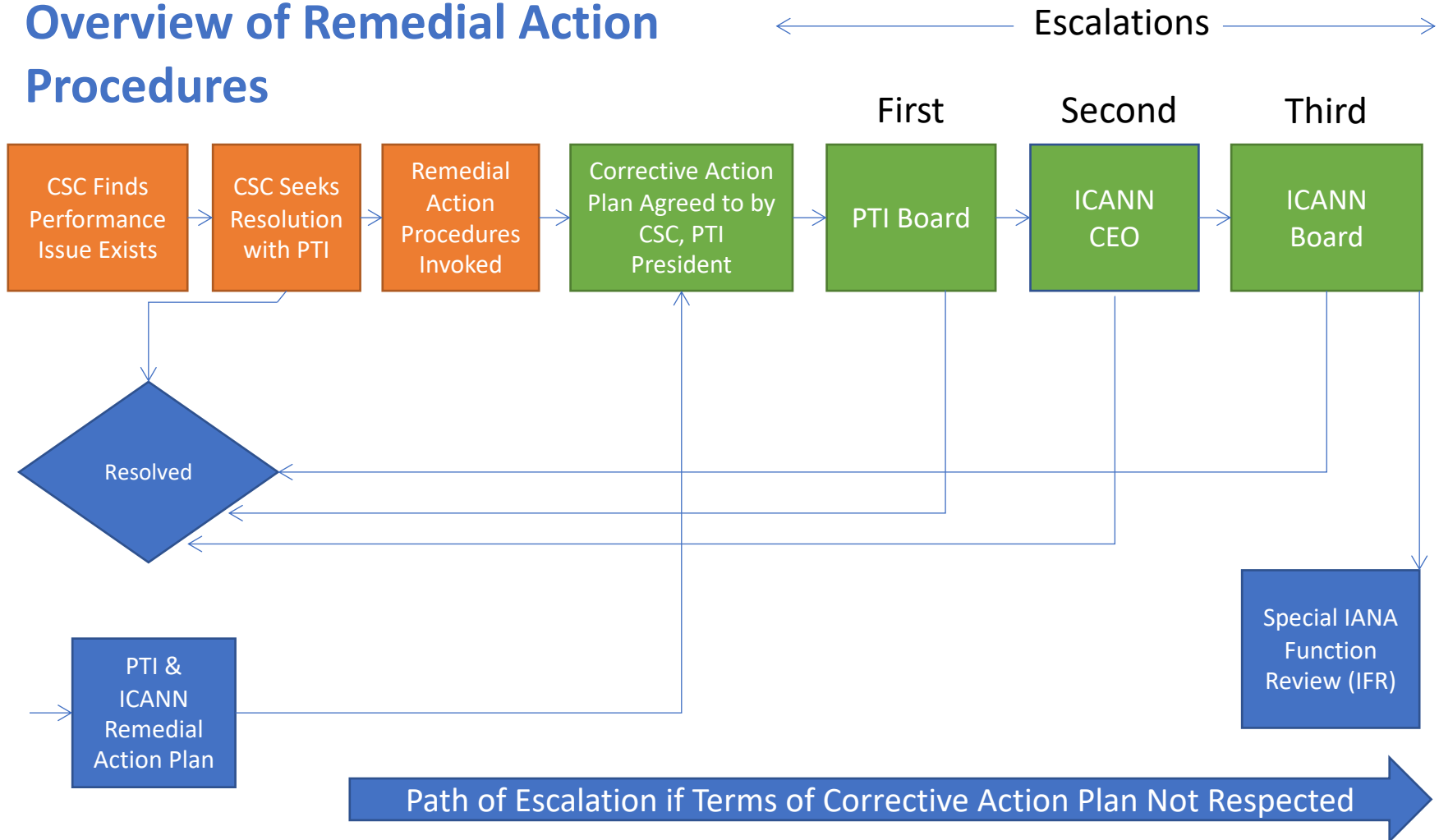
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- [The CSC's Charter](#) prevents it from becoming involved in individual complaints, though it reviews complaints that have been escalated to management to see if there are any trends.
  - The CSC's role is limited to:
    - monitoring PTI's overall complaint management system
    - identifying 'systemic or persistent' issues
  - The '[remedial action procedures](#)' (RAP) will be invoked if the CSC determines that a performance issue exists

- The CSC's webpage has an explanation and link to the existing IANA complaint process explain that
  - PTI has a complaint process, which includes the customer's ability to escalate if the issue is not resolved to their satisfaction
  - All escalations are brought to the CSC 's attention

- 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
- If RAP fails to provide remedy CSC hands over to ccNSO and GNSO (Councils)
- The RAPs were approved in March 2018 while small changes were approved in January 2019.

# Complaints & Performance Issue Remediation

## Overview of Remedial Action Procedures



- **Informing the community**
  - The CSC's monthly meetings are open
  - PTI monthly reports are produced and reviewed by CSC which then produces its own reports
    - PTI also has a dashboard which provides up to the minute stats on activity
  - Twice annual presentations to the ICANN community, typically at ICANN meetings
  - Annual meetings with the PTI Board and the ICANN Board Technical Committee
- **PTI customer surveys**
  - PTI contracts for an annual customer survey as well as follow up surveys after a customer's ticket is closed.
  - Overall, there is a high rate of satisfaction with approval growing
  - PTI regularly reviews the survey results with the CSC

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- **CSC Charter review**
    - First review team (concluded June 2018) recommended changes to the CSC Charter. These were approved by the GNSO & ccNSO, resulting in changes to RAPs made by the CSC, PTI & ICANN
    - Bylaws only required this first Review, any other review can be initiated at request of CSC, ccNSO, GNSO, ICANN or PTI Boards or IFRT in connection with IFR (see 17.3 Bylaws for details)
  - **CSC Effectiveness review**
    - First review's Final Report (concluded February 2019) had four recommendations: Provide skill set overview, provide attendance information to appointing entities, explain role in complaints procedure, attendance, and, on-boarding.
    - Bylaws require this review every three (3) years
    - CSC to appoint a liaison to review team
  - **IANA Function Review (IFR)**
    - The CSC's performance in providing PTI oversight is one element of this review (18.3 (j) of ICANN bylaws)
    - Bylaws require this review every five years from the first review initiating in October 2018
    - CSC required to appoint liaison



- The SLA Change Process ensures that agreement is reached and the appropriate level of community consultation is conducted before a change can be made
- The CSC, PTI and ICANN may recommend and need to agree to modify, remove or create a new SLA for a variety of reasons.
- In addition, there is a separate Procedure for changing the SLA Change Process.

Members and liaisons are required to attend a minimum of nine meetings in a one-year period, and must not be absent for more than two consecutive meetings. Failure to meet these requirement may result in the Chair of the CSC requesting a replacement.

Because they vote, CSC members are required to respect the CSC's quorum requirement, which may involve attendance at every meeting.

Outside of the monthly meetings, members and liaisons may be asked to participate in other CSC related meetings such as:

- Providing updates, no less than two per year, to the direct customers of the IANA naming function. These updates may be provided to the RySG and ccNSO during ICANN meetings.
- Meet with the PTI Board and ICANN Board Technical Committee in person during ICANN meetings or remotely.
- Providing updates to any group/constituency regarding the performance of PTI's performance at their request.
- On an annual or as needed basis, consult - together with PTI - the primary customers of the naming services, and the ICANN community about the performance of the PTI.

- [IANA Naming Function Contract](#)
- [Bylaws](#) creating and regulating the CSC
- [The CSC's home page](#)
- [CSC's Charter](#)
- The CSC's published [guidelines](#)
- [CSC Candidate Qualifications](#)
- [IANA naming function SLAs](#) that the CSC monitors monthly
- CSC Attendance record <  
<https://community.icann.org/display/CSC/Attendance>>