

**Initiating a Special IFR process outside cycle of Periodic IFR,
following Notification Customer Standing Committee**
Section 18.12 (a) & (b)

| Step # | Action as defined in source document | Entity taking action | Receiving end | Time/duration | Source document | Comment |
|--------|--|----------------------|----------------------------------|--|---|--|
| 1. | Notification CSC that RAP reached level 3 of escalation to the ICANN Board of directors. | CSC | ccNSO-GNSO Councils | Planning of corrective action 30 business days with a extension of extension 10 to 40 business days. | Remedial Action Procedure Section V. https://www.icann.org/en/system/files/files/csc-remedial-action-procedures-19feb19-en.pdf | This is triggering event for setting up coordination group. CSC needs to requested to include it in its internal procedures. |
| 2. | Establish Coordination team | ccNSO-GNSO Councils | | | Guideline ccNSO and GNSO (internal / joint) | Coordination team role needs to be defined; in principle managing the process. Required members: chair of GNSO and ccNSO. If RAP results in resolution coordination group closed by means of the Guideline. |
| 3. | Notice RAP did not result in resolution of Performance issue | CSC | ccNSO and GNSO Councils (chairs) | Day 0 | Remedial Action Procedure section V. (f) | Template for Notice ? Notice defines the scope of the issue!! Requirements need to be defined, based on needs Councils. |

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|--------|---|--|---|------------------------------------|--|--|
| 4. | Review of actions and issue under RAP | Review ccNSO & GNSO Councils individually to proceed | | Determined by internal procedures | Article 18.12 (a) (i) | Each Councils own procedures. Decision of each Council to proceed needs to be defined. |
| 5. | Consideration of outcome of review: proceed to SIFR? Other action as DP? | ccNSO & GNSO Councils individually | Inform other Council (respectively GNSO or ccNSO) | Internal procedures | Article 18.12 (a) (iii) First part. | Include rationale for SIFR Other actions that could be initiated: IANA Budget related, Board related, Reconsideration (section 4.2 through EC), IRP (section 4.3 (iv), or refer to Article 4.3 (v). |
| 6. | Consult other SO and AC on Performance Issue & whether to initiate a SIFR | ccNSO & GNSO Councils both need to reach conclusion | ASO and ACs | Internal procedures of SOs and ACs | Article 18.12 (a) (iii) second part. | Combined action: The ccNSO AND GNSO shall have considered the outcomes. Prepare template. |
| 7. | Public consultation if considered relevant | Joint request ccNSO and GNSO (Councils) | Inform ICANN | At least 40 days | Article 18.12 (iv) | Requires a decision of both Councils to conduct a Public comment period. Implies review of Comments. Prepe template |
| 7a | Review of public comments etc. | Joint ccNSo & GNSO Council action | | Duration to be contemplated | By Reference Article 18.12 (iv) designated practice for public comment periods within ICANN (see: https://www.icann.org/public-comments) | |
| 6. | Decision to approve SIFR | GNSO & ccNSO Council | Inform ICANN | | Article 18.1 (b) | The Board shall cause a special review |

