CSC - Overview and Update

CSC | Customer Standing Committee

November 2019

Background from IANA Transition Proposal

- "The Customer Standing Committee (CSC) has been established to perform the operational oversight previously performed by the U.S. Department of Commerce's National Telecommunications and Information Administration as it relates to the monitoring of performance of the IANA naming function. This transfer of responsibilities took effect on [October 1, 2016].

- The mission of the CSC is to ensure continued satisfactory performance of the IANA function for the direct customers of the naming services. The primary customers of the naming services are TLD registry operators, but also include root server operators and other non-root zone functions.

- The mission will be achieved through regular monitoring by the CSC of the performance of the IANA naming function against agreed service level targets and through mechanisms to engage with the IANA Functions Operator to remedy identified areas of concern."

Membership & Chair selection

- Amendment of CSC internal procedures to deal with vacancy in member seats
  - Basic CSC quorum all 4 appointed members need to be at present.
  - If vacancy, decision making limited to adoption of CSC monthly report

- Background: timing issues in required annual approval of full slate of membership (members and liaisons)

- CSC will appoint new chair & vice chair by December 2019

Membership October 2019

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2 gTLD members, appointed by RySG
- Gaurav Vedi and Dmitry Burkov (new)

2 ccTLD members, appointed by ccNSO
- Brett Carr and Alejandra Reynoso (new)

4 Liaisons, appointed by their organizations:
- Holly Raiche (ALAC), James Gannon (GNSO - Non-Registry), Nigel Cassimire (GAC), Lars-Johan Liman, Interim Chair (RSSAC)

1 Liaison PTI, Naela Sarras (PTI)

Monitoring – Core Responsibility

- CSC monitors and reports on PTI compliance with the Naming Function Agreement including 'Service Level Agreement' (SLA) metrics

- There are 62 individual metrics within 7 groups e.g. technical checks, staff processing time for gTLD creation

- The SLA's were developed by one of the CWG 'Design Teams' – DTA, based on data collection done at that time

- The SLAs are part of the IANA Naming Function Contract but moved to PTI website after amended of change mechanism.

Monitoring – Monthly Reporting

- The PTI monthly report summarizes their performance based on a percentage – the rating - of the SLAs that was met (for example 98.4%, if 61 of 62 SLAs are met)
- The CSC produces a 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.

Extract from a PTI Monthly Report

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Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 1.4s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 1.46s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ —	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.06d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.66d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ —	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 7.63m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ —	p10
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ —	p10
Technical Check (Retest)	Routine (Technical)	≤3m (95.0%)	✓ 1.22m	p10
Technical Check (Retest)	gTLD Creation/Transfer	≤3m (95.0%)	✓ —	p11
Technical Check (Retest)	ccTLD Creation/Transfer	≤3m (95.0%)	✓ —	p11
Technical Check (Retest)	Other Changes	≤3m (95.0%)	✓ —	p11
Technical Check (Supplemental)	Routine (Technical)	≤1m (95.0%)	✗ 1.29m	p12
Technical Check (Supplemental)	gTLD Creation/Transfer	≤5m (95.0%)	✓ —	p12
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤5m (95.0%)	✓ —	p13

PTI Monitoring

PTI Performance to 2018				
	2016	2017	2018	2019
Jan		97.3%	100%	98.4%
Feb		97.6%	96.9%	100%
Mar		99.5%	95.3%	98.4%
Apr		98.6%	95.3%	100%
May		98.6%	100%	100%
June		100%	98.4%	100%
July		100%	98.4%	100%
Aug		100%	98.4%	98.4%
Sept		100%	100%	100%
Oct.	95.9%	96.9%	100%	
Nov.	99%	96.9%	98.4%	
Dec.	99.4%	100%	100%	

- Many of the 'metric misses' resulted from SLA metrics which changed following new change procedure

SLA Changes

- CSC and PTI approved:

  - a "Process for amending the IANA Naming Function Service Level agreements" and
  - a "Procedure for Modifying the process for amending the IANA Naming Function Service Level agreements".

- Four categories of change:
  - i. New SLA Item
  - ii. Remove SLA Item
  - iii. Change SLA Item definition and target/threshold
  - iv. Change SLA Item target/threshold only

- Categories i, ii, and iii require public consultation and approval by ccNSO and GNSO Councils

- These processes have become in force since amendment of IANA Naming Function Contract (March 2019).

Revision of SLAs

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- PTI and CSC identified three SLAs which need to changes:
  - 3 Technical Checks (need revision to the metric only)
    - Technical Check Retest,
    - Technical Check Supplemental
    - ccTLD creation/transfer
  - New SLAs, for IDN / LGR tables
  - ccTLD Delegation/Transfer: Validation and Reviews

- Current status of SLAs changes:
  - 3 Technical Checks: COMPLETED and OPERATIONAL
  - New SLAs, for IDN / LGR tables: SEEK APPROVAL of ccNSO and GNSO Councils
  - ccTLD creation/transfer: PUBLIC COMMENT phase

Complaints & Performance Issue Remediation

- CSC's Charter prevents it from becoming involved in individual complaints. CSC role is limited to:
    - monitoring PTI's overall complaint management system
    - being informed of the status of individual complaints
- Unresolved complaints become 'escalations'; PTI had 2 names related 'escalations' in 2017 and none in 2018; all have been closed.
- Where CSC believes that individual problems represent 'systemic or persistent' issues it can invoke 'remedial action procedures' (RAP)

Remedial Action Procedures

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- 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

- The RAPs approved in March 2018 and updated in January 2019.

- If RAP has been followed and the PTI Performance Issue is NOT resolved, CSC may raise issue with ccNSO and GNSO Councils
  - ccNSO and GNSO Councils may initiate Special IANA Function Review

Consulting and Informing

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- Informing community
  - Monthly reports are produced and reviewed by CSC which produces its own reports
  - Presentations to ICANN community
  - Open, monthly meetings CSC & two public F2F meetings at the ICANN Community Forums and AGM's
  - Meetings with ICANN and PTI Boards
  - PTI also has a dashboard which provides up to the minute stats on activity

- PTI customer surveys
  - PTI contracts for an annual customer survey as well as (need term for immediate feedback) surveys
  - Overall, there is a high rate of satisfaction with approval growing
  - CSC regularly reviews the survey results with PTI

CSC related Reviews
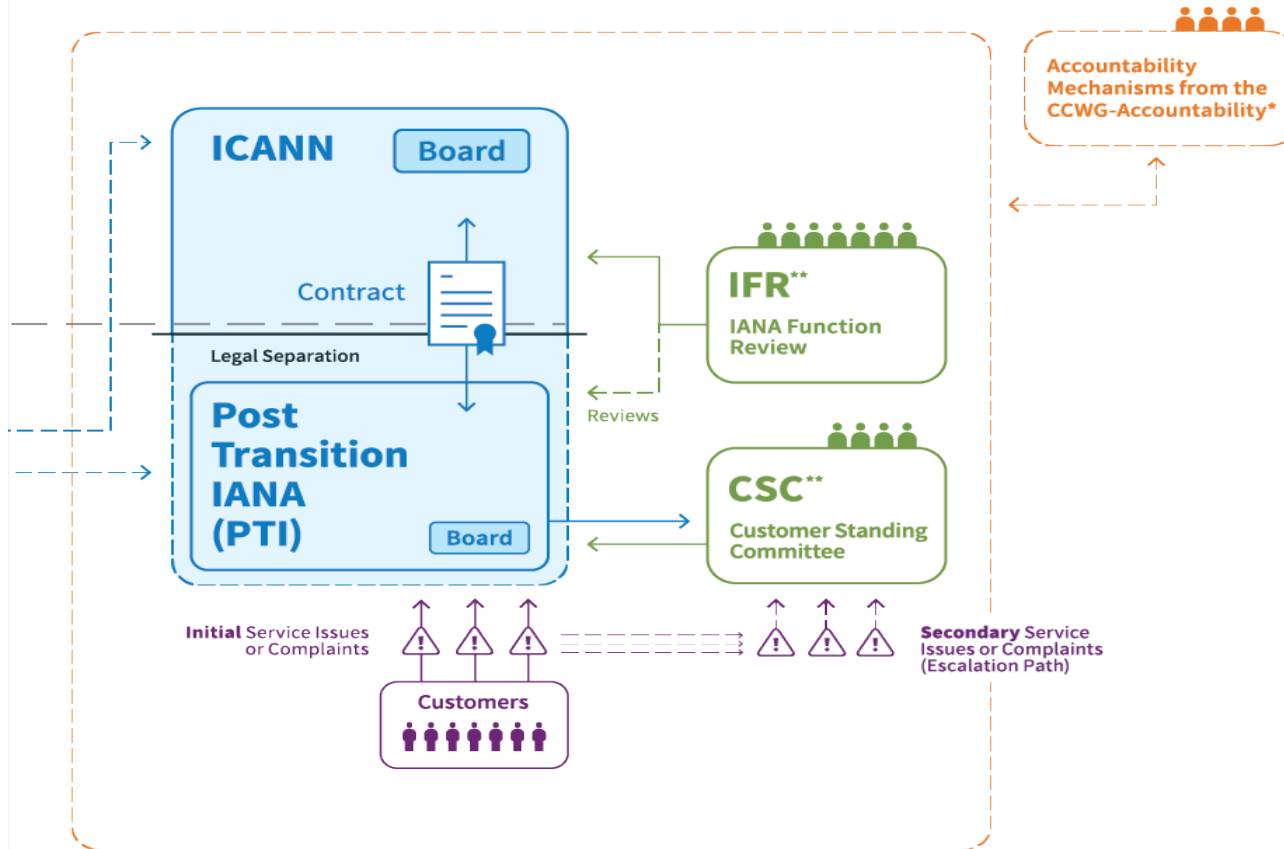
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- First CSC Charter review (October 2017-June 2018)
  - Completed in June 2018; recommendations implemented

- Review of CSC Effectiveness
  - Started October 2018-Completed March 2019
  - Recommendations implemented June 2019

- Periodic IANA Function Review (IFR)
  - First IFR 'initiated' in Oct. 2018
  - Status pending
  - One element is performance of CSC in overseeing PTI (18.3 (j) of ICANN Bylaws):
  - Advise to use results of CSC Effectiveness review

Summary

- PTI performance is extremely good - some minor metrics missed, no customer service impact nor operational problems (see Overview slide 8)

- The process is working very well
  - If problem areas are being identified: corrective measures are being developed immediately and cooperatively
  - areas where SLAs need changing are being actioned

- CSC as a committee has completed its start-up and functions well

- Major challenge to the CSC's continued success: community interest.

ADDITIONAL SLIDES

CSC in Context

Complaints & Performance Issue Remediation

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Overview of Remedial Action Procedures

Escalations

First   Second   Third

| CSC Finds Performance Issue Exists | → | CSC Seeks Resolution with PTI | → | Remedial Action Procedures Invoked | → | Corrective Action Plan Agreed to by CSC, PTI President | → | PTI Board | → | ICANN CEO | → | ICANN Board |

Resolved

PTI & ICANN Remedial Action Plan

Special IANA Function Review (IFR)

Path of Escalation if Terms of Corrective Action Plan Not Respected