Overview of CSC Remedial Action Procedures

(RAPs)

What are the RAPs?

- The [Remedial Action Procedures](), or RAPs, are a set of rules to be used by the Customer Standing Committee (CSC) for dealing with specific types of problems that might arise in the context of PTI's performance of the Service Level Agreement (SLAs) as contained in the [IANA Naming Functions Contract]()

- The CSC is the committee which ensures the continued satisfactory performance of the IANA naming functions, whose primary customers are TLD registry operators, by monitoring and reporting on PTI's performance against an agreed set of service level targets (SLAs).

- The CSC's original charter, itself part of the IANA Transition proposal, contained an 'illustrative set' of RAPs which were refined and finalized by the CSC and PTI and then subsequently approved by the ccNSO and GNSO, most recently in Jan 2019.

A Bit More on the SLAs & CSC

The CSC monitors and reports on PTI compliance with the Naming Function Agreement against SLA metrics

- The SLA's are exclusively numeric, containing 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.

Metric	SLA	Explanation
ccTLD Creation/Transfer : Validation and Reviews after each	100% within 14 days	Time it takes staff to process the information included in each documentation submission, and respond to the requester describing deficiencies if necessary.
ccTLD Creation/Transfer: Report Creation	100% within 21 days	Time it takes for staff to finalize a delegation or transfer report to be submitted for review and publication

CSC and the RAPs

- From the CSC's Charter:
  - The CSC may receive complaints from individual registry operators regarding the performance of the IANA Naming Function; however, the CSC will not become involved in a direct dispute between any registry operator and IANA."
  - The CSC will review individual complaints with a view to identifying whether there are any patterns of poor performance by the IANA Functions Operator in responding to complaints of a similar nature. The CSC may invoke the RAP if necessary to resolve performance issues that may be systemic or persistent.

- A 'Performance Issue', is defined in the ICANN Bylaws as "any deficiency, problem or other issue that has adversely affected PTI's performance under the IANA Naming Function Contract.

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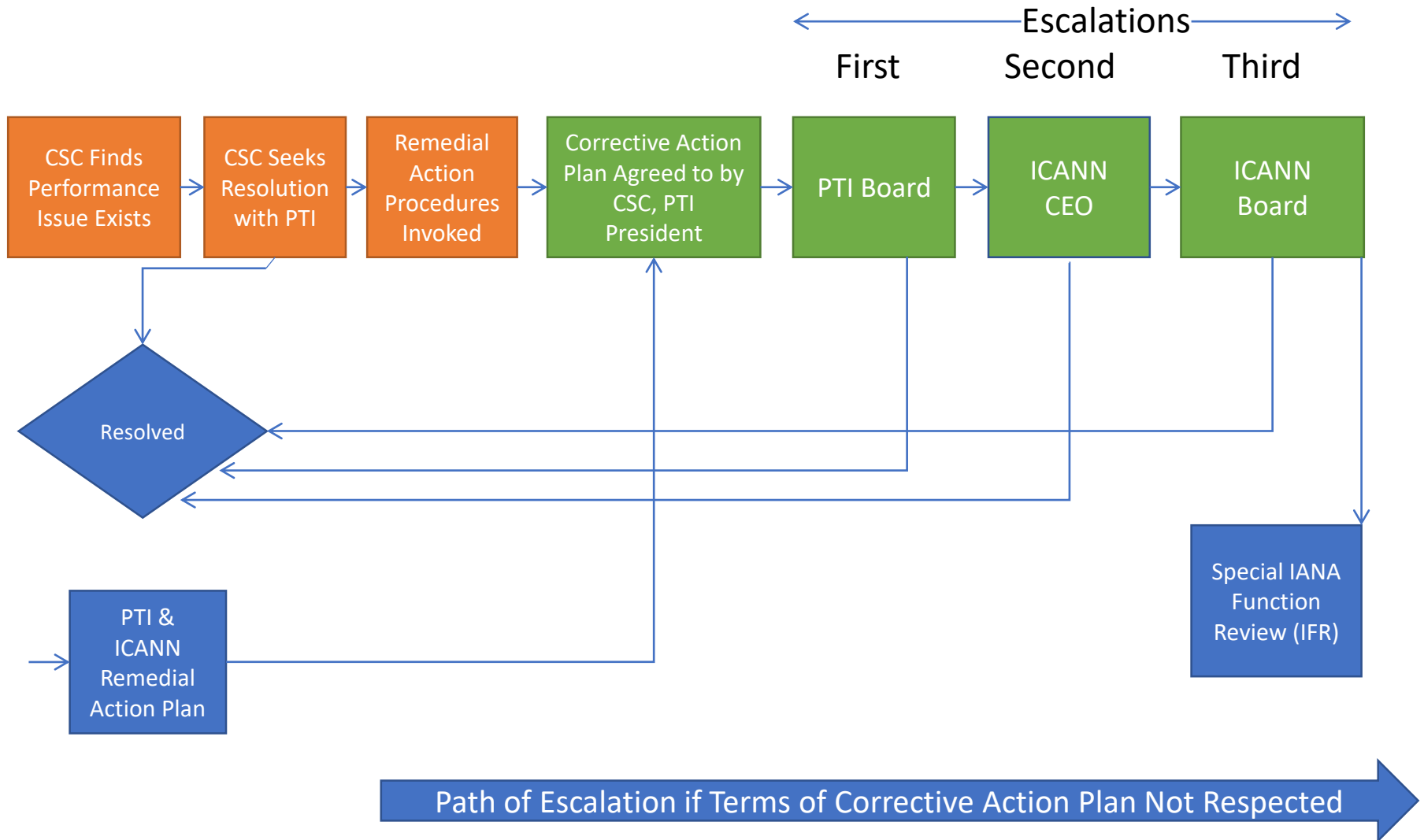
Questions, Thoughts, Comments,

- Does RAP represent a useful example of a review mechanism for consideration by this WG?