

# CSC Effectiveness Review

CSC Effectiveness Review Team

July 2021

# Need for Review of Effectiveness Review

*“Effectiveness of the CSC shall be reviewed two years after the first meeting of the CSC; and then every three years thereafter” (Bylaws)*

- The method of review is determined by the ccNSO and GNSO
- CSC established as one of the post IANA Transition
  - conducted its first meeting on 6 October 2016
  - First Effectiveness review in 2018
  - Completed March 2019

# Method of Effectiveness Review

- Avoid potential overlap between CSC Effectiveness review and results IANA Function Review (IFR) (recently closed)
  - Scope IFR review the performance of PTI in performing the IANA Function, including among others oversight role of CSC
- Review is to be light-weight and short term, building on results of CSC first effectiveness Review and IFR
- The method of Effectiveness review to be determined by the ccNSO and GNSO
  - ccNSO and GNSO Councils to adopt Template for Review by August 2021.
  - Two members each to conduct CSC Effectiveness Review + CSC liaison + PTI liaison
- Findings of the Review to be adopted by both the GNSO and ccNSO Councils

# Scope of Review: limited

- Consider the Effectiveness of the CSC in carrying out its mission as defined in its charter.
  - The recent IFR Review concluded that the CSC is both working well and is non-controversial
- Method of assessing effectiveness
  - Review Team to use relevant performance indicators and related measures of effectiveness in carrying its tasks as listed in charter.
  - draw on previous effectiveness review CSC and recently concluded IFR
    - Check whether recommendations 1<sup>st</sup> review have been implemented
    - Check if any IFR recommendations on CSC, and if so, whether they are implemented
  - Build on Awareness of work of CSC by Registries and broader communities

# Measures

Metric	Assessment	Outcome
Have Recommendations 1 <sup>st</sup> Review been implemented?		
CSC monitors the performance of the IANA naming function against agreed service level targets on a regular basis		
CSC analyses monthly reports provided by the IANA Functions Operator and publishes their findings		
CSC follows up where required on any performance issues identified and agrees a plan for resolution with the IANA Functions Operator		
Where appropriate, the CSC requests a review or change of a service level		

# Measures (contd.)

Metric	Assessment	Outcome
Where appropriate the CSC undertakes remedial action to address poor performance in accordance with the Remedial Action Procedures		
When appropriate remedial action by CSC has not resolved the poor performance, CSC is authorised to escalate the performance issues to the ccNSO and gNSO for consideration		
CSC has an effective complaints handling procedure		

# Measures (contd.)

Metric	Assessment	Outcome
CSC will at least annually, or as needs demand, consult with the IFO, the primary customers the ICANN community about the performance of the IFO		
CSC, in consultation with the registry operators, may discuss with the IFOWays to enhance the provision of IANA's operational services		
If IFO has been responsible for implementing recommended changes, CSC is confident done appropriately		
CSC is providing a liaison to: the IFRT & SCCWG		

# Review Process

- Interviews with the CSC, the PTI, PTI Board, (BTC?) to be determined by RT. Purpose: Is CSC fit for purpose and effective?
- Public session post ICANN 72 (Webinar consultation?)
- Produce a findings Report on the outcome of the review for public consultation
- Produce final Report to be submitted to ccNSO and GNSO Councils for their consideration and decision



# Timeline

- Adoption and establishing CSC Effectiveness Review (September 2021)
  - Completed
- Preparatory Interviews CSC and PTI (September-October 2021)
  - Ongoing
- Consultation and review (October – November 2021)
  - Public consultation
  - Consultation
- Draft Findings report (November – December 2021)
- Public comment (January – February 2022)
- Finalization & Closure (March 2022)