Draft Response ccNSO
Initial Report 2nd CSC Effectiveness Review
Version 3, 18 October 2022

The Country-Code Name Supporting Organization (ccNSO) Council welcomes the opportunity to provide a response and input on the Initial Report of the Customer Standing Committee (CSC) 2nd Effectiveness Review Team. This response and input reflects the views of the ccNSO (ccNSO Council and Members) and was adopted in accordance with the Guideline: ccNSO Statements (2016)[1].

In making its comments, the ccNSO will first make some general observations and then comment on specific findings, recommendations and suggestions.

General Observations

The ccNSO supports the 2nd Review Team's conclusion that the CSC operates effectively. The ccNSO welcomes the finding of the Review Team that the CSC has an excellent working relationship with PTI and expects that this working relationship will continue in the future.

The ccNSO supports the conclusion of the Review Team that the limited role and remit of the CSC should not be expanded.

In general, the ccNSO agrees with all findings and recommendations

Specific findings, recommendations and suggestions
Membership, meetings and Meeting attendance
Before commenting on the review team's observations and recommendations, the ccNSO notes that with respect to the level of attendance of CSC meetings over a calendar year, according to the CSC Charter, members and liaisons are expected to attend at least nine (9) meetings in a one-year period, and the CSC is expected to meet every month. Hence it is our understanding that a member or liaison is expected to attend at least 75% of the meetings. The ccNSO also notes that since its creation, the CSC meets ten (10) times a year. As a result, the requirement to attend at least nine (9) meetings annually (90 % of the meetings) is considered quite onerous, also in light of the rotation of scheduled meeting times. The ccNSO suggests that - without going through a CSC Charter amendment process – going forward, the CSC and community interpret the attendance requirement to mean that members and liaisons are expected to attend 75 % of the meetings annually.

The ccNSO notes that the Review Team observed a decreasing interest in becoming a member or liaison of the CSC. The ccNSO agrees with the observation of the Review Team that the *"effectiveness and success of the CSC is to a great extent due to the quality, expertise and commitment of the membership of the CSC"*. The ccNSO is pleased to inform the Review Team that several very strong candidates put their names forward during the last call for expression.

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[1] https://ccnso.icann.org/sites/default/files/filefield_47783/guidelines-statements-30mar16-en.pdf

With respect to the observations and recommendations of the Review Team in this area:

- The ccNSO supports the Review Team's recommendation that the number of meetings should not be reduced. Regular meetings ensure the cohesion of the CSC and maintain the working relationship between the CSC and PTI. The ccNSO also agrees with the suggestion that members (and liaisons) should be informed about the need to attend the CSC Meetings regularly.

- The ccNSO supports the recommendation that the CSC appointing organisations appoint alternates. Whilst supporting the recommendation, the ccNSO notes that alternate will need to be informed timely that a regularly appointed member or liaisons will not be able to attend and must be kept abreast of the discussions in the CSC.

- The CSC should regularly inform the relevant appointing organizations about the meeting attendance of their appointed members and liaisons.

   The ccNSO will regularly check the level of attendance of its appointed members.

Regular review of the Service Level Agreements (SLAs)

The ccNSO notes that the Review Team *"supports the view that a regular review of the SLAs (whatever regular means) would be appropriate to ensure that the SLAs remain current and relevant. Issues may emerge over time that require attention and a general review of the SLAs may help avoid circumstances that may emerge in the longer-term and maintain support and trust in the model."*

In addition, the Review Team *"recommends that CSC in close cooperation with PTI develop a framework for regular reviews of the SLAs. The starting point for such a framework could be based on the Process for Amending the IANA Naming Service Level Agreements, specifically the mechanisms to ensure the involvement of the direct customers in the process."*

With respect to the need for a general review of the SLAs, the ccNSO believes strongly that IANA Naming Function SLAs should be reviewed now and then to ensure longer-term trust in the model. The SLAs should remain relevant, up-to date and adequate and be used as a mechanism to avoid the emergence of issues, which could have been avoided if the SLAs were up-to-date reviewed.

The ccNSO also supports the Review Team's recommendation that before such an all-encompassing SLA review, the CSC, together with PTI, develop an SLA Review Framework, which in the view of the ccNSO will need to be supported by the direct customers, ensure that direct customers are informed and involved in such a review process. With respect to the timing of such these general SLA reviews, the ccNSO further suggest that such a review should

be done at most once every five (5) years after the results of the previous review have been implemented or if circumstances (to be determined by PTI and CSC) do require such a review. Finally, the ccNSO suggests that such a framework will become the capstone and hence will be included in the current, existing SLA amendment process.

On behalf of the ccNSO

Chair