

Update Overview Assessment of Metrics

Updated list of Metrics and initial assessment

V04 – 28 March 2022

Next meeting: week 28 February – 3 March:

At next meeting determine outcome of item 1- 15

Discuss outcome new metrics/questions (item 16-21) at following meeting with CSC on 16 February 2022.

Concluded

To be included in version 05: results meeting with PTI Board.

- Metric – Brief description of objective
- 2nd Review Assessment - Summary of the Findings of the Review team with respect to specific Metric
- Findings check: Validation of findings and suggestion for additional discussion/validation
- 2nd Review Outcome -The metric is:
 - Achieved
 - Not Achieved
 - Not Applicable (N/A)
- New Metric: Additional Metric, Question or Topic for discussion

	Metric	2 nd Review Assessment	Findings check MS	2 nd Review Outcome
1.	CSC monitors the performance of the IANA naming function against agreed service level targets on a regular basis	PTI sends the performance report to all CSC Members monthly. The CSC produces a monthly Findings report. The previous reports can be found at: https://www.icann.org/csc under section Reports & Findings. The PTI report includes references to all SLAs as listed under the IANA Naming Function Contract.	Detailed monthly PTI reports and CSC findings are available. I have noticed that one PTI report is missing (July 2020) and that a few that were missing have been posted last September. Further noticed that on January 20, 2022	
2.	CSC analyses monthly reports provided by PTI and publishes their findings			

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			the newest report is August 2022 and Findings July 2022.	
3.	CSC follows up where required on any performance issues identified and agrees on a plan for resolution with PTI and ICANN	The CSC discusses and follows-up if an SLA is not met and reports the result in the Findings report, see for example: PTI performance Report December 2020 (https://www.icann.org/iana_csc_docs/519-csc-findings-of-pti-performance-december-2020-v-1) and follow-up discussion pertaining to the SLA that was missed (CSC agenda and discussion February & March 2021 (see for example: https://www.icann.org/uploads/iana_work_session_asset/attachment/1029/1631302896622Agenda_and_Notes_CSC_Meeting_47-17_February_2021.pdf))	Validated	
4.	Where appropriate, the CSC requests a review or change of a service level agreement.	The CSC is mandated to discuss the provisioning of IANA Naming Services through the process for amending the IANA Naming Service Level Agreements (https://www.icann.org/en/system/files/files/iana-naming-function-sla-amendment-process-28mar19-en.pdf). After the process became effective, 3 Service Level Agreements have been changed/introduced: <ul style="list-style-type: none"> - Technical checks - Processing IDN Table (new SLA) - ccTLD delegation/transfer (amendment) <p>Additionally the CSC together with PTI explored the need to change an SLA in February and March 2021 (see above item # 3).</p>	Validated	

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5.	Where appropriate the CSC undertakes remedial action to address poor performance in accordance with the Remedial Action Procedures	<p>The CSC are aware they are required to do this but so far in my time in the CSC this has never been required.</p> <p>No remedial action to date has been required The Procedure itself can be found at: https://www.icann.org/en/system/files/files/csc-remedial-action-procedures-19feb19-en.pdf</p>	Validated	
6.	When appropriate remedial action by the CSC has not resolved the poor performance, CSC is authorised to escalate the performance issues to the ccNSO and GNSO for consideration	To date the Remedial Action Procedure has not been invoked.	Validated	
7.	CSC has an effective process for tracking complaints that have been escalated to PTI Management (Escalations), and CSC Members can be directly informed of individual complaints by email.	The CSC is informed by PTI if they have received complaints and if so how it was handled. This is reported in CSC Findings of PTI Performance (see the monthly Findings Reports). According to its Charter the CSC does not handle individual complaints (see: https://www.icann.org/en/csc/complaints).	<p>I went through a number of the reports but did not encounter an example.</p> <p>Handled means concluded or under discussion.</p> <p>CSC is not involved in handling of complaints (not its remit), however is informed about details to assess whether systemic issue or not.</p> <p>Very limited number of complaints.</p>	
8.	CSC will at least annually conduct a consultation with PTI and ICANN, the primary customers of the naming	The CSC meets with the PTI Board and representatives of the ICANN board at least once each year to discuss PTI Performance and related matters.	Information on consultation of primary customers and the ICANN Community is missing here.	

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	services and the ICANN community about the performance of PTI	With respect to meetings with the BTC see for example agenda April 2021 (https://community.icann.org/display/CSC/14+April+2021). For meetings with PTI Board see for example agenda October 2020 (https://www.icann.org/uploads/iana_work_session_asset/attachment/1025/1631302807621Agenda_and_Notes_CSC_Meeting_44_October_2020.pdf)	The meetings with community are scheduled and listed on the ICANN public meeting. Survey is conducted by PTI. Include requirement to list event on website. Advise annual report. Suggestion to be discussed with CSC at 2 nd meeting. If so should not be to cumbersome.	
9.	CSC, in consultation with the registry operators, is authorised to discuss with ICANN and PTI ways to enhance the provision of IANA's operational services	The CSC is mandated to discuss the provisioning of IANA Naming Services through the process for amending the IANA Naming Service Level Agreements (https://www.icann.org/en/system/files/files/iana-naming-function-sla-amendment-process-28mar19-en.pdf) According to process 3 Service Level Agreements have been changed/introduced: <ul style="list-style-type: none"> - Technical checks - Processing IDN Table (new SLA) - ccTLD delegation/transfer (amendment) Additionally the CSC together with PTI explored need to change the a SLA (see above item # 3) and whether there is a role if any, with respect to DSNSec KSK (for example see: item 6 agenda and notes CSC Meeting 45, https://www.icann.org/uploads/iana_work_session_asset/attac	Validated	

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		hment/1027/1631302836785Agenda and Notes CSC Meeting_45 - 18 November 2020.pdf)		
10.	Where ICANN and PTI have been responsible for implementing recommended changes to operational services or the Service Level Agreements, the CSC is confident that has been completed appropriately	See examples: <ul style="list-style-type: none"> - Technical checks - Processing IDN Table (new SLA) - ccTLD delegation/transfer (amendment) <p>The conclusion of implementation of an amended SLA is integral part of the amendment process (See Amendment process, Section II, sub 5,</p>	Validated	
11.	CSC is providing a liaison to the IANA Functions Review Team	The CSC has appointed a liaison to the first IFRT (see: https://community.icann.org/display/ifr/Review+Team+Composition)	Validated	
12.	CSC is providing a liaison to a Separation Cross Community Working Group	To date there is has not been separation cross community working group.	Validated	
13.	Meeting attendance of CSC members	Attendance of the meetings for CSC Members is recorded here: https://community.icann.org/display/CSC/Attendance?preview=/84216784/180028098/CSC Attendance%20Tracker%202020_2021%20JAN-%20OCT.xlsx	According to the attendance sheet the minimum of nine meetings has not always been met. Due to rotation sometimes not feasible to attend	
14.	Meeting attendance of CSC liaisons excluding PTI Liaison	Attendance of the meetings for CSC Liaisons is recorded here: https://community.icann.org/display/CSC/Attendance?preview=/84216784/180028098/CSC Attendance%20Tracker%202020_2021%20JAN-%20OCT.xlsx	According to the attendance sheet the minimum of nine meetings has not always been met	

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15.	NEW METRIC Implementation 1 st Effectiveness Review Recommendations	<p>Recommendation 1: The CSC is to document and publish the procedure for how the CSC intends to deal with complaints they receive from individual PTI customers.</p> <p>Current status</p> <p>See Message on website: https://www.icann.org/en/csc/complaints</p> <p>A link to the IANA complaint process is also included on CSC website.</p> <p>Recommendation 2: The CSC provides appointing organizations with attendance records on a regular basis, at least every year in the month May, and where minimum attendance requirements are not being met, the Chair of the CSC formally notifies the appointing organization.</p> <p>Current Status</p> <p>In order to meet the attendance record it is documented: Also noted that CSC now meets at rotational schedule (10.00 UTC, 18.00 UTC and 02.00 UTC). Members understand need to attend.</p> <p>Overview per meeting available: https://community.icann.org/display/CSC/Attendance</p>	<p>Rec 1: Validated</p> <p>Rec 2: Attendance is recorded and published. No information about providing updates to the appointing organizations</p> <p>Correct not considered relevant as (lack of) attendance has not been an issue. Communities are informed</p> <p>Rec3: Validated</p> <p>Rec4: Validated</p>	

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		<p>Recommendation 3: The CSC develop an overview of the skills and expertise required on the CSC, and map the skills of current members and liaisons against the required skill set to inform the selection process of the appointing organizations.</p> <p>Current Status</p> <p>Skill overview has been produced. Appointing organizations use it in call for volunteers. Currently membership very stable.</p> <p>See skill matrix: https://www.icann.org/en/system/files/files/csc-skill-set-matrix-members-liaisons-04jun19-en.pdf</p> <p>Recommendation 4: The CSC develops an induction program that new members and liaisons are required to undertake.</p> <p>Current Status</p> <p>Introduction of new members and liaisons: Subscription to email list upon appointment. On-boarding session(s) with appointee, chair, vice-chair and staff.</p> <p>See: https://www.icann.org/en/system/files/files/csc-overview-members-liaisons-04jun19-en.pdf</p>		
16.	NEW METRIC Chair & Vice-chair Election. Should Chair be a member of the CSC?	The current chair is a liaison to the CSC, appointed by RSAC. The current vice-chair is a member of the CSC, appointed by the ccNSO According to the CSC Charter (https://www.icann.org/en/system/files/files/csc-charter-	Validated	

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		<p>amended-27jun18-en.pdf). “The Chair of the CSC will be elected on an annual basis by the CSC. Ideally the Chair will be a direct customer of the IANA naming function, and cannot be the IANA Functions Operator Liaison.” This is also reflected in the CSC internal procedure on election of Chair and Vice-Chair (https://www.icann.org/en/system/files/files/csc-appointment-procedure-04nov19-en.pdf).</p> <p>According to the Charter and internal procedure the Chair cannot be the IANA Function Liaison.</p> <p>In addition, the internal procedure of the CSC foresees the election of a vice-chair (not foreseen in the charter).</p> <p>The text in the current Charter and original 2016 Charter (https://www.icann.org/en/system/files/files/csc-charter-19sep18-en.pdf) are the same.</p> <p>Results discussion CSC 16 February: Limited number of members may at times require flexibility. Discussion that members need to be present. Issue that because limited number of member both be a new member and churn does not leave the CSC in comfortable place. Fall back to liaison. Good flexibility ensure to have same kind of approach. Liman concurs with Brett.</p>		

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		Observation Jonathan: current experience, useful language: language feels about right. Formulation quite to the point.		
17.	NEW METRIC Frequency of meetings in light of the workload: is monthly meeting CSC still required?	<p>16 February meeting In developing the charter, and importance of the role, especially taking into. Account possibility of escalation, monthly meeting was needed, welcomed, foundation document Most of business in 20-30 minutes: is frequency needed? Also in relation with scope. If CSC would like to take on larger role?</p> <p>Brett: on monthly basis limited time If that would be the case. If report does not need any discussion. If scope needs to be expended, more work to be done No need to become more agile, about fallback.</p> <p>Liman: current balance is good in light of scope. There was time low work load. Keeping current cadence Meeting rotate through time zones.</p> <p>Number of meetings: if fewer meetings with same issue. Monthly update that does not require discussion. If not meeting in zoom. People need to confirm Absolute minimum to maintain relations at least every two-months Is work affected by pandemic? Need for cohesion, some of the members never met in person.</p>	To be reviewed//Topic to be discussed at 2 nd meeting with CSC	

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		<p>Pandemic has not affected direct work: it naturally affects relationship, not just CSC but all groups.</p> <p>Attending from Sydney is a long haul. Meet during ICANN meeting good thing do, does not preclude participating in zoom.</p>		
18.	<p>NEW METRIC</p> <p>Attracting new and adequate volunteers: will the CSC keep attracting capable volunteers?</p>	<p>16 February meeting</p> <p>Need to line up people. Thankful everyone has expressed willingness to continue.</p> <p>Have all appointing organizations assigned people to the CSC?</p> <p>How interesting is the work: Is there a need to market what the CSC is doing and its value</p> <p>Anybody?</p> <p>Responses:</p> <p>Not all organizations have assigned people. SSAC declined structurally after first term. Lesser priority cannot find commitment. Low level of nominations</p> <p>Observation Sean: look at how I came to be here, I found the work interesting, but I found the description of qualifications were excluding, so I would not have normally applied even though I had interest.</p>	To be reviewed/Topic to be discussed at 2 nd meeting with CSC	
19.	<p>NEW METRIC</p> <p>Scope of CSC: Is the scope of activities still beneficial to the effectiveness of the CSC?</p>	<p>16 February meeting</p> <p>Result of initial conversation with CSC. From RT perspective: During the Stewardship transition process there was a point in creation of CSC it was discussed whether the CSC should take on broader role. In the end the CSC was tasked with a limited role: monitor PTI performance.</p>	To be reviewed/Topic to be discussed at 2 nd meeting with CSC	

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		What would happen if role of CSC would be broadened? Brett: suggest to this question in context of next question.		
20.	NEW Questions CSC: 1. Is there an expectation that the SLAs would be reviewed periodically? 2. If so, should this be done as part of the IANA Function Review or through CSC?	<p>Background: CSC- PTI Process for Amending the IANA Naming Service Level Agreements. (https://www.icann.org/en/system/files/files/iana-naming-function-sla-amendment-process-28mar19-en.pdf) With respect to review of SOW and Performance PTI against SLAs see Article 18.3 (f). Per discussion 1 February: Assuming it is reasonable to expect a periodic review of the SLAs/ Thresholds and possible update, question is whether the IFR or CSC route is most appropriate?</p> <p>16 February meeting Liman: Compared of the work of the CSC with maintenance program for car. Certification gap IDN. Focus should remain limited. Issues emerge over long-term. Review may help for long-term and to be approved</p> <p>Nuanced distinction: existing accountability mechanism. What value would broader scope CSC add in wider context? Example: CSC identified gap in IDN related process and discussion around monitoring DNSsec key roll-over (discussed by the CSC in 2019). In latter case already extensive accountability mechanism in place, additional role add hardly any value, if at all.</p>	<p>Topic to be discussed at 2nd meeting with CSC</p> <p>Observation: Basic requirement is public consultation direct customers and others.</p>	

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		<p>Appropriate to check accountability. Structure may need to be reviewed. Brett: defer until future. The CSC is not seeking additional work i.e looking for things to do. However a regular review (whatever regular means) might be appropriate.</p> <p>Kim Davies: Adequacy of current SLAs. CSC is well placed to be familiar with current are constructed set.</p> <p>However, CSC is small, broader input needed given number of direct customers.</p> <p>Note: At the same time there is a process in place for consultation related to Amendment 1 IANA Naming Function Contract.</p>		