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STATUS: Ratified

AT-LARGE ADVISORY COMMITTEE

Statement on the Initial Report on the Second CSC Effectiveness Review

Ratification

On 14 September 2022, the Public Comment proceeding opened for the [Initial Report on the Second CSC Effectiveness Review](#). An At-Large [workspace](#) was created for the Public Comment submission. The At-Large Operations, Finance, and Budget Working Group (OFB-WG), decided it would be in the interest of end users to develop and submit an At-Large Advisory Committee (ALAC) statement. Holly Raiche volunteered to draft the initial ALAC statement.

On 3 November 2022, Holly Raiche drafted the initial ALAC statement, which was posted to its workspace by ICANN Policy staff in support of the At-Large community. The recommendations and At-Large positions were discussed during the 3 November OFB-WG call. At-Large members were invited to provide input during the call and via email. On 8 November 2022, the OFB-WG finalized the At-Large Public Comment submission. The ALAC chair, Jonathan Zuck, requested that an Executive Summary be added before statements are voted on by the ALAC.

On 22 November 2022, the drafters received additional comments for consideration. ICANN Policy staff in support of the At-Large community asked the ALAC Chair, Jonathan Zuck if he wished to have a vote or a consensus call. On 30 November, Jonathan Zuck, ALAC chair, requested that the statement be sent out to ALAC for a 24 hour consensus call on the added comments.

The statement was ratified by the ALAC prior to submission to the ICANN Public Comment feature. The ALAC endorsed the statement with 15 votes in favor, 0 votes against, and 0 abstentions. The ALAC Members who participated in the poll are (alphabetical order by first name): Bill Jouris, Carlos Aguirre, Dave Kissoondoyal, Eduardo Diaz, Joanna Kulesza, Jonathan Zuck, Laura Margolis, Marcelo Rodriguez, Matthias Hudobnik, Maureen Hilyard, Naveed Bin Rais, Raymond Mamattah, Sarah Kiden, Satish Babu, Tommi Karttaavi.

Executive Summary

The At-Large Advisory Committee (ALAC) appreciates the opportunity to submit comments on the Initial Report on the Second Customer Standing Committee (CSC) Effectiveness Review.

The ALAC and At-Large community support almost all of the recommendations in the Initial Report, with a few minor exceptions:

- The role of chair should be filled by a CSC liaison when no CSC member is available to chair the role.
- The reports on the Service Level Agreements (SLAs) performance should continue to be circulated on a monthly basis.

Further details are enclosed in the comments.

Comments

The ALAC comments on the [Initial Report](#) are related to section 5, titled “Additional topics with potential impact effectiveness CSC.” The ALAC provides specific input on four of the questions posed in this section (5.1, 5.2, 5.5, and 5.6).

5.1 Chair & Vice-chair Election. Should the Chair be a member of the CSC?

Recommendation: That the CSC Chair/Vice Chair be members (as opposed to liaisons) of the CSC – retaining current arrangements.

- **Response:** *One of the existing requirements for the CSC Chair is to be a “Member.” However, the past Chair was a liaison but with knowledge and experience of the CSC’s role and processes. The ALAC supports the recommendation to retain the current requirement, but with the qualification that, if no CSC member is available to be its Chair, the role of Chair is filled by a CSC liaison with direct knowledge of the role and processes of the CSC.*

5.2 Frequency of meetings in light of the workload: is monthly meeting CSC still required?

Recommendation: To keep the existing arrangements whereby the CSC holds its meetings every month.

- **Response:** *The ALAC supports the existing arrangements for monthly meetings. However, if a meeting is canceled, or the meetings are moved to bi-monthly meetings, the reports on SLA performance should still be circulated monthly and if any member or liaison has concerns with the report, have the ability to call for a meeting to address those concerns.*

5.5 Should the PTI SLAs be reviewed periodically?

Recommendation: There be regular reviews of the SLAs that are currently reported upon to the CSC.

- **Response:** *The ALAC strongly supports the development of a framework in which the SLAs are regularly reviewed. It is important that the SLAs reflect the important aspects of the naming function as, over time, technologies and practices of the numbering change and progress.*

5.6 Need to appoint Alternates for Members and/or Liaisons of the CSC?

Recommendation: That the SO/ACs appoint an alternate for their member/liaison.

- **Response:** *The ALAC supports the appointment of an alternate by each SO/AC for their member/liaison of the CSC. The alternate should be given access to all information which a CSC member/liaison receives and be invited to attend to CSC meetings (in an observer role if need be).*