Briefing Note 3ʳᵈ CSC Effectiveness Review

Introducing the CSC
The Customer Standing Committee (CSC) is one of the structures that was established as a result of the IANA Stewardship Transition in 2016. It was created to ensure the satisfactory performance of the Internet Assigned Numbers Authority (IANA) naming function.

The CSC is responsible for monitoring Public Technical Identifier's (PTI) performance of the IANA naming function against the service level expectations in the IANA Naming Function Contract. The CSC analyzes performance reports provided by PTI and publishes its findings. The CSC became effective on 1 October 2016

ICANN Bylaw and CSC Charter required Effectiveness review and Schedule
The CSC Effectiveness Review is required both through the ICANN Bylaws (section 17.3 (b) and the charter of the CSC: *"The effectiveness of the CSC shall be reviewed two years after the first meeting of the CSC; and then every three years thereafter. The method of review will be determined by the ccNSO and GNSO and the findings of the review will be published on the Website."*

Accordingly, the ccNSO and GNSO are expected to determine the method of the 3ʳᵈ CSC Effectiveness Review, starting 1 October 2024 (eight years after the first meeting of the CSC).

The 2ⁿᵈ CSC Effectiveness Review and main Recommendations
As documented in the [Final Report of the 2ⁿᵈ CSC Effectiveness Review Team](#), the Terms of Reference of the 2ⁿᵈ CSC Effectiveness Review were adopted by the ccNSO and GNSO Council in August 2021 and the Review Team was appointed in August 2021. The Final Report of the team was submitted to the ccNSO and GNSO Councils in March 2023 and adopted by both Councils on 20 April 2023.

Among others the Review Team made the following recommendations which were supported by both Councils:

1. **Regular review of the Service Level Agreements of PTI –** The RT suggested that the CSC in close cooperation with PTI develop a framework for regular reviews of the complete set of SLAs.

2. **Need to appoint Alternates for Members and/or Liaisons of the CSC** - The ccNSO and RySG were strongly encouraged to each appoint one (1) alternate in addition to members. The liaison appointing organizations are also advised to each appoint one (1) alternate.

3. **Adjust Frequency of CSC Effectiveness Reviews –** The Review Team noted that although the role the CSC performs is very important and cannot be overstated and therefore its continued effectiveness needs to be ensured, it suggested to reduce the frequency to once every five years after the previous review was concluded, or at the request of the PTI Board, the CSC, the ccNSO or RySG if any of them deem an CSC effectiveness review is necessary. Such a change would require a change of section 17.3, which is a Fundamental Bylaw, and of the Charter of the CSC.

Current Status of Implementation of the recommendations
The CSC and PTI jointly developed a draft framework for the regular review of the full set of SLAs. This framework has been developed, and is now being reviewed, before a public comment period will start and further steps as required under the procedure to amend the SLA change process. The expectation is that the implementation of this recommendation will not be completed by 1 October 2024.

All CSC members and liaisons appointing organizations appoint alternates since 2023. The CSC Internal procedures have been updated in 2023 to accommodate the selection of alternates.

In May 2023 the ccNSO and GNSO Council jointly requested the ICANN Board of Directors to initiate the process of Bylaw changes to adjust the frequency of Bylaw changes as suggested. This was again discussed between the ICANN Board of Directors and the ccNSO in October 2023, followed by re-sending the joint letter in November 2023. To date (July 2024), the public comment process, which is the first public step required for amending section 17.3, has not been initiated.

For discussion - According to the ICANN Bylaws and CSC Charter the 3rd CSC Effectiveness Review will need to start by 1 October 2024, and the ccNSO and GNSO Councils need to determine the method of the review.

Taking into account the status of implementation of the major recommendation by the 2nd CSC Review Team, the concurrent 2nd IANA Function Review, which focuses on some aspects of the CSC iin which the ccNSO and GNSO participate actively, and the short time between conclusion of the 2nd Effectiveness Review (March 2023) and required start of the 3rd Review (October 2024), there are 3 options to discuss:
- Initiate a full-scale CSC Effectiveness Review, following the same method as the first and second review (using similar Terms of Reference);
- Initiate a CSC Effectiveness Review, which is as limited as possible, for example only checking which of the recommendations 2nd review have been implemented;
- Defer the 3rd Effectiveness Review until all recommendations from the second review have been implemented and/or it is clear they are not implementable/will not be implemented.