

Guideline: ccNSO Actions Respecting the Customer Standing Committee

Draft Version #1

Date of adoption by the ccNSO Council:

1 Introduction and Background

ICANN has established a Customer Standing Committee (“CSC”) (Article 17 of the ICANN Bylaws) to monitor the performance of the Post Transition IANA entity under the IANA Naming Function Contract and IANA Naming Function Statement Of Work (SOW).

The mission of the CSC is to ensure continued satisfactory performance of the IANA naming function for the [direct] customers of the naming services. The [primary] customers of the naming services are top-level domain registry operators, but also include root server operators and other non-root zone functions.

The CSC will achieve this mission through regular monitoring of the performance of the IANA naming function against the IANA Naming Function Contract and IANA Naming Function SOW and through mechanisms to engage with PTI to remedy identified areas of concern.

According to Article 17, the ccNSO shall appoint two (2) members of the CSC and has to (use language from ICANN bylaws as to role of ccNSO)

2 Purpose of the Guideline

The purpose of this guideline is to document processes and procedures pertaining to the ccNSO’s discharge of its rights and responsibilities respecting the composition (members and liaisons) of the CSC as set forth under Article 17 of ICANN bylaws and the charter of the CSC. This Guideline does not address the . Interaction between the CSC and the ccNSO other than on CSC composition, which is out of the scope of this Guideline.

3 General Information

3.1 Eligibility of ccNSO Appointed Members

Membership of the CSC shall be open to individuals from all ccTLDs, members and non-members of the ccNSO.

In addition, and in accordance with the charter of the CSC, representatives for a TLD registry operator not associated with a ccTLD or gTLD registry, will be required to submit an Expression of Interest to either the ccNSO and GNSO Council.

This Expression of Interest must include a letter of support from the registry operator. This provision is intended to ensure orderly formal arrangements, and is not intended to imply those other registries are subordinate to either the ccNSO or the GNSO. If more than one representative as mentioned in this paragraph submits an Expression of Interest to the ccNSO Council, the selection method as described in this Guideline will be applied.

Ensure coordination with GNSO to make sure only one rep. Avoid situation of submission of name to ccNSO Council and to GNSO Council!

3.2 Term of Appointment

In accordance with the charter of the CSC, the term for the initially appointed members are:

- for member 1 – two (2) years,
- for member 2 – three (3) years.

After the initial appointment the regular term of appointment shall be two (2) years. A member may be re-appointed for 2 additional terms (in total 3 terms).

3.3 Conflict of Interest

If a Councillor intends to become a member of the CSC, then this Councillor shall not be involved in the appointment process due to a direct conflict of interest. A Councillor may also declare a conflict of interest at any stage for other reasons, for example, a Councillor and nominee may be working for the same ccTLD manager. After such a declaration this Councillor ceases to be involved in the appointment process.

4 Initial Appointment

4.1 Timeline

What/who triggers the events?

4.2 Call for Volunteers

After ICANN has requested the ccNSO Council to appoint its slate of members on the CSC, the ccNSO Council instructs the Secretariat to issue the call for volunteers for membership of the CSC. The call for volunteers should be sent within two business days following the instruction by the ccNSO Council. The call for volunteers shall be sent to the ccNSO members and other relevant ccTLD community email lists. Regional ccTLD Organisations will be requested to issue the call for volunteers on their email lists.

This call for volunteers shall include a wiki space address and a specific closing date.

The call for volunteers shall include the following information and references:

- Reference to the Expression of Interest
- Reference to the need to submit a resume, curriculum vitae or biography in support of the Expression of Interest
- Reference to the need for a letter signed by a member of candidate's organization's senior management confirming their support.
- An indication whether they are available to be elected as chair of the CSC (with a view of the additional time this may consume)
- Closing date for submission, which shall be two weeks after the call for volunteers has been issued at 23.59 UTC.

The template for the call for volunteers is included as Annex A.

4.3 Information Received from Volunteers

The first working day after the closure of the call for volunteers, the Secretariat will send the information received from the interested community members to non-conflicted Councillors individually and also to the non-conflicted representatives from the Regional Organizations.

If the ccNSO Council is of the view that one or more candidates do not meet the *Selection Criteria* as defined below, the candidate(s) will be informed accordingly and the nomination will not be considered.

After receiving the self-nomination including the Expression of Interest, the name of the candidate will be listed at the designated wiki space address. Nominations received after the closing date will not be valid.

4.4 Selection Process

4.4.1. Selection Criteria

CSC members will be selected based on how well they match the following set of skills:

- The candidates have a thorough and demonstrable understanding and interest in the issues;
- The candidates show the commitment to actively participate in the activities of the CSC on an on-going basis;
-
- The candidates have excellent communication skills in order to represent ccTLD interests and to keep the ccNSO and broader ccTLD community informed on progress.

In addition, and in accordance with the charter of the CSC, only if a candidate is considered to meet the above criteria the following diversity criteria should be taken into account:

- Geographic regions;
- Gender diversity;
- Type, experience and size of ccTLD manager.

4.4.2. Initial Selection of Candidates

If same number or fewer candidates put their name forward than the number of members to be appointed on the CSC, the selection will be confirmed by a vote of the Councillors eligible to vote, either by an email poll or at a phone call, which shall be no later than one week after submission of the candidate letters of nomination to the Councillors eligible to vote.

If more candidates apply than are needed, the Councillors eligible to vote will each compile **a list of their top 5 candidates**, based on the Selection Criteria, also taking into account the diversity of the ccTLD community:

- Geographic regions;
- Gender diversity;
- Type, experience and size of ccTLD manager.

Each of the voting Councillors will send her/his list of preferred candidates to the Secretariat (email address ccnsosecretariat@icann.org, or other email address agreed by the ccNSO Council), one week after submission of the list of nominees. Note that the Chair and Vice-Chairs of the ccNSO also receive the emails sent to the Secretariat's email.

Based on the individual Councillor rankings, the Secretariat will prepare the overall ranking of all nominees and report the ranking to the ccNSO Council one business day after they have received the list of top 5 candidates from the Councillors.

If, after compiling the list, the number of members to be appointed can be selected, the selection process is closed.

4.4.3. Second Round of Selection (if required)

If, after compiling the list, two or more of the candidates rank equally and as a result it is not possible to choose the limited number of members envisioned, there will be a run-off ranking for those candidates, with a defined closing date.

4.4.4 Consultation with the GNSO Registry Stakeholder Group (RySG)

In Accordance with the charter of the CSC and prior to making the final selection based on the ranking, the ccNSO Council, or a designated group of Councilors, shall

consult with the RySG, or its designees, to provide a slate of members and liaisons that has, to the extent possible, diversity in terms of geography and skills.

If the ccNSO Council intends to designate a group to coordinate the selection and approval of members and liaisons on the CSC, it is suggested that the ccNSO Council appoints the following 6 Councillors:

One Councilor from each of the five Geographic Region appointed by the members of the ccNSO

One NomCom appointed Councilor.

4.5 Adoption of the Results

Two business days after closure of the selection process, the Secretariat will report the results of the selection rounds to the ccNSO Council. The ccNSO Council will then formally appoint the CSC members at this meeting, taking into account the out come of the consultation with the RySG.

The Secretariat will also prepare a selection report documenting the steps followed for the ccNSO Council meeting, to be signed off by the Chair and Vice-chairs of the ccNSO Council and to be published on the ccNSO website.

The chair of the ccNSO Council shall provide written notice to the Secretary, and if appropriate a notification copy to the Chair of the CSC, following the ccNSO Council's appointment of the ccNSO member(s) on the CSC.

Must submit to ICANN.

5 Approval of Proposed Slate of CSC

The ccNSO and RySG should consult prior to finalizing their selections with a view to providing a slate of members and liaisons that has, to the extent possible, diversity in terms of geography and skill set

- For discussion: joint approval or separate approval.
- Note: according to draft bylaws only approval by ccNSO, however according to draft Stewardship proposal, first consultation between ccNSO and RySG , to be followed by GNSO and ccNSO consultation (note again ccNSO versus ccNSO Council)

a. Initial approval

Procedure for joint approval

b. Annual approval of full slate on going basis

6 Removal of ccNSO Appointed Members

Removal by ccNSO: Any CSC member selected and appointed by the ccNSO Council may be removed and replaced at any time and for any reason or no reason by the ccNSO Council

Removal at request chair of the CSC

A. Non attendance ((i) for not attending without sufficient cause a minimum of nine CSC meetings in a one-year period (or at least 75% of all CSC meetings in a one-year period if less than nine meetings were held in such one-year period) or (ii) if such member or liaison has been absent for more than two consecutive meetings without sufficient cause; or

B. for grossly inappropriate behavior.

In the event the chair of the CSC request removal of a ccNSO appointed member the following consultation mechanism applies:

- Any concerns regarding the behaviour or non-attendance of a ccNSO Appointed CSC Member should firstly be raised with that Member.
- If the issue is not satisfactorily resolved, a formal complaint should be raised with the Chair of the ccNSO, who will attempt to mediate a resolution.
- If that is not possible, or if the complaint is sufficiently serious in nature, the Chair of the ccNSO is empowered to temporarily restrict the participation of the Member with a view to resolve the issues. However, if in the view of the chair the continued participation of the Member in the CSC would not be appropriate and/or would seriously disrupt the CSC from conducting its business, the Chair of the ccNSO shall raise the issue with the Vice-Chairs of the ccNSO Council or their designate(s), who will review the matter and then decide. The ccNSO Council, Chair of the CSC, CSC Member and Secretary shall be informed accordingly.

7 Vacancy

For purposes of this Guideline, a vacancy on the CSC shall be deemed to exist in the event of the death, resignation or removal of a ccNSO Council appointed member on the CSC. This vacancy shall be filled by the ccNSO Council using the selection procedure as described above in this Guideline (section 3) and shall be for the duration of the term of the member who is replaced. The chair of the ccNSO Council

shall provide written notice to the Secretary, with a notification copy to the Chair of the CSC, following the ccNSO Council's appointment to fill a vacancy. The ccNSO Council shall use its reasonable effort for filling such vacancy, within one month after the occurrence of such vacancy, however the procedure set forth in this Guideline shall take precedence.

A temporary replacement may be appointed by the ccNSO Council for the duration of the selection procedure and until such time the replacement has been appointed. The Chair of the ccNSO Council shall notify the Secretary of such a temporary replacement, with a notification copy to the chair of the CSC. Such a notification should include the expected date of appointment of the replacement to fill the vacancy.

8 Miscellaneous

8.1 ccNSO Internal Guideline

This Guideline is an internal rule of the ccNSO in accordance with Article IX section 3.11 and Article IX section 4.2 of the ICANN Bylaws. This Guideline should also be considered as the internal procedure of the ccNSO to appoint members of the CSC, as mentioned in Article 17 of the ICANN bylaws and charter of the CSC.

8.2 Omission in or Unreasonable Impact of the Guideline

In the event the Guideline does not provide guidance and/or the impact is unreasonable to conduct the business of the ccNSO or the ccNSO Council, the Chair of the ccNSO will decide.

8.3 Publication and Review of the Guideline

The Guideline will be published as part of the rules and guidelines of the ccNSO after adoption by the ccNSO Council.

The Guideline will be always reviewed after review of the charter of the CSC, or adjusted when considered necessary. In order to become effective the updated Guideline must be adopted by the ccNSO Council and published on the ccNSO website.

Before publishing the updated Guideline, the Secretariat will adjust the version number and insert the date the Guideline was reviewed and adopted by the ccNSO Council.

Annex A - Call for Volunteers

The ccNSO is seeking volunteers from the ccTLD community who might wish to be one of the ccTLD representatives on the CSC.

Candidates are expected to have:

- a thorough understanding of operating requirements of a ccTLD manager,
- a comprehensive and technically competent understanding and interest in the IANA naming function as developed from the perspective of a ccTLD
- a clear understanding of the multistakeholder model,
- a willingness to devote considerable time and energy to CSC with the support of their registry
- effective communication skills in order to represent views of ccTLD community

Candidates for this role are requested to provide the ccNSO (ccNSOsecretariat@icann.org) with the following:

- a recent curriculum vitae summarizing background and experience, including that in ccTLD operations,
- an Expression of Interest as described below,
- an indication of their affiliation, if any, with any Internet governance or DNS industry related organization,
- a letter signed by a member of candidate's organization's senior management confirming their support.

All interested candidates are required to submit an Expression of Interest that includes a statement of maximum 500 words addressing at a minimum the following matters:

- Why they are interested in becoming involved in the CSC.
 - What particular skills they would bring to the CSC.
 - Their knowledge of the IANA Functions.
 - Their understanding of the purpose of the CSC.
 - That they understand the time necessary required to participate in the CSC and can commit to this role.
 - Their communication skills.
-
- comments.

