James Bladel
Chair, GNSO Council

Paul Diaz
Chair, GNSO Registry Stakeholder Group

Patrik Fältström
Chair, Security and Stability Advisory Committee

Alan Greenberg
Chair, At-Large Advisory Committee

Oscar Robles-Garay
Chair, Number Resource Organization/Address Supporting Organization

Katrina Sataki
Chair, ccNSO Council

Thomas Schneider
Chair, Governmental Advisory Committee

Tripti Sinha
Co-Chair, Root Server System Advisory Committee

Andrew Sullivan
Chair, Internet Architecture Board (IAB)

Brad Verd
Co-Chair, Root Server System Advisory Committee

DoD Network Information Center
DoD NIC Registry Services

Program Manager
General Services Administration, Office of Governmentwide Policy

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**Request for Members and Liaisons to the Customer Standing Committee**

Dear Chairs, Co-Chairs, and Representatives for .MIL and .GOV Registry Operators:

On 10 March 2016, the ICANN Board transmitted to the U.S. National Telecommunications and Information Agency (NTIA) a package of proposals developed by the international Internet community to transition NTIA's stewardship of the IANA functions to the global multistakeholder community.

One of the things that this package calls for is the creation of a Customer Standing Committee (CSC) to provide operational oversight of the performance of the IANA naming function, a role currently performed by NTIA.

The entire membership composition of the CSC, as specified by the package of proposals, includes:

- Members:
    - At minimum two generic top level domain (gTLD) registry operators and two country code top level domain (ccTLD) registry operators
    - One optional representative from .ARPA, .GOV, or .MIL registry operator

- Liaisons:
    - Each of the following ICANN Supporting Organizations (SO) and Advisory Committees (AC) may appoint one liaison:
        - Generic Names Supporting Organization (GNSO) (Registrar Stakeholder Group [RrSG] or Non-contracted Parties House [NCPH] of the GNSO)
        - Number Resource Organization (NRO) or Addressing Supporting Organization (ASO) as determined by the ASO
        - At-Large Advisory Committee (ALAC)
        - Governmental Advisory Committee (GAC)
        - Root Server System Advisory Committee (RSSAC)
        - Security and Stability Advisory Committee (SSAC)
    - One liaison from Post-Transition IANA (PTI)
    - ccTLDs and gTLDs may also participate as liaisons

**Commented [TN1]:** @Donna: Does language in paragraph 1336 allow these representatives to serve as liaisons as well?

**Commented [TN2]:** @Donna: Please clarify if language in paragraph 1336 allows ccTLDs and gTLDs to serve in a liaison capacity as well.

Liaisons shall not be members or be entitled to vote on the CSC, but otherwise shall be entitled to participate on equal footing with members of the CSC.

As part of ICANN's planning for the IANA Stewardship Transition, we kindly ask that you initiate your respective organization's processes to appoint candidates to serve as members and liaisons on the CSC.

Additional information related to the scope and responsibilities of the CSC, as well as qualification requirements, process, key dates, and template for expressions of interest are attached. ICANN will hold a call on 26 May 2016 to answer any questions that you may have regarding the information provided here. A calendar invitation will be sent to you in the next few days. You can also contact us with any questions at the public email list [email].

Warm regards,

Trang Nguyen
Senior Director, Strategic Programs
ICANN

Enclosures: 5

CC:    Jonathan Robinson, CWG-Stewardship Co-Chair
       Lise Fuhr, CWG-Stewardship Co-Chair
       Donna Austin, CWG-Stewardship, CSC Design Team Lead

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**Attachment 1: CSC Scope and Responsibilities**

The mission of the CSC is to ensure the continued satisfactory performance of the IANA function for the direct customers of the naming services, top-level domain registry operators. The CSC will achieve this mission through regular monitoring of the performance of the IANA naming function against agreed service level targets and mechanisms to engage with the IANA Functions Operator to remedy identified areas of concern. Specifically, the CSC will:

- Analyze monthly reports provided by the IANA naming function operator and publish its findings.
- Undertake action to address poor performance in accordance to established procedures.
- Escalate performance issues that are not remedied to the satisfaction of the CSC to the ccNSO and GNSO Councils for consideration.
- Review individual complaints from registry operators to identify any patterns of poor performance by the IANA naming function operator.
- Conduct an annual consultation with the IANA naming function operator, the direct customers of the naming services and the ICANN community regarding performance of the IANA naming function operator.

In addition, the CSC, in consultation with registry operators, is authorized to discuss ways to enhance the provision of operational services to meet changing technological environments with the IANA naming function operator; as a means to address performance issues, or other unforeseen circumstances. In the event there is agreement that a material change in the IANA naming services or operations would be beneficial, the CSC reserves the right to call for a community consultation and independent validation on the proposed change. Any recommended changes must be approved by the ccNSO Council and RySG.

**Commented [TN3]:** @Donna: This is taken from the proposal. This seems to be the only instance where the RySG will make a decision on a CSC recommendation. Is this intended?

The CSC can also request a review or change to service level targets for the naming function. Any proposed changes to service level targets as a result of the review must be agreed to by the ccNSO and GNSO Councils.

The CSC will provide a liaison to the IANA Function Review Team (IFR) and a liaison to any Separation Cross Community Working Group (SCCWG) if formed.

**Attachment 2: Qualification Requirements**

### Skill set and experience

Candidates should possess the following qualifications:

- Direct experience and knowledge of the IANA naming function.

- Analytical skills, ability to interpret quantitative and qualitative evidence, and capacity to draw conclusions purely based on evidence.

- Able to work and communicate in written and spoken English.

- Effective communication skills.

- Experience in managing and/or participating in committees (e.g. meeting coordination, reporting, and escalation) in order to contribute meaningfully to CSC processes.

- Demonstrated ability in relationship management to support diplomatic discussion, consensus driven decision making, and productive negotiation.

> **Commented [TN4]:** @Donna and Katrina: I believe we agreed on the last call to revert to the language in the proposal for this skill set requirement. However, in reading this, I think we are leaving out an important criteria of DNS and registry operational experience.

### Diversity

Unless the applicant pool does not allow, candidates should not all come from the same geographical region (Europe; Asia/Australia/Pacific; Latin America/Caribbean islands; Africa; and North America), or be of the same gender. It should be noted that when approving the final composition of the CSC membership, which includes members and liaisons, the ccNSO and GNSO Councils will consider diversity in making their determination.

### Time commitment

CSC members and liaisons must be able to participate in monthly meetings. It is expected that members and liaisons must attend a minimum of nine meetings in a one-year period, and must not be absent for more than two consecutive meetings. Failure to meet this requirement may result in the Chair of the CSC requesting a replacement from the respective organization. Outside of the monthly meetings, members and liaisons may also be asked to participate in other CSC processes such as:

- Providing updates, no less than three per year, to the direct customers of the IANA naming function. These updates may be provided to the RySG and ccNSO Council during ICANN meetings.

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- Providing updates to any group/constituency regarding the IANA Function Operator's performance at their request.
- Participate in IANA Function Reviews (IFR).
- Participate in Separation Cross Community Working Group (SCCWG) if formed.
- On an annual or as needed basis, conduct a consultation with the IANA Functions Operator, the primary customers of the naming services, and the ICANN community about the performance of the IANA Functions Operator.
- Carry out required work related to CSC procedures and processes (e.g., review drafts of communications to the ccNSO/GNSO Councils, interact with IANA Function Operator to investigate an issue/problem, work with IANA Function Operator to finalize remedial action procedures, draft CSC operational procedures).

Members and liaisons must be available starting 15 August 2016 to perform pre-work such as working with the IANA Function Operator to finalize remedial action procedures, drafting CSC operational procedures, and collaborating with ICANN to create an online portal/workspace for the CSC.

Members and liaisons will serve a two-year term with the option to renew for up to two additional two-year terms. At least half of the inaugural members and liaisons will be appointed for an initial term of three years to provide for continuity and knowledge retention. Subsequent terms will be for two years.

**Attachment 3: Process**

**Interest in appointing liaisons**

If your respective organization is not interested in appointing a liaison to the CSC, please send an email to the public email list [email] by 23:59 UTC on 22 July 2016.

**CSC formation process**

There are 5 main steps in the process to form the CSC:

1. ICANN requests SOs, ACs and Stakeholder Groups (SGs) and representatives of .ARPA, .GOV, and .MIL to appoint candidates to serve as members and liaisons on the CSC
2. Appointing organizations initiate internal processes at the appropriate time as determined by the appointing organizations to appoint candidates
3. Appointing organizations send candidates to a public email list
4. ICANN gathers and forwards all appointments to the ccNSO and GNSO Councils
5. ccNSO and GNSO Councils approve the final CSC membership composition, including liaisons

It should be noted that while it will not be the role of the ccNSO and GNSO Councils to question the validity of any recommended appointments to the CSC, they will take into account geographic and skill sets diversity of all of the candidates when approving the final CSC membership composition.

**Process for appointing organizations**

Appointing organizations should use internal processes and procedures to appoint members and liaisons, and initiate this process at a time determined appropriate by the appointing organizations, keeping in mind the deadline for candidate submission.

All candidates must at minimum complete the expression of interest form in Attachment 5. Additional requirements may be added by the appointing organizations to meet their internal process requirements.

**GNSO (RrSG or NCPH), ALAC, NRO or ASO, GAC, RSSAC, and SSAC**
Although only one representative each from each of these organizations may be appointed to the CSC as a liaison, ICANN asks that a best effort be made by these organizations to appoint a primary and a back-up candidate that meet the qualification requirements in Attachment 2, including the diversity requirement. This will provide the ccNSO and GNSO Councils with options in selecting the final list of members and liaisons that meets the diversity requirement. Candidates or declines should be sent to the public email list [email] by 23:59 UTC on 22 July 2016.

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**RySG and ccNSO Council**
Each of these appointing organizations should appoint 2 primary and 2 back-up candidates as members, and no more than [x] as liaisons. The appointment process should be open to ccTLD or gTLD registry operators that are not members of the RySG or ccNSO Council. The RySG and ccNSO Council should consult prior to finalizing selections of candidates with a view to providing a list of members and liaisons that has, to the extent possible, diversity in terms of geography and skill set.

The RySG and the ccNSO Council may also receive expressions of interest from representatives of registry operators for .ARPA, .GOV, and .MIL. The deadline for these representatives to submit expression of interest is 23:59 UTC on 15 July 2016. The RySG and ccNSO will consider these expressions of interest as part of the respective organization's candidate selection process.

The RySG and ccNSO Council should send their list of candidates to the public email list [email] by 23:59 UTC on 22 July 2016. On or prior to this date, the RySG and ccNSO should notify the representatives of registry operators for .ARPA, .GOV, and .MIL that submitted expressions of interest whether they have been selected as candidates for the ccNSO and GNSO Councils consideration.

**Representatives of registry operators for .ARPA, .GOV, and .MIL**
Representatives of registry operators for .ARPA, .GOV, and .MIL may participate in the CSC as member or liaison. Interested representatives should send expressions of interest and letters of support from the registry operator to the secretariats of the RySG or the ccNSO at [email] or [email], by 23:59 UTC on 15 July 2016. The ccNSO Council and RySG will consider these expressions of interest as part of their candidate selection process. This approach is intended to ensure orderly formal arrangements, and does not imply these registries are subordinate to either the ccNSO or the RySG.

On 27 July 2016, ICANN will gather and forward all candidates to the ccNSO and GNSO Councils for their consideration and approval of the final composition of the CSC.

**Process for ccNSO and GNSO Councils to consider and approve final composition of the CSC**

Upon receipt of candidates from the SOs, ACs, and SGs forwarded by ICANN, the ccNSO and GNSO Councils will consider and approve the entire composition of the CSC based on diversity requirements. The ccNSO and GNSO Councils will also make a decision regarding which members and liaisons will serve an inaugural three-year term.

The ccNSO and GNSO Councils will notify ICANN and the appointing organizations of the final composition of the CSC, including candidates selected and those not selected. The notification will take place no later than 10 August 2016.

**Commented [TN5]:** @Donna: Should there be a limit? Should this be added to the list clarifying notes to the charter?

YG: Considering that the proposal states "the CSC should be kept small," I believe there should be a limit. However, that information seems more of a new rule instead of clarification. Perhaps add a language here around how ccNSO and RySG should keep in mind when selecting liaisons that the CSC should be kept small and remove the "no more than [x] as liaison"? This limit can be clarified when the CSC charter review occur after a year.

**Commented [TN6]:** Process and timeline require discussion

**Attachment 4: Key Dates**

16 May 2016:          ICANN sends Call for Members and Liaisons to the CSC to appointing organizations

26 May 2016:          ICANN hosts call with appointing organizations to answer any questions regarding the Call for Members and Liaisons to the CSC

15 July 2016:         Deadline for expressions of interest and letters of support from representatives of registry operators for .ARPA, .GOV., and .MIL to be sent to public email list [email]

22 July 2016:         Deadline for appointing organizations to decline participation or send candidates and accompanying expression of interest (and registry operator support letter as relevant) to public email list [email]

27 July 2016:         ICANN gathers and forwards candidates to ccNSO and GNSO Councils

10 August 2016:      ccNSO and GNSO Councils approve final CSC membership composition and notify ICANN and appointing organizations

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**Attachment 5: Expression of Interest Form**

All candidates must use this form to express interest in participating in the CSC. This form must be accompanied by the candidate's resume, curriculum vitae, or biography.

Appointing organizations may supplement this form with additional requirements necessary for completion of internal appointment processes and procedures.

Representatives of registry operators for .ARPA, .GOV, and .MIL must provide a letter of support from the registry operator in addition to this form and the resume, curriculum vitae, or biography.

The form begins on the next page.

**ICANN**

Name:

Affiliation:

Geographic region:

## I. Skill set and experience

The below skill set and experience requirements were identified as essential to performing CSC activities. Please specify whether you have these relevant skill sets and experience and provide additional information regarding your background and experience for each requirement.

| Requirement | Meet Requirement? (Y/N) | Additional Detail |
| --- | --- | --- |
| Direct experience and knowledge of the IANA naming function | | |
| Analytical skills, ability to interpret quantitative and qualitative evidence, and capacity to draw conclusions purely based on evidence. | | |
| Able to work and communicate in written and spoken English | | |
| Effective communication skills | | |
| Experience in managing | | |

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| | | |
|---|---|---|
| and/or participating in committees (e.g. meeting coordination, reporting, and escalation) in order to contribute meaningfully to CSC processes | | |
| Demonstrated ability in relationship management to support diplomatic discussion, consensus driven decision making, and productive negotiation | | |

Please specify any other skill set or experience that you believe would be relevant to CSC's work.

| |
|---|
| |

## II. Interest

Please explain your interest in becoming involved in the CSC.

| |
|---|
| |

## III. Understanding of Purpose of CSC

Please state your understanding of the purpose of the CSC.
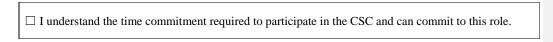
| |
|---|
| |

## IV. Time Commitment

CSC members and liaisons must be able to participate in monthly meetings. It is expected that members and liaisons must attend a minimum of nine meetings in a one-year period, and must not be absent for more than two consecutive meetings. Failure to meet this requirement may result in the Chair of the CSC requesting a replacement from the respective organization. Outside of the monthly meetings, members and liaisons may also be asked to participate in other CSC processes such as:

- Providing updates, no less than three per year, to the direct customers of the IANA naming function. These updates may be provided to the RySG and ccNSO Council during ICANN meetings.
- Providing updates to any group/constituency regarding the IANA Function Operator's performance at their request.
- Participate in IANA Function Reviews (IFR).
- Participate in Separation Cross Community Working Group (SCCWG).
- On an annual basis or as needed basis, conduct a consultation with the IANA Functions Operator, the primary customers of the naming services, and the ICANN community about the performance of the IANA Functions Operator.
- Carryout required work related to CSC procedures and processes (e.g., review drafts of communications to the ccNSO/GNSO Councils, interact with IANA Function Operator to investigate an issue/problem, work with IANA Function Operator to finalize remedial action procedures, draft CSC operational procedures).

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Please indicate whether you understand the time commitment required to participate in the CSC.

☐ I understand the time commitment required to participate in the CSC and can commit to this role.

Please provide any additional information or comment regarding your availability.

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Would you like to be considered for an inaugural three-year term on the CSC if appointed?

| ☐ YES | ☐ NO |
|-------|------|

## V. Conflict of interest

The ICANN Bylaws make clear that ICANN must apply policies consistently, neutrally, objectively, and fairly, without singling any party out for discriminatory treatment; which would require transparent fairness in its dispute resolution processes. Members of the CSC will be required disclose any conflicts of interest with a specific complaint or issue under review by the CSC.

☐     I understand that I will be required to disclose any conflicts of interest with a specific complaint or issue under review by the CSC.

☐     I understand that I may be excluded from discussion of a specific complaint or issue if the majority of CSC members and liaisons deem that my participation has a conflict of interest.

## VI. Supporting documents

Please attach your resume, curriculum vitae, or biography to this expression of interest.

## VII. Letters of support

If you are a representative of the registry operator for .MIL, .GOV, or .ARPA, please also include a letter of support from the registry operator in addition to the resume, curriculum vitae, or biography.