

Expression of Interest for Customer Standing Committee (CSC)

The CSC has been established to ensure the satisfactory performance of the Internet Assigned Numbers Authority (IANA) naming function.

The CSC monitors PTI's performance of the IANA naming function by analyzing performance reports on a monthly basis and publishing its findings. It is authorized to undertake remedial action to address poor performance, and if performance issues are not remedied, the CSC is authorized to escalate the performance issues to the ccNSO and GNSO for consideration. Additionally, the CSC may recommend changes to the naming Service Level Expectations as well as enhancements to the provision of the IANA naming services.

The ccNSO Council is seeking volunteers who wish to be a member on the Customer Standing Committee (CSC). Candidates should review both the [CSC Candidates Qualification Requirements and the CSC Charter](#) to understand the scope of the requirements and duties.

Candidates for this role are requested to submit this Expression of Interest and resume to the ccNSO Council by **Friday 26 July 2019 at 17:00 UTC**.

If interested, please send the following documents to: Kimberly.Carlson@icann.org no later than Friday 26 July 2018 (23:59 UTC).

1. Filled in [application form](#)
2. Your resume, curriculum vitae, or biography.
3. If applicable, a letter of support from your employer in respect to the required time commitment to participate actively in the CSC.

Links

- Applicable ccNSO Guideline: ccNSO Actions Respecting the Customer Standing Committee (<http://ccnso.icann.org/workinggroups/guidelines-ccnso-csc-16jun16-en.pdf>).
- CSC Charter: <https://www.icann.org/en/system/files/files/csc-charter-amended-27jun18-en.pdf>
- CSC Skill-set requirements: <https://www.icann.org/en/system/files/files/csc-skill-set-matrix-members-liaisons-04jun19-en.pdf>
- Background CSC: <https://www.icann.org/en/system/files/files/csc-overview-members-liaisons-04jun19-en.pdf>

Application form

Please click the links below to review and sign off on ICANN's privacy policy before submitting:

By submitting my personal data, I agree that my personal data will be processed in accordance with the ICANN [Privacy Policy](#), and agree to abide by the website [Terms of Service](#).

Your Full Name	
Your Affiliated SO/AC	
Your Company	
Geographic region	
Seeking Member or Liaison Role	<input type="checkbox"/> Member <input type="checkbox"/> Liaison

I. Skill set and experience

Candidates are expected to have/be:

Requirement	Please indicate how you meet the requirements
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	
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	
[For candidates for the ccTLD representative seats] The candidates have excellent communication skills in order to represent ccTLD interests and to keep the ccNSO and broader ccTLD community informed on progress	
Able to work and communicate in written and spoken English	
Commits to actively participate in the activities of the CSC on an on-going basis	
[For candidates for the ccTLD representative seats] Employed or have active backing by a ccTLD Manager	

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 as a member of or liaison to 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 are expected to participate in monthly meetings. Members and liaisons must attend within a one-year period, a minimum of either nine meetings out of twelve, or 75% of meetings should there be less than twelve held. A CSC member or liaison is also expected to not be absent for more than two consecutive meetings without sufficient cause. Outside of the monthly meetings, members and liaisons may also be asked to participate in other CSC processes.

For more information see: <https://www.icann.org/csc>

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

YES NO

Please provide any additional information or comment regarding your availability:

V. Conflict of Interest

Members of the CSC will be required to 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 to this Expression of Interest:

- 1) Your resume, curriculum vitae, or biography
- 2) If applicable, a letter of support from your employer in respect to the required time commitment to participate actively in the CSC