

An Update and Look Ahead



From CSC Charter:

- “The mission of the CSC is to ensure continued satisfactory performance of the IANA 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 mission will be achieved through regular monitoring by the CSC of the performance of the IANA naming function against agreed service level targets and through mechanisms to engage with the IANA Functions Operator to remedy identified areas of concern.”

Who are we?

2 gTLD members, appointed by RySG

- Kal Feher and Elaine Pruis

2 ccTLD members, appointed by ccNSO

- Jay Daley and Byron Holland (chair)

1 member non-ccTLD or gTLD – on request, none received

1 Liaison appointed by PTI

- Elise Gerich (PTI)

5 SO/AC Liaisons, appointed by their organizations:

- Mohamed El Bashir (ALAC), Jeff Bedser (SSAC), James Gannon (GNSO - Non-Registry), Elise Lindeberg, (GAC), Lars-Johan Liman (RSSAC)

What do we do?

- Monitoring
- Inform Community
- Complaints & Performance Remediation
- Consultation & Reviews

How do we do work?

- Monthly meetings
 - receive & discuss PTI report
 - decide on CSC report
 - other topics
- Meetings are open
 - recordings and proceedings on our website
 - reports sent to an extensive distribution list

- Reviewed 4 PTI reports and issued 4 monthly CSC reports
- Discussed PTI's/IANA department 2016 customer survey
- Started discussion on PTI related complaints and processes for these
 - to date no outstanding complaints
- Developed internal procedures
- Approved the dashboard that PTI has put up
- Launched CSC website

CSC (& PTI)

- Develop Remedial Action Procedures
 - draft in the CSC Charter
- Review of Implementation of Existing SLEs
- Review of SLE's
 - Any change needs ccNSO and GNSO approval

Community

- First CSC Charter review
 - Joint ccNSO, RySG responsibility, start by October 2017
 - To any resulting changes to be agreed by GNSO and ccNSO

- PTI performance is very good - some minor metrics missed, no customer service impact nor operational problems
- CSC is coming together as a committee and is working through its 'to do list'
- The whole process is working very well
 - problem areas are being identified immediately and corrective measures being developed cooperatively
 - areas where SLE implementation may need changes have been identified
 - ICANN CEO has initiated dialogue with CSC Chair
- ICANN community needs to plan for reviews
 - RySG and ccNSO need to initiate CSC Charter review process for October 2017 launch