

# 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?

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- 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 monitors and reports on PTI compliance with the Naming Function Agreement including 'Service Level Expectation' metrics
- There are 63 individual metrics within 8 groups e.g. technical checks, staff processing time for gTLD creation etc.
- The SLE's are contained in the IANA Naming Function Agreement and were developed by one of the CWG 'Design Teams' – DT-A

- PTI produces monthly report:
  - statistics on each of the SLA metrics
  - narrative explanation if a SLA has not been met
- CSC report based on variance and explanation of PTI report
- CSC rates overall performance of PTI based on number SLE's achieved:
  - excellent (all),
  - satisfactory (not all, but no need for concern)
  - needs improvement (not all, action needed)
- CSC also reports on:
  - metrics that CSC is Tracking Closely
  - SLE's could be adjusted
  - any escalations & number of complaints



# Monitoring – Example of SLE being met

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- The SLE for staff processing of a request for the creation or transfer of a gTLD is 10 days
- To be considered to have met this metric, PTI needs to meet the threshold 90% of the time.
- PTI met the metric in December as of the 10 such gTLD requests, the longest took only 2.91 days.

# Monitoring – Example of SLE not met

- SLE for technical checks is 50 minutes, 95% of the time.
  - in December, 10% of the requests exceeded this metric, meaning that the SLE was not met
  - PTI explained that the 'active checking time' was within the SLE; the problem arose because too many requests came at once - they were sequentially queued waiting for the test.
- CSC discussed issue with PTI
  - The exception was not known to cause any customer difficulties
  - PTI will seek changes to increase parallelization in testing to reduce the problem
  - CSC requested improved measurement of actual technical checks being performed sequentially.

- Customer complaints are to be addressed by PTI alone
  - CSC's Charter prevents it from becoming involved in individual complaints
- CSC role is limited to:
  - being informed of the status of individual complaints
  - monitoring PTI's overall complaint management system
- Where CSC believes complaints represent 'systemic or persistent' issues it can invoke 'remedial action procedures' (RAP)
- There are currently no outstanding complaints

- Remedial Action Procedures may be invoked where CSC has identified:
  - a performance issue, or
  - where a customer problem is 'systemic or persistent'
- Final procedures not yet in place
  - 'illustrative set' included in the CSC Charter
  - proposes 3 level escalation procedure: PTI board, head of GDD, then ICANN CEO/Board
  - They need agreement between PTI and CSC

- PTI completed 2016 customer survey
  - overall, very high satisfaction with PTI
  - next survey: CSC will work with PTI on it
- Informing community
  - dashboard launched
  - monthly reports
  - presentations to ICANN community

- Develop Remedial Action Procedures
  - draft in the CSC Charter
- Review of Implementation of Existing SLEs
- CSC Engagement in PTI Survey
- Review of SLE's
  - Any change needs ccNSO and GNSO approval
- Provide input to Review of PTI Performance
  - Could be combined with SLE review

- First CSC Charter review
  - Joint ccNSO, RySG responsibility
  - To start by October 2017
  - any resulting changes to be agreed by GNSO and ccNSO
- Review of CSC Effectiveness
  - Joint ccNSO, GNSO responsibility
  - To begin by October 2018
- Review of PTI
  - First IFR to be convened by 1 October 2018
  - Includes review of PTI, Naming Agreement, etc. but also performance of CSC

- 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