

List of Identified Work Items for CSC

1. Review of Implementation of Existing SLE's
 - This was introduced at the February meeting but not discussed
 - Determine if issues identified to date involve changing the implementation of the existing SLE, or changing the SLE itself
2. Remedial Action Procedures
 - A draft is in the CSC Charter but are to be developed and agreed by the CSC and PTI.
 - This is the process by which 'systemic issues' are addressed
 - Also need to discuss whether a definition of 'systemic or persistent issue' is needed immediately
3. CSC Role in PTI Survey
 - The Naming Functions Agreement specifies that PTI "shall collaborate with the CSC and ICANN to maintain and enhance the annual customer service survey consistent with the performance standards for Root Zone Management."
 - How and when does CSC want to engage in this process?
4. Review of SLE's
 - The CSC Charter provides that "the CSC or the IANA Functions Operator can request a review or change to service level targets. Any proposed changes to service level targets as a result of the review must be agreed to by the ccNSO and GNSO"
 - The CSC needs to decide if it wants to initiate such a review, and if so, when
 - The Naming Functions Contract specifies that "Total Contractor transaction time for emergency changes should be completed within a target of 12 hours until reviewed by the CSC with Contractor.' Should changing this be part of a SLE review?
 - If a SLE review is initiated, could or should the larger 'performance review (item 5.) be done at the same time?
5. Review of PTI Performance
 - The CSC Charter provides that 'the CSC will, on an annual basis or as needs demand, 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."
 - The language is vague as to whether this is mandatory, but CSC should decide whether it wishes to initiate this, and if so, when
6. For Information only, the ICANN Bylaws specify that
 - a) "The CSC Charter shall be reviewed by a committee of representatives from the ccNSO and the Registries Stakeholder Group selected by such organizations. This review shall commence one year after the first meeting of the CSC.
 - b) The effectiveness of the CSC shall be reviewed two years after the first meeting of the CSC; and then every three years thereafter. The method of review will be determined by the ccNSO and GNSO