An Update and Look Ahead

CSC | Customer Standing Committee

March 2017

Mission Statement

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."

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

CSC Reports

CSC | Customer Standing Committee

- 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

Activities since October 2016

CSC | Customer Standing Committee

- 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
- Agreed on near term priorities
- Approved the dashboard that PTI has put up
- Launched CSC website

Consulting and Informing

CSC | Customer Standing Committee

- 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

Upcoming Work - CSC

CSC | Customer
Standing Committee

- Review SLE's
  - Any change would require GNSO, ccNSO approval
- Engage with PTI on customer survey
  - Hope is to improve customer response rate and quality of feedback
- Develop Remedial Action Procedures
  - draft in the CSC Charter

Upcoming Work – Community

CSC | Customer Standing Committee

- 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

Summary

CSC | Customer Standing Committee

- 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 already taking steps toward the launch of the CSC Charter review process for October 2017