

Customer Standing Committee
(CSC)
Charter Review
Update

Background

- The CSC was established as a result of the IANA Transition
- The CSC Charter requires a review of the Charter one year after the first meeting of the CSC
- The review is to be conducted by representatives of the ccNSO and RySG:
 - ccNSO: Martin Boyle and Abdalla Omari
 - RySG: Keith Drazek and Donna Austin
- Any amendments to be approved by the ccNSO and GNSO Councils
- The CSC conducted its first meeting on 6 October 2016

Purpose of review & Scope

Purpose of review

To consider whether the CSC Charter provides an adequate and sound basis for the CSC to continue to perform its responsibilities

Scope of review

- Does the Charter enable the CSC to fulfil its role and responsibilities as envisioned?
- Are there any aspects of the Charter that are ambiguous that require amendment?
- Are there any additional work items of CSC that should be captured in the Charter ?

Not in scope of this review

- Effectiveness of the CSC
 - this will be reviewed starting in October 2018 as a separate effort
- Performance of the CSC
 - this will be undertaken as part of the IANA Naming Function Review
- Any issues identified during this review that are out of scope, but considered relevant for the proper functioning of the CSC will be captured and the ccNSO and RySG will be informed.

Timetable

- *Consultation with CSC and PTI & preparation of draft consultation (September – October 2017)*
- *Consultation with direct customers (ccTLD, gTLD operators) and others (ICANN 60)*
- Additional consultations CSC and other (November – December 2017)
- Report on findings & suggested changes (December 2017 – March 2018)
- Finalization and closure (March – April 2018)

What we've heard so far

- Narrow scope of the CSC, as contained in the Charter, should not be expanded
- Selection criteria and process for members and liaisons should be maintained
- Monthly meetings should be maintained
- Regular face-to-face updates to be changed from *no less than three per year* to *at least twice per year*.
- The Charter makes provision for the CSC or PTI to request a review or change to service level targets.
 - The SLE change procedure needs to be detailed (and linked to the charter) for consideration as part of this review.
- Clarification roles and responsibilities CSC, PTI, PTI Board, ICANN Org, ICANN Board
- Stacking/piling of CSC related reviews

Narrow scope of the CSC, as contained in the Charter, should not be expanded

- Focused remit allows CSC to do its job properly.
- Broad scope topics more qualitative than quantitative.
- Narrow scope allows CSC to be a trusted entity.
 - Good working relationship between PTI and CSC
 - PTI has proactively sought feedback from the CSC on issues out-of-scope of the CSC, for example the IANA survey
 - Reflects positively on success of the CSC.
- Narrow focus helps in selection of membership

Selection criteria and process for members and liaisons should be maintained

- Composition of the CSC has been key to its success
- CSC believes this can be attributed to the selection criteria and process contained in the Charter
- Distinction between members and liaisons does not constrain input to discussions
- No changes needed

Monthly meetings should be maintained for time being

- The CSC was responsible for developing its own operating procedures and other documentation in the first 12 months of existence. To that end, having monthly meetings prescribed in the Charter has been very helpful.
- Monthly meetings will be maintained at this time; however, it is acknowledged that once the CSC moves past the establishment phase monthly meetings may not be required.
- The Charter should provide for a distinction between monthly meetings and monthly reporting. Monthly reporting on all SLA remains valuable, to timely identify changes in performance, if any.

Updates to direct customers during ICANN meetings

- The Charter prescribes that the CSC provide no less than three updates per year to the RySG and ccNSO during ICANN meetings.
- The CSC has recommended that this requirement be changed to “... no less than two updates per year” to be conducted at ICANN’s Community and AGM meetings.
- The format of the Policy meetings considerably limits the opportunity to provide the required updates and members of the CSC do not generally attend these ICANN meetings.

Review or change to service level targets.

- Need for proportionate Service Level Agreement change mechanism:
 - major change to SLA, arduous change procedure <-> trivial change, light-weight procedure
- The SLA change procedure needs to be detailed (and linked to the charter) for consideration as part of this review.
- PTI, ICANN Org and CSC are working on it: Review team awaits outcome
- Potential overlap and delineation between role CSC and IFRT under IFR (section 18.3 (a), (b), and (c) (see slide 14)

Clarification roles and responsibilities CSC vis- a-vis PTI, PTI Board, ICANN Org, ICANN Board?

- Interactions with members of the PTI Board suggested that it would be beneficial for the relationship between the CSC and other entities to be clarified in the Charter.
- Question: Is there need for clarity by CSC to understand its role vis-à-vis:
 - PTI Org
 - PTI Board
 - ICANN Org
 - ICANN Board
- Areas for consideration in Charter?
 - Remedial Action Procedure: How does it look and who needs to confirm?
 - SLA mechanism change? Who needs to confirm? Reference
 - Early consultations between CSC and PTI Board on
 - PTI Strategic plan
 - Budget
 - Should PTI Board and CSC meetings be prescribed in the Charter? If so, should this include frequency?
 - MoU between PTI Board and CSC?

Additional information to be included in Report

Stacking/piling of CSC related reviews (1)

- Reviews Bylaw driven and impact on CSC and its role
- Article 17 (CSC) and 18 (IFR) Fundamental Bylaw
 - As defined in Article 25.2 (a) -> Approval Process
- CSC to flag issue and inform broader community, not in scope, but may affect proper functioning of the CSC.

Stacking/piling of CSC related reviews (2)

- **CSC Charter review (Section 17.3 (c))**
 - one year after the first meeting of the CSC (= current charter review)
 - Thereafter , at request of
 - CSC, ccNSO ,GNSO , the ICANN Board, and/or the PTI Board, and/or by an IFRT (=IANA Function Review Team) in connection with an IFR.
- **Effectiveness review CSC ((Section 17.3 (b))**
 - two years after the first meeting of the CSC;
 - thereafter every three years thereafter.
- **IANA Naming Function Reviews (IFR) (Section 18.2, 18.3)**
 - Section 18.3 (j) Identify process or other areas for improvementthe performance of the CSC and the EC as it relates to oversight of PTI
 - first Periodic IFR shall be convened no later than [1 October 2018]
 - Thereafter, every 5 year after previous IFR was convened.
- IFR also relevant for review of SLA under IANA Naming Function Contract to needs of direct customers and expectation of broader ICANN Community (Section 18.3 (a) (see slide 11)

Travel funding for CSC

- Travel funding for representatives of the CSC is not available. This was discussed as part of the CWG IANA Transition and it was the view of the CWG that funding for members of the CSC was available through the ccNSO and RySG.
- This was also explicitly noted in the Selection Criteria for potential CSC Candidates.
- It also understood that as a result of interactions between the CSC and PTI, it has been agreed that there would be value in the CSC meeting with the PTI on an annual basis at ICANN's Office in Los Angeles. This was also discussed by the CWG IANA Transition and was not supported at that time.
- The Charter requires the CSC to provide updates to the ccNSO and RySG at ICANN meetings.
- It has also been the case that the CSC has used ICANN meetings to meet as a Committee to progress work.
- Travel to ICANN meetings
 - Should the CSC continue to use ICANN meetings as an opportunity to meet face-to-face to progress CSC activities, consideration could be given to providing travel support from ICANN's Budget.
 - If attendance at an ICANN meeting is only for the purpose of providing an update, the CSC members should request travel support through the RySG or ccNSO.
 - As the CSC and PTI have agreed there would be value in meeting at ICANN Offices it would seem appropriate for travel support to be provided.