

24 January 2019

To: The Chair of ICANN Board and CEO and President ICANN

Subject: Initial Report CSC Effectiveness Review Team

Dear Cherine and Göran,

We like to inform you that on 16 January 2019 the Customer Standing Committee (CSC) Effectiveness Review Team (RT) has published its Initial Report for public comment (see: <https://www.icann.org/public-comments/csc-effectiveness-initial-2019-01-16-en>). The comment period will close on 25 February, after which – depending on the number and substance of the comments – we intend to submit for adoption our final report to the ccNSO and GNSO Councils by the Kobe meeting.

In accordance with Section 17 of the ICANN Bylaws and the CSC Charter, the effectiveness of the CSC is to be reviewed two years after its first meeting (October 2016), using a method determined by the ccNSO and GNSO. In September 2018, the ccNSO and GNSO Councils adopted a Template for the Effectiveness Review and appointed two representatives of their respective SOs each to conduct the review.

Consistent with the findings of the earlier CSC Charter Review, the RT found that the CSC is operating effectively. The RT identified 14 metrics to measure the effectiveness of the CSC: nine (9) of which were achieved; three (3) were considered not applicable because circumstances had not yet arisen to test the effectiveness; one (1) was partially achieved; and one (1) was not achieved. The RT believes that those metrics not achieved are easily remedied and has recommended actions to be taken by the CSC to address the issues.

Similar to the CSC Charter Review, the RT also believes that much of the CSC's effectiveness is primarily related to the caliber of the inaugural CSC members and liaisons. It is evident that in large part this is a cohesive team that has worked well together to establish the necessary processes and procedures to conduct their work.

Once our work is completed, we will inform you of the final outcomes of this CSC Effectiveness Review.

If you have any questions or want to raise any concerns, please do not hesitate to contact us.

Kind regards, the RT

Donna Austin (GNSO)  
Debbie Monahan (ccNSO)  
Martin Boyle (ccNSO)  
Philippe Fouquart (GNSO)