

Process for Amending the PTI Service Level Agreements

The following procedure for amending PTI Service Level Agreements (SLAs) has been developed and agreed to by the Customer Standing Committee (CSC) and PTI in accordance with the Charter Review Team's recommendations for changes to the CSC Charter. These procedures are developed to enable timely amendments to service levels that fall into a number of defined categories (see Appendix A of the IANA Naming Function Contract at https://www.icann.org/iana_pti_docs/151-iana-naming-function-contract-v-30sep16).

Examples for why a SLA's target requires adjusting may be that it no longer reflects the original SLA goals; no longer is meaningful in ensuring customer service levels; or is unreasonable in that it fails to reflect historical trends. The SLA change process may be reviewed at the request of the CSC, ccNSO Council, RySG or GNSO Council, PTI, or ICANN. The review will be conducted by a committee of representatives from the ccNSO and the RySG in accordance with a method determined by the ccNSO Council and RySG.

I. Determining that a SLA needs amending

1. An IANA Naming Function SLA change request may come from the CSC or the IANA Functions Operator. The change request, along with reasoning for the change, must be distributed to the CSC and PTI.
2. The CSC and PTI should meet to discuss the change request; this may be done during the CSC's regular monthly meeting or during a separate conference call.

To determine the merit of the change request, the CSC and PTI should consider:

- a. Which category applies to the SLA change request, as this will determine if community consultation is required. (see Appendix A):
 - i. New SLA Item
 - ii. Change SLA Item definition and target/threshold
 - iii. Change SLA Item target/threshold only
 - iv. Remove SLA Item
- b. The benefit it would provide the community
- c. Determine the change's feasibility such as: can it be achieved? What changes will be required to achieve it including but not limited to system changes, operational changes and an estimated implementation plan?

- d. Estimate the cost of the change, based on the implementation requirements mentioned above.
3. The end results of the discussions between the CSC and PTI regarding the SLA change should be submitted in writing by PTI to the CSC or from the CSC to PTI.
 - a. If a mutual decision was to change the SLA, continue with the SLA Change Process.
 - b. If a mutual decision was to not change the SLA, after communicating that to each other in writing, the process ends.

II. SLA Amendment Process

1. If the CSC and PTI reach a mutual decision to proceed with the SLA change, the CSC or PTI should draft a change recommendation, which includes an impact analysis that expands with further detail based on their earlier discussions while determining if the SLA should be changed. The analysis should review such items as the impact on potential resources, budget requirements following the ICANN budgetary processes, and an implementation plan per the ICANN implementation process, should the SLA changes be approved. Prior to moving forward with the recommendation, CSC and PTI should agree on how PTI can support the SLA change recommendation.
2. Stakeholder Consultation: All four (4) categories of SLA changes require the CSC to present the change request to their stakeholders (i.e. Naming Customers).
3. Community Consultation: However, three (3) SLA change categories require further community consultation: *(i.) new SLA, (ii.) change SLA item definition and target/threshold* and *(iv.) remove SLA*. Community Consultation includes:
 - a. Based on the degree of SLA Change and its potential impact, the CSC may decide to perform community consultations, such as, but not limited to open sessions at ICANN conferences, or an ICANN Public Comment Period.
 - b. Upon completion, community feedback should be taken into consideration in the final SLA Change Request.
 - c. After the community consultation is completed the CSC then seeks approval from the GNSO and ccNSO Councils as follows:
 - i. Both GNSO and ccNSO do not approve. Process ENDS.
 - ii. One SO approves, the other SO does not approve. Process ENDS
 - iii. Both GNSO and ccNSO approve. Proceed to implementation

4. After approval from the GNSO and ccNSO councils, or in the case of *Procedure (iii): change SLA target/threshold only*, which skipped that step, next ICANN and PTI will modify the SLA by updating the CSC's SLA webpage, and archiving the change on that webpage.
5. PTI implements the SLA changes in accordance with the implementation plan provided earlier in the process.

APPENDIX A

SLA Change Procedures

Procedure i. (1) - New SLA Item

Step	Owner	Engagement
<p>1. Definition</p> <p>Definition of what to measure and how to measure it.</p>	<p>CSC in negotiation with IFO</p>	<p>CSC directly consults with respective customer communities on what needs to be measured and why</p>
<p>2. Baseline measurement</p> <p>Collection of baseline measurements of performance used to inform next step. Development of interim measurement tools as necessary.</p>	<p>IFO with timetable negotiated with CSC</p>	<p>CSC communicates status in monthly report</p>
<p>3. Target negotiation</p> <p>Negotiate target and threshold for SLA compliance of this new SLA Item</p>	<p>CSC in negotiation with IFO</p>	<p>CSC directly consults with respective customer communities on what target and threshold should be.</p>
<p>4. Community consultation</p> <p>Full community consultation process.</p>	<p>ccNSO and GNSO</p>	<p>CSC makes recommendation to ccNSO/GNSO covering definition, target and threshold</p>
<p>5. Implementation</p> <p>Technical implementation by IFO; included into reports to; included in CSC oversight</p>	<p>IFO and CSC</p>	<p>CSC communicates status in monthly report</p>

Procedure ii. (2) – Change SLA Item definition and target/threshold

Step	Owner	Engagement
<p>1. Re-definition</p> <p>Re-definition of what to measure and how to measure it.</p>	<p>CSC in negotiation with IFO</p>	<p>CSC directly consults with respective customer communities on need for changed definition and what that should be</p>
<p>2. Baseline measurement</p> <p>Collection of baseline measurements of performance used to inform next step. Development of interim measurement tools as necessary.</p>	<p>IFO with timetable negotiated with CSC</p>	<p>CSC communicates status in monthly report</p>
<p>3. Target negotiation</p> <p>Negotiate target and threshold for SLA compliance of this new SLA Item</p>	<p>CSC in negotiation with IFO</p>	<p>CSC directly consults with respective customer communities on what target and threshold should be.</p>
<p>4. Community consultation</p> <p>Full community consultation process.</p>	<p>ccNSO and GNSO</p>	<p>CSC makes recommendation to ccNSO/GNSO covering definition, target and threshold</p>
<p>5. Implementation</p> <p>Technical implementation by IFO; included into reports to; included in CSC oversight</p>	<p>IFO and CSC</p>	<p>CSC communicates status in monthly report</p>

Procedure iii. (3) – Change SLA Item target/threshold only

Step	Owner	Engagement
1. Target negotiation Negotiate target and threshold for SLA compliance of this existing SLA Item	CSC in negotiation with IFO	CSC directly consults with respective customer communities on what target and threshold should be.
2. Implementation Technical implementation by IFO; included into reports to; included in CSC oversight	IFO and CSC	CSC communicates status in monthly report and twice yearly report

Procedure iv (4) – Remove SLA Item

Step	Owner	Engagement
1. Removal requirement Establish clear reason as to why this SLA Item can be removed	CSC in negotiation with IFO	CSC directly consults with respective customer communities on why this SLA Item can be removed
2. Community consultation Full community consultation process.	ccNSO and GNSO	CSC makes recommendation to ccNSO/GNSO covering definition, target and threshold
3. Implementation Removal of SLA Item	IFO and CSC	CSC communicates status in monthly report and twice yearly report