

MOVING FORWARD WITH SLA CHANGES



CSC | Customer
Standing Committee

September 2018

- PTI and CSC have previously identified the need for changes to the IANA Service Level Agreement (SLA) metrics:
 - Three that need revision to the metric only
 - Technical Check Retest,
 - Technical Check Supplemental
 - ccTLD creation/transfer
 - One new SLA, for IDN tables

- Jay and Kal have developed a 'change mechanism' based on the nature of the change e.g.. new SLEs require GNSO/ccNSO approval, changes to only the metric need just PTI/CSC approval
- The recently approved revised CSC Charter requires that
"The CSC, in consultation with the IANA Functions Operator, will develop procedures for changing service level/s including the removal of existing service levels or the inclusion of new service levels. These procedures will be commensurate with the type of the service level change being proposed."
- Discussions have been held with ICANN/PTI counsel, Sam Eisner, on the modalities of implementing the 'change mechanism' since the IANA Naming Functions Contract (INFC) would need to be amended.

- The CSC is now in a position to proceed with these SLA amendments, in two stages:
 - Develop and implement the ‘change mechanism’
 - the *process* for making SLA amendments
 - Proceed with individual SLE changes after the ‘change mechanism’ has been implemented

- Amend the IANA Naming Functions Contract to achieve three things in respect of the SLA's:
 - The SLA's themselves would henceforth be contained on the PTI website (not in the INFC)
 - The process for amending the SLA's – the change mechanism - would also be contained on the PTI website
 - Establish a process for amending the change mechanism which would be in INFC
 - Make clear that moving the SLA's to the PTI website would not dilute their legal validity – a failure to respect them would remain a violation of the INFC

- Finalize 'change mechanism' wording
 - the 'Kal/Jay proposal' is being reviewed for clarity
- Determine who would need to approve any *future* changes to the 'change mechanism'
- Develop draft amendments to INFC to support the overall changes
 - ICANN Legal has agreed to take this on
- Develop 'mock-up' of PTI website changes to aid in understanding of final changes
 - PTI may have something available already
- Engage community at ICANN 63 in Barcelona
 - If final package is ready for approval, seek ccNSO, GNSO/RySG approval
 - If final package not ready, update community as part of CSC annual reporting

ANNEX



EXTRACTS FROM CSC REVIEW TEAM REPORT

4.10 Review or change to service level targets.

The CSC informed the RT that while the Charter allows for the CSC or the IFO to request a review or change to the service level targets, it would be helpful for the Charter to include a reference to the process by which this can be done. The CSC also suggested that the reference to the review or change to service levels would be better placed under the Scope of Responsibilities section rather than the Review Section. The RT agrees on both counts.

The CSC also noted that the service levels are defined in the IANA Naming Function Contract and that separate to the CSC Charter Review the CSC, in cooperation with PTI and ICANN, have been developing procedures to enable timely amendments to the service levels that fall into a number of defined categories, for example a new service level required as the result of a new introduced service, a change to a service level considered non-material that would ensure satisfactory performance, or the removal of a service level that is obsolete.

The Charter calls for proposed changes to service levels to be agreed to by the ccNSO and GNSO; however, the RT no longer considers this necessary as any proposed changes to the SLAs, in accordance with the Amended Charter, will only become effective after informing the direct customers through the ccNSO Council and the RySG.

EXTRACT FROM AMENDED CSC CHARTER

- The CSC or the IANA Functions Operator can request a review or change to service level/s.
- The CSC, in consultation with the IANA Functions Operator, will develop procedures for changing service level/s including the removal of existing service levels or the inclusion of new service levels. These procedures will be commensurate with the type of the service level change being proposed. Informing the registry operators about proposed changes shall always be required; however, the type of service level change will determine whether it is necessary to conduct a community-wide consultation. The procedures may be updated from time to time, and will only become effective after publication of the process on the CSC webpage, and after informing the ccNSO Council and RySG, the direct customers.