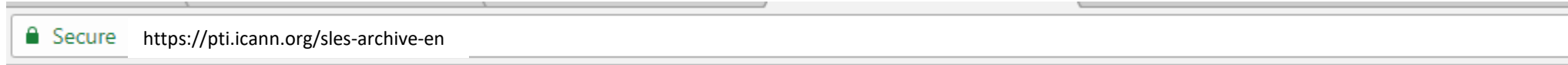


# Webpage Mock-up: list of current IANA Naming Function Services

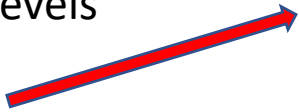


## IANA Naming Function Service Level Agreements: Current SLAs

Last updated March 2019

### IANA Naming Function Service Levels

- ▼ Current Service Levels
- ▶ Archived Service Levels
- ▶ Process for Amending IANA Naming Service Level Agreements



**\*\*Additional Legal Text may be added here\*\***

**Process Performance:** Total Contractor transaction time for emergency changes should be completed within a target of 12 hours until reviewed by the CSC with Contractor

Process Category	Metric	Threshold	Type	Compliance	Period
Category I — Routine updates impacting Root Zone File (NS, DS and glue records)	Submission				
	Time for ticket confirmation to be sent to requester following receipt of change request via automated submission interface	≤ 60 secs	Max	95%	Month

DRAFT FOR DISCUSSION

Note: continue scrolling to view entire SLA table

Process Category	Metric	Threshold	Type	Compliance	Period
Category I – Routine updates impacting Root Zone File (NS, DS and glue records)	Time for lodgment of change request into RZMS by Contractor on behalf of request sent by email	≤ 3 days	Max	95%	Month
	<b>Technical Checks</b>				
	Time to return results for technical checks following submission of request via automated submission interface	≤ 50 mins	Max	95%	Month
	Time to return results for subsequent performance of technical checks during retesting due to earlier failed tests	≤ 3 mins	Max	95%	Month

DRAFT FOR DISCUSSION

The webpage will continue to be scrollable to bottom of table

Note: continue scrolling to view entire SLA table

### IANA Naming Function Service Levels

- ▶ Current Service Levels
- ▼ Archived Service Levels
- ▶ Process for Amending IANA Naming Service Level Agreements

### IANA Naming Function Services: Archive of Service Levels

- February 2019

**NOTE:**

*Clicking on an archived set of SLAs will have the same behavior as the Bylaws Archives found at <https://www.icann.org/resources/pages/governance/bylaws-archive-en>*

# Webpage Mock-up: Procedure for Amending IANA Naming SLAs

Secure https://pti.icann.org/sles-archive-en

## IANA Naming Function Service Levels

- ▼ Current Service Levels
- ▶ Archived Service Levels
- ▶ Process for Amending IANA Naming Service Level Agreements

## Procedure for Amending IANA Naming Service Levels

### Process for Amending the IANA Naming Service Level Agreements

The following procedure for amending IANA Naming Service Level Agreements (SLAs) has been developed and agreed to by the Customer Standing Committee (CSC), ICANN and PTI. These procedures are developed to enable timely amendments to service levels that fall into a number of defined categories.

The SLAs are enforceable by ICANN through the IANA Naming Functions Contract it holds with PTI. None of the requirements in the procedure for amending IANA Naming SLAs override any obligations within the IANA Naming Functions Contract. Pursuant to that agreement, PTI's obligations to consult or notify ICANN are not modified through this procedure for amending IANA Naming SLAs.

The procedure for amending IANA Naming SLAs may be reviewed at the request of the CSC, ccNSO Council, RySG or GNSO Council, PTI or ICANN. The review will be conducted by the CSC, PTI and optionally ICANN.

#### **I. Determining that a SLA needs amending**

1. An IANA Naming Function SLA change request may come from the CSC, ICANN or PTI. The change request, along with reasoning for the change, must be distributed to the parties.

DRAFT FOR DISCUSSION



Note: continue scrolling to view full procedure

## HOW TO NAVIGATE TO IANA NAMING SERVICE LEVEL PAGE

There will be links to the IANA Naming SLAs from the main menu of both the PTI and the CSC webpages. In addition, the Amendment Procedure will have a link on the CSC's "Other Procedures" page that currently has a link for the Remedial Action Procedures

1. From PTI's webpage, on the left hand menu: [pti.icann.org](https://pti.icann.org)

The screenshot shows the website <https://pti.icann.org>. The main heading is "Public Technical Identifiers (PTI)". Below this, there are three navigation buttons: "Latest Updates", "Correspondence", and "Resources".

The left-hand navigation menu includes the following items:

- Board**
  - [Audit Committee](#)
  - [Directors](#)
  - [Meetings](#)
- Governance Documents**
  - [Articles of Incorporation](#)
  - [Bylaws](#)
  - [Board Code of Conduct](#)
  - [Conflict of Interest Policy](#)
  - [Expected Standards of Behavior](#)
  - [Financials](#)
- About PTI**
  - [Agreements](#)

The main content area on the right contains the following text:

Public Technical Identifiers (PTI) is responsible for the operational aspects of coordinating the Internet's unique identifiers and maintaining the trust of the community to provide these services in an unbiased, responsible and effective manner. Mainly, PTI is responsible for the operation of the [IANA](#) functions:

- [Domain Names](#)
- [Number Resources](#)
- [Protocol Parameter Assignments](#)

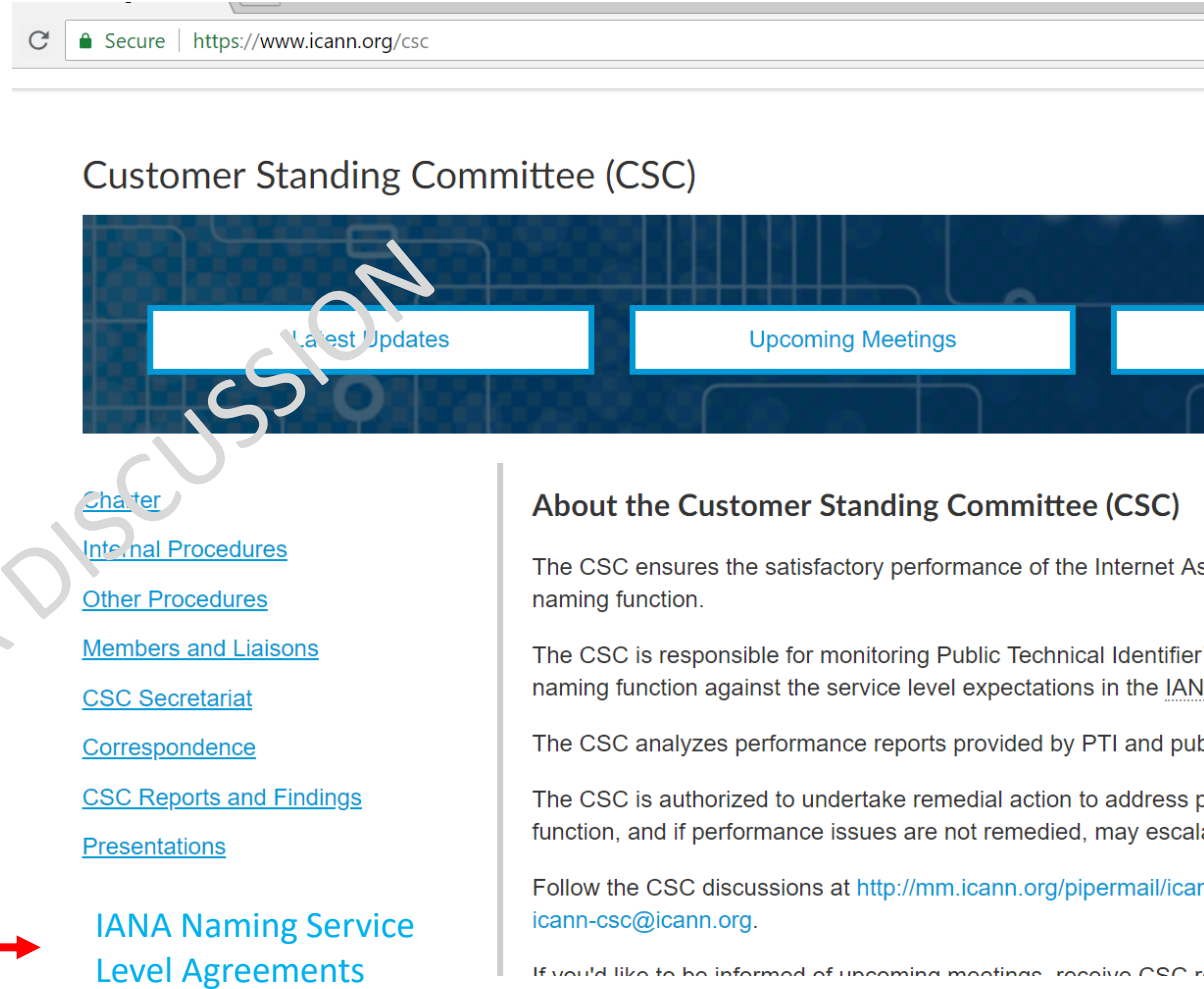
Public Technical Identifiers (PTI) was incorporated in August 2016 as an affiliate of [ICANN](#), and, through contracts and subcontracts with [ICANN](#), began performing the [IANA](#) functions on behalf of [ICANN](#) in October 2016.

Learn more about the delivery of the [IANA](#) services at [iana.org](https://iana.org).

At the bottom of the page, there is a link: [IANA Naming Service Level Agreements](#). A large blue arrow points from the text on the left towards this link.

## HOW TO NAVIGATE TO IANA NAMING SERVICE LEVEL PAGE

2. From the CSC's webpage, on the left hand menu



The screenshot shows a web browser window with the URL <https://www.icann.org/csc>. The page title is "Customer Standing Committee (CSC)". Below the title is a navigation bar with three buttons: "Latest Updates", "Upcoming Meetings", and a partially visible "About" button. A large, diagonal watermark "DRAFT FOR DISCUSSION" is overlaid on the page. On the left side, there is a vertical menu of links: [Charter](#), [Internal Procedures](#), [Other Procedures](#), [Members and Liaisons](#), [CSC Secretariat](#), [Correspondence](#), [CSC Reports and Findings](#), [Presentations](#), and [IANA Naming Service Level Agreements](#). A red arrow points to the "IANA Naming Service Level Agreements" link. On the right side, there is a section titled "About the Customer Standing Committee (CSC)" with several paragraphs of text.

Customer Standing Committee (CSC)

Latest Updates Upcoming Meetings

[Charter](#)  
[Internal Procedures](#)  
[Other Procedures](#)  
[Members and Liaisons](#)  
[CSC Secretariat](#)  
[Correspondence](#)  
[CSC Reports and Findings](#)  
[Presentations](#)  
[IANA Naming Service Level Agreements](#)

**About the Customer Standing Committee (CSC)**

The CSC ensures the satisfactory performance of the Internet As naming function.

The CSC is responsible for monitoring Public Technical Identifier's naming function against the service level expectations in the IANA/

The CSC analyzes performance reports provided by PTI and pub

The CSC is authorized to undertake remedial action to address p function, and if performance issues are not remedied, may escalate

Follow the CSC discussions at <http://mm.icann.org/pipermail/icann-csc@icann.org>.

If you'd like to be informed of upcoming meetings, receive CSC re

# HOW TO NAVIGATE TO IANA NAMING SERVICE LEVEL AGREEMENT PAGE

3. Only the Process for amending IANA Naming SLAs (i.e. this is not a list of the SLAs themselves) will be available on the CSC’s webpage referred to as “Other Procedures”, where the Remedial Action Procedures currently exist

The screenshot shows a web browser window with the URL <https://www.icann.org/en/csc/other-procedures>. The page header includes the ICANN logo and navigation links: GET STARTED, NEWS & MEDIA, POLICY, PUBLIC COMMENT, RESOURCES, COMMUNITY, and IANA STEWARDSHIP & ACCOUNTABILITY. A search bar and 'Log In | Sign Up' links are also present. Below the header, a 'Go back' button is visible. The main content area lists 'Other Procedures', 'Remedial Action Procedures', and 'Process for Amending the IANA Naming Service Level Agreements'. A red arrow points to the 'Process for Amending the IANA Naming Service Level Agreements' link.

Secure | <https://www.icann.org/en/csc/other-procedures> ☆

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[Go back](#)

Other Procedures

[Remedial Action Procedures](#)

[Process for Amending the IANA Naming Service Level Agreements](#)