Thank you for your interest in the Customer Standing Committee (CSC).

This template is developed specifically for completion by gTLD registry operator candidates. In addition to completing this template, please provide a copy of your resume or curriculum vitae. If available, please also provide the link to your ICANN Statement of Interest (SOI).

Your responses will be considered by the Executive Committee of the Registry Stakeholder Group (RySG), which has been authorized to identify two preferred CSC candidates under the terms of the IANA Transition agreement. Please note that in addition to the requisite skills set out below, geographic and gender diversity also will be considered in the overall composition of the CSC. To that end, the RySG may also decide to select two alternate candidates.

Please complete the following information and send to the RySG Secretariat at: rysgsecretariat@gmail.com

If you have any questions please send these to rysgsecretariat@gmail.com

Name:

Elaine Pruis

Affiliation:

(Candidates must be employed by a gTLD Registry Operator or provide an explanation as to qualifications to represent the gTLD Registry Operators on the CSC.)

Vice President, Operations for Donuts Inc., the largest portfolio new TLD registry operator.

Location:

Bellevue, Washington

Nationality:

United States of America

I. Skill set and experience

Please provide responses to each of the following criteria:

1. Direct experience with, and knowledge of, the IANA naming function.

As the VP of Operations, it is my direct responsibility to oversee any delegation, modification, or migration of TLDs either administered by or acquired by Donuts. These actions are performed through IANA. Donuts has delegated nearly 200 TLDs to date; my experience with the IANA naming function, therefore, is detailed and extensive.

Further, I was an active participant in Design Team A and the CWG Service Level Expectation WG. The WG designed the SLEs that were adopted as part of the IANA transition framework. My specific contribution was to ensure that replies to email requests to IANA are also included as part of the SLEs. (During a TLD's migration, depending on the status of the Change of Control, operators may not have access to a TLD in transition via the RZM [root zone management] interface. Therefore, tracking the response time for email requests is an essential part of determining if IANA's service is performing as expected.)

Prior to Donuts, I was employed by CoCCA as liaison to several ccTLDs. We provided to ccTLD operators registry administrative services, software, infrastructure, and a policy framework. I supported the sunset and transfer of the ccTLD .TP to .TL. I was also responsible for technical and administrative changes for additional ccTLDs; this included many that first had been delegated to AdamsNames Ltd., and later were transitioned to local control, such as .MS.

I researched and gathered information for a comprehensive ccNSO review of the IANA function as it applied to ccTLD delegations and redelegations. That work included studying the IANA reports on delegation; researching records of requests for redelegation; and understanding the process executed by IANA and the ICANN board and the length of time each redelegation took from start to finish. This thorough process deeply familiarized me with all aspects of the IANA function.

2. Analytical skills, including ability to interpret quantitative and qualitative evidence as well as capacity to draw conclusions purely based on evidence.

My analytical skills are well developed. My university degree and senior thesis work was heavily focused on statistical analysis of data. My first professional job was to create surveys, collect the survey data, write software which compiled that data, analyze the results, and produce recommendations and reports based on the information the survey revealed.

Throughout my career, analytics and metrics have been a critical element of functions for which I've been responsible. Today, at Donuts, I am tasked with managing our Business Intelligence component—daily we collect, interpret, and analyze a substantial array of data relating to our business. This information is used to inform key decision-making by the executive team and our board, and it therefore must be sound and trustworthy.

We regularly review our company's technical performance against the SLAs spelled out in our contract with ICANN. I am deeply familiar with the thresholds outlined in the contract, and with monitoring performance indicators to ensure the company doesn't incur consequences for failing to meet the SLAs.

I also review reports produced by ICANN and their consultants that include data (such as the WHOIS Accuracy Reporting System) and provide timely insight and feedback for public comment.

3. Able to work and communicate in written and spoken English.

I am a native English speaker and have well developed writing skills. I am able to digest complex documents, distill the information, and communicate the main points in an easy-to-understand dialogue.

4. Effective communication skills.

Effective communication skills have been an essential part of not only my operational career, but also of my longtime participation in ICANN matters. As a primary skill, particularly in the ICANN environment, I work consistently to communicate complex matters as simply and directly as possible, and with a collegial and cooperative approach. Further skills include:

- The desire to create, build, and maintain trust. Overcoming distrust is critical to professional relationships, a collaborative work environment, and effective functioning of groups.
- Well developed listening skills, accompanied by a habit of seeking to understand how others are absorbing and reacting to the information shared.
- I ask questions and seek clarity until everyone involved in a dialogue has a reasonable understanding (and, if necessary, agreement) of the topic at hand.
-Excellent ability to recognize cues and actively re-route discussion based on that feedback.
-A well developed capability for speaking with simplicity and clarity about complex topics
- Extensive technical skills that ensure I can productively contribute to the conversation.

5. Experience in managing and/or participating in committees (e.g. meeting coordination, reporting, and escalation) in order to contribute meaningfully to CSC processes.

As the manager of Donuts' operations group, I regularly plan and lead internal and external meetings. I am active in executive-level meetings, where I'm responsible for producing action items and other deliverables and for ensuring they're fully completed..
As detailed in my SOI, (https://community.icann.org/display/gnsosoi/Elaine+Pruis+SOI) I have participated in these ICANN working groups: DTA SLE (IANA transition design team); SLE-WG (IANA Service Level Expectations Working Group); Spec11 (Specification 11 Security Framework); UA (Universal Acceptance); TMCH-Tech (Trademark Clearing House Technical); and many informal technical efforts (such as working toward best practices in Real Name Verification to address China's requirements).
One of the greatest pleasures of working is producing results. This will also be my goal for meaningful contribution to the CSC process.

6. Demonstrated ability in relationship management to support diplomatic discussion, consensus driven decision making, and productive negotiation.

Relationship management is important to my function, both internally and externally. As manager of the operations team at Donuts, I have regular interactions with nearly every aspect of the company, including sales, legal, marketing, and finance. All are reliant on operational input for arriving at consensus decisions that benefit the company and its customers. My role has been described as "the hub," since most objectives are met only when the operations team completes the process required to support the efforts of each of those groups. I manage the company's operational relationship with our registry back-end provider and further manage interactions with the technical customer service team to ensure our systems are performing at expected levels.

In my experience, a keen awareness and understanding of others' objectives and motivations makes a significant difference in the success of any relationship. I work to have productive professional relationships by learning more about others' concerns, motivations and needs.

In the ICANN context, and particularly as they relate to the sometimes politically sensitive IANA function, diplomatic discussion, consensus decision-making, and productive negotiation will be very important to the CSC. I'm pleased that my career has included experience in all three areas.

Please specify any other skill set or experience that you believe may be relevant to CSC's work.

I am skilled at digesting data, analyzing reports, recognizing patterns, and spotting anomalies. I am able to follow established procedures for acting on performance problems, and escalating to the appropriate parties any issues that are not resolved. This type of activity is a core component of my daily work, and I will easily apply the same for the CSC.

II. Interest

7. Please explain your interest in becoming involved in the CSC.

My interest stems from my previous work with the CWG SLE—the CSC is the "next step" in that work and is an opportunity to support one of the outcomes of the IANA Transition (which, of course, represented a monumental effort by the cross community WGs). I view the replacement of NTIA oversight with the CSC as a major success of that work, and I'm interested in further demonstration of the success of the ICANN model by taking active responsibility for a new, critical function of that model. I look forward to the varied functions of the role, including monitoring the SLEs of IANA, identifying trouble spots and working cooperatively toward solutions as the CSC's role continues to evolve in this new landscape. Having transitioned active TLDs from different providers over the last year (.reise from Nic.AT and .jetzt from Neustar), I fully inderstand the impact of IANA SLEs on timelines, stability, an migration success.

III. Understanding of Purpose of CSC

8. Please explain your understanding of the purpose of the CSC.

The purpose of the CSC is to provide operational oversight of the IANA function. The main operative tasks are to review the IANA function against SLEs, address any breaches or indicators of poor performance, take remedial actions when suitable, escalate to the relevant parties when necessary, discuss opportunities for improvement as technology evolves, provide reports and updates to the appropriate ICANN SOs and ACs, and have an annual consultation with IANA operators to discuss performance. It is also tasked with finding ways to improve services or modify SLEs after securing approval from the ccNSO and GNSO. The specific tasks are detailed in the CSC Scope and Responsibilities document as well as the CSC Charter, both of which I have extensively reviewed extensively and understand.

IV. Time Commitment

CSC members and liaisons must be able to participate in monthly meetings. It is expected that members and liaisons must attend a minimum of nine meetings in a one-year period, and must not be absent for more than two consecutive meetings. Failure to meet this requirement may result in the Chair of the CSC requesting a replacement from the respective organization. Outside of the monthly meetings, members and liaisons may also be required to participate in other CSC processes such as:

- Providing updates, no less than three per year, to the direct customers of the IANA naming function. These updates may be provided to the RySG and ccNSO Council during ICANN meetings or on an adhoc basis as circumstances demand.

- On an annual basis or as needed basis, conduct a consultation with the IANA Functions Operator, the primary customers of the naming services, and the ICANN community about the performance of the IANA Functions Operator.

- Carry out required work related to CSC procedures and processes (e.g., review drafts of communications to the ccNSO and GNSO Councils, interact with IANA Function Operator to investigate an issue/problem, work with IANA Function Operator to finalize remedial action procedures, draft CSC operational procedures).

Members and liaisons **must be available starting 15 August 2016** to perform pre-work such as working with the IANA Function Operator to finalize remedial action procedures, drafting CSC operational procedures, and collaborating with ICANN to create an online portal/workspace for the CSC.

Members and liaisons will serve a two-year term with the option to renew for up to two additional two-year terms. At least half of the inaugural members and liaisons will be appointed for an initial term of three years to provide for continuity and knowledge retention. This will be decided by the CSC, once it is established. Subsequent terms will be for two years.

Please indicate whether you understand the time commitment required to participate in the CSC.

⦿   I understand the time commitment required to participate in the CSC, and can commit to this role.

Please provide any additional information or comment regarding your availability.

Response to Q2. continued: I also review reports produced by ICANN and their consultants that include data (such as the WHOIS Accuracy Reporting System) and provide timely insight and feedback for public comment. I have a strong reputation for providing useful insights and making sound decisions based on qualitative evidence. For example, the survey work I performed for emerging companies required QA. The surveys included an open comment box. It was my duty to review each comment, assign a factor, perform analysis by reviewing all data across a department, and make recommendations to management based on that qualitative work.

V. Conflict of interest

The ICANN Bylaws make clear that ICANN must apply policies consistently, neutrally, objectively, and fairly, without singling any party out for discriminatory treatment; which would require transparent fairness in its dispute resolution processes. Members of the CSC will be required disclose any conflicts of interest with a specific complaint or issue under review by the CSC.

◉ I understand that I will be required to disclose any conflict of interest with a specific complaint or issue under review by the CSC.

◉ I understand that I may be excluded from discussion of a specific complaint or issue if the majority of CSC members and liaisons deem that my participation has a conflict of interest.

VI. Supporting documents

Please attach your resume, curriculum vitae, or biography to this expression of interest.