

Customer Standing Committee (CSC) Charter Review
TEMPLATE CSC EFFECTIVENESS REVIEW
Version 1.0 Final
27 SEPTEMBER 2018

1. Context

The ICANN Bylaws and CSC Charter require that the “... effectiveness of the CSC will initially be reviewed two years after the first meeting of the CSC; and then every three years thereafter. The method of review will be determined by the ccNSO and GNSO.

The CSC was established in accordance with Article 17.3 (b) of the ICANN Bylaws and conducted its first meeting on 6 October 2016.

In order to meet the timeline for the first review of the CSC Effectiveness Review, the ccNSO and GNSO Councils have each appointed two representatives to conduct the review (CSC Review Team).

2. Intent of the Review

The first CSC effectiveness review is intended to consider the Effectiveness of the CSC in carrying out its mission as defined in its charter.

3. Measures of CSC Effectiveness

- a. The CSC Charter requires that “the effectiveness of the CSC will initially be reviewed two years after the first meeting of the CSC; and then every three years thereafter. The method of review will be determined by the ccNSO and GNSO.” The Charter does not specify what it means by, or how to measure, “effectiveness.”
- b. The mission of the CSC is defined in the Charter as:
 - i. to ensure continued satisfactory performance of the IANA function for the direct customers of the naming services; and that this:
 - ii. will be achieved through regular monitoring by the CSC of the performance of the IANA naming function against agreed service level targets and through mechanisms to engage with the IANA Functions Operator to remedy identified areas of concern.
- c. The Scope of Responsibilities in the Charter identifies how the CSC should work:

- i. The CSC is authorized to monitor the performance of the IANA naming function against agreed service level targets on a regular basis.
- ii. The CSC will analyse reports provided by the IANA Functions Operator on a monthly basis and publish their findings.
- iii. Where performance issues have been identified, the CSC will work with the IANA Functions Operator to understand the reasons for the failure and agree a plan for resolution.
- iv. Either the CSC or the IANA Functions Operator can request a review or change to service level/s, including the removal of existing service levels or the inclusion of new service levels. The procedures will have to 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.
- v. The CSC is authorized to undertake remedial action to address poor performance in accordance with the Remedial Action Procedures, which have been developed and agreed by the CSC and the IANA Functions Operator post-transition.
- vi. In the event performance issues are not remedied to the satisfaction of the CSC, despite good-faith attempts to do so, the CSC is authorized to escalate the performance issues to the ccNSO and GNSO for consideration.
- vii. The CSC may receive complaints from individual registry operators regarding the performance of the IANA Naming Function; however, the CSC will not become involved in a direct dispute between any registry operator and IANA.
- viii. The CSC will review individual complaints with a view to identifying any patterns of poor performance by the IANA Functions Operator in responding to complaints of a similar nature. In relation to problem resolution, if CSC determines that remedial action has been exhausted and has not led to necessary improvements, the CSC is authorized to escalate to the PTI Board and further if necessary.
- ix. The CSC will, on an annual basis or as needs demand, 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.
- x. The CSC, in consultation with registry operators, is authorized to discuss with the IANA Functions Operator ways to enhance the provision of IANA's operational services to meet changing technological environments; as a means to address performance issues; or other unforeseen circumstances. In the event it is agreed that a material change in IANA naming services or operations would

be beneficial, the CSC reserves the right to call for a community consultation and independent validation, to be convened by the IANA Functions Operator, on the proposed change. Any recommended change must be approved by the ccNSO and RySG.

- xi. The IANA Functions Operator would be responsible for implementing any recommended changes and must ensure that sufficient testing is undertaken to ensure smooth transition and no disruption to service levels.
- xii. The CSC will provide a liaison to the IANA Function Review Team and a liaison to any Separation Cross Community Working Group.

4. Effectiveness can also be measured against these requirements.

- a. the Charter places certain requirements on members of, and liaisons to, the CSC and sets requirements for reporting to the community:
 - i. The CSC should be kept small and comprise representatives with direct experience and knowledge of IANA naming functions;
 - ii. Minimum membership and openness to liaisons;
 - iii. Election of the Chair;
 - iv. primary and secondary points of contact to facilitate formal lines of communication between the CSC and the IANA Functions Operator;
 - v. Meeting frequency and publication of meeting record;
 - vi. Regular CSC updates to the direct customers of the IANA naming function.
- b. In working as a committee, the CSC has needed to define its working methods and in particular to assess how to work with the IFO. This includes defining with the IFO the framework for remedial action and amending Service Level Expectations, and establishing a framework for regular reporting to the community.

5. Method of assessing effectiveness

- a. In its nearly two years of operation, the CSC has regularly monitored the performance of IANA. These monthly reports of the CSC together with the related monthly reports from PTI, provide a useful framework for assessing the effectiveness of the CSC in developing its relationship with PTI, keeping the direct customers informed of PTI performance and in ensuring that the wider community is also aware of how the PTI is meeting its obligations.
- b. In assessing the effectiveness of the CSC in performing its role(s), the Review Team will develop and use relevant performance indicators and related metrics reflecting the measures of effectiveness listed in section 3 above. The Review Team will draw on the recently concluded CSC Charter Review that reported a good degree of confidence from the customers and from wider community interaction that the CSC is performing effectively.

- c. Given the above, the proposed way for carrying out the Effectiveness Review is to use Section 3 and 4 to identify how to assess the obligations on the CSC. Assessment of publicly available documents and CSC reports should allow the review to assess how effectively the CSC has performed during its formative stages.
- d. Further consideration will be given to whether and how to consult with the registries and the other communities which have nominated liaisons to the CSC about awareness about the CSC's work.

6. Out of Scope of the review

If, in the process of the review, the CSC Effectiveness Review Team is made aware of issues that are out of scope of the CSC Effectiveness Review, but considered relevant for the proper functioning of the CSC, it will inform the ccNSO and GNSO Councils accordingly.

7. CSC Effectiveness Review Team

In accordance with internal processes, the ccNSO Council has appointed two members to the CSC Review Team, namely: Debbie Monahan and Martin Boyle

In accordance with internal processes, the GNSO Council has appointed two members to the CSC Review Team, namely: Donna Austin and Phillipe Fouquart

The CSC has appointed Elaine Pruis as their Liaison to the Review Team.

8. Proposed Review Process

The role of the CSC Effectiveness Review Team is to:

1. Conduct a review of the CSC Effectiveness in accordance with the elements identified above. The review will include an analysis of clarifying documents developed during the implementation phase of the CSC, drafting of ICANN's bylaws only if considered to be relevant by the Review Team.
2. Conduct interviews with the CSC and the PTI to determine whether the CSC is fit for purpose and effective and whether measures should be taken to enhance the effectiveness of the CSC from their perspective.
3. Conduct a public session at ICANN 63 (October 2018) that is intended to provide an opportunity for the community to provide input to the process.
4. Produce a Report on the outcome of the review. This report should also include suggested recommendations, if any, to improve the effectiveness of the CSC. The Report will be submitted to the ccNSO and GNSO Councils for adoption post ICANN 63, and recommended to the IANA Function Review Team for their consideration.

9. Proposed Review Schedule

Adoption Template for review (September 2018) and appointment Review team

- September 2018: Propose terms of template for review to ccNSO and GNSO Councils to seek support and determine the method of the CSC Effectiveness Review and appoint the Review Team

Preparatory consultation with CSC and PTI (September – October 2018)

- Informal consultations September 2018

Consultation and review (October 2018)

- 1 October 2018 kick-off review
- Public Consultation (open session) including interview CSC and PTI at ICANN 63
- Consultation with direct customers (ccTLD, gTLD operators, others) at ICANN 63

Report on findings & recommendations, if any (November 2018 – December 2018)

- Preparation draft report, including recommendations, if any, by December 2018.

Finalization and closure (December 2018 – January 2019)

- Publication and submission Final Report to ccNSO and GNSO Councils for adoption according to their own rules and procedures (December 2018- January 2019).
- Following the adoption of the report by the ccNSO and GNSO Councils, the review team mandate ends.
- Submission adopted Final Report to IFRT (jointly by ccNSO and GNSO Councils)