

CSC Overview



CSC | Customer
Standing Committee

ICANN71
June 2021

1. Introducing the CSC
2. SLAs Monitoring & Changes
3. Complaints & Performance Issue Remediation
4. Upcoming CSC Related events

- The IANA Transition proposal provided for the creation of the Customer Standing Committee:

ICANN Bylaws 17.1

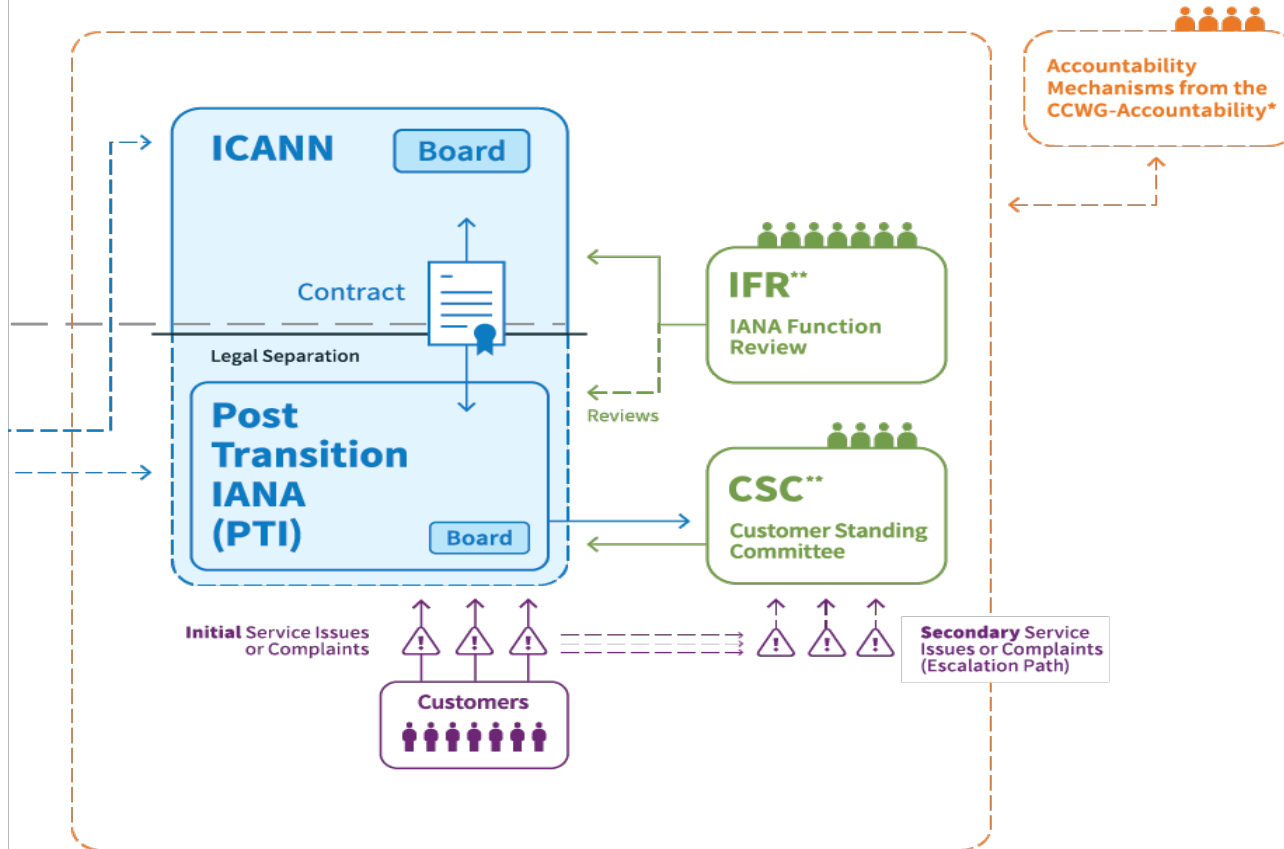
“ICANN shall establish a Customer Standing Committee (“CSC”) to monitor PTI’s performance under the IANA Naming Function Contract and IANA Naming Function SOW.

- Section 17.1 of the Bylaws and the charter for the CSC include its mission statement:

The mission of the CSC is to ensure continued satisfactory performance of the IANA naming function for the direct customers of the naming services. The direct customers of the naming services are top-level domain registry operators as well as root server operators and other non-root zone functions. The CSC will achieve this mission through regular monitoring of the performance of the IANA naming function against the IANA Naming Function Contract and IANA Naming Function SOW and through mechanisms to engage with PTI to remedy identified areas of concern.”

CSC in Context

Post Transition



* The ultimate accountability mechanism is dependent on the work of the CCWG-Accountability.

** Group, But Not Necessarily a Legal Entity

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- CSC monitors and reports on PTI compliance with the Naming Function Agreement specifically 'Service Level Agreement' (SLA) metrics
- The SLA's were developed during the IANA Transition by one of the CWG Transition 'Design Teams' – DT-A, based on data collection at that time
- Currently 64 individual metrics within 7 groups e.g. technical checks, staff processing time for gTLD creation, etc.
- The SLAs can be found on the PTI website's SLA Table.
- SLAs are directly related to IANA Naming Function Contract between ICANN and PTI

Monitoring – Monthly Reporting

- PTI publishes a [monthly report](#) with measurements based on summarized performance percentages.
- The report is made available prior to the CSC's monthly call so that the CSC can discuss the naming services performance with PTI

| | | | | |
|---|-------------------------|--------------|---------------|-----|
| Root Zone File | ccTLD Creation/Transfer | 100% | ✓ 100% | p33 |
| Root Zone File | Other Changes | 100% | ✓ 100% | p34 |
| Root Zone Database | Routine (Technical) | 100% | ✓ 100% | p34 |
| Root Zone Database | Routine (Non-Technical) | 100% | ✓ 100% | p34 |
| Root Zone Database | gTLD Creation/Transfer | 100% | ✓ 100% | p34 |
| Root Zone Database | ccTLD Creation/Transfer | 100% | ✓ 100% | p35 |
| Root Zone Database | Other Changes | 100% | ✓ 100% | p35 |
| Enquiry Processing | | | | |
| Time to acknowledge | Manual Enquiries | ≤60s (95.0%) | ✓ 1s | p35 |
| Time to initial response | Manual Enquiries | ≤5d (90.0%) | ✓ 2.15d | p36 |
| Label Generation Rulesets | | | | |
| Review Time | Review Time | N/A | 2.11h | p37 |
| Implementation Time | Implementation Time | N/A | 3.9d | p38 |
| Requester Clarification | Requester Clarification | N/A | 1 | p39 |
| Time per Actor | IANA | N/A | 4.08d | p40 |
| Time per Actor | Requester | N/A | 0.73d | p40 |
| Time per Actor | Authorizer | N/A | 0.03d | p40 |
| Time per Actor | Regulatory | N/A | 0.11d | p41 |
| Request Volumes | Request Volumes | N/A | 8 | p41 |
| Percentage of SLA thresholds met of those defined | | | 100.0% | |

Summary Performance
Percentage

Monitoring – CSC Monthly Reporting

- The CSC produces a monthly report based on the following rankings:
 - **Excellent** – PTI’s performance over [month] was 100 %. PTI met all [x, currently 64] met all of the currently defined thresholds.
 - **Satisfactory** - PTI’s performance over [month] was [y] %. PTI met [z] of the [x, currently 64] thresholds. Missed thresholds were satisfactorily explained and the CSC has determined that these exceptions were no cause for concern. No persistent problems were identified and no further action is needed.
 - **Needs Improvement** - Performance needs improvement due to a) severe degradation in meeting the thresholds from previous months, b) a trend in complaints that indicate a persistent issue to be resolved, and c) a negative trend in compliance to the thresholds over several months.

If a SLA was not met, explanation is expected and needs to be understood by CSC

CSC Findings 2016-2021

| PTI Performance 2016-2021 | | | | | | |
|---------------------------|-------|--------|-------|-------|-------|-------|
| Month | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 |
| Jan | | 97.3% | 100% | 98.4% | 98.5% | 100% |
| Feb | | 97.6% | 96.9% | 100% | 100% | 98.4% |
| Mar | | 99.5 % | 95.3% | 98.4% | 100% | 100% |
| Apr | | 98.6% | 95.3% | 100% | 100% | 100% |
| May | | 98.6% | 100% | 100% | 100% | 98.4% |
| Jun | | 100% | 98.4% | 100% | 100% | |
| Jul | | 100% | 98.4% | 100% | 100% | |
| Aug | | 100% | 98.4% | 98.4% | 100% | |
| Sep | | 100% | 100% | 100% | 100% | |
| Oct | 95.6% | 96.9% | 100% | 98.4% | 100% | |
| Nov | 99 % | 96.9% | 98.4% | 100% | 100% | |
| Dec | 99.4% | 100% | 100% | 100% | 98.4% | |

For majority of “metrics missed” 2016-2020 thersholds for technical checks were re-defined whilst ensuring the direct customers were not affected

- In 2018 CSC and PTI approved:
 - a "Process for amending the IANA Naming Function Service Level agreements"
 - a "Procedure for Modifying the process for amending the IANA Naming Function Service Level agreements"
- Processes became effective with amendment of IANA Naming Function Contract (March 2019).

- PTI and CSC identified 4 categories of SLAs changes:

1. Change of Thresholds/Metric only

(no public consultation needed, no approval ccNSO & GNSO Councils required)

2. Remove SLA item

3. Redefinition of SLA

4. New SLA

(public consultation and approval ccNSO & GNSO Councils required)

- To date SLAs changes:

- 3 Technical Checks: COMPLETED and OPERATIONAL

- New SLAs, for IDN / LGR tables: COMPLETED and OPERATIONAL

- ccTLD creation/transfer: COMPLETED and OPERATIONAL

- Under discussion changing calendar days to business days

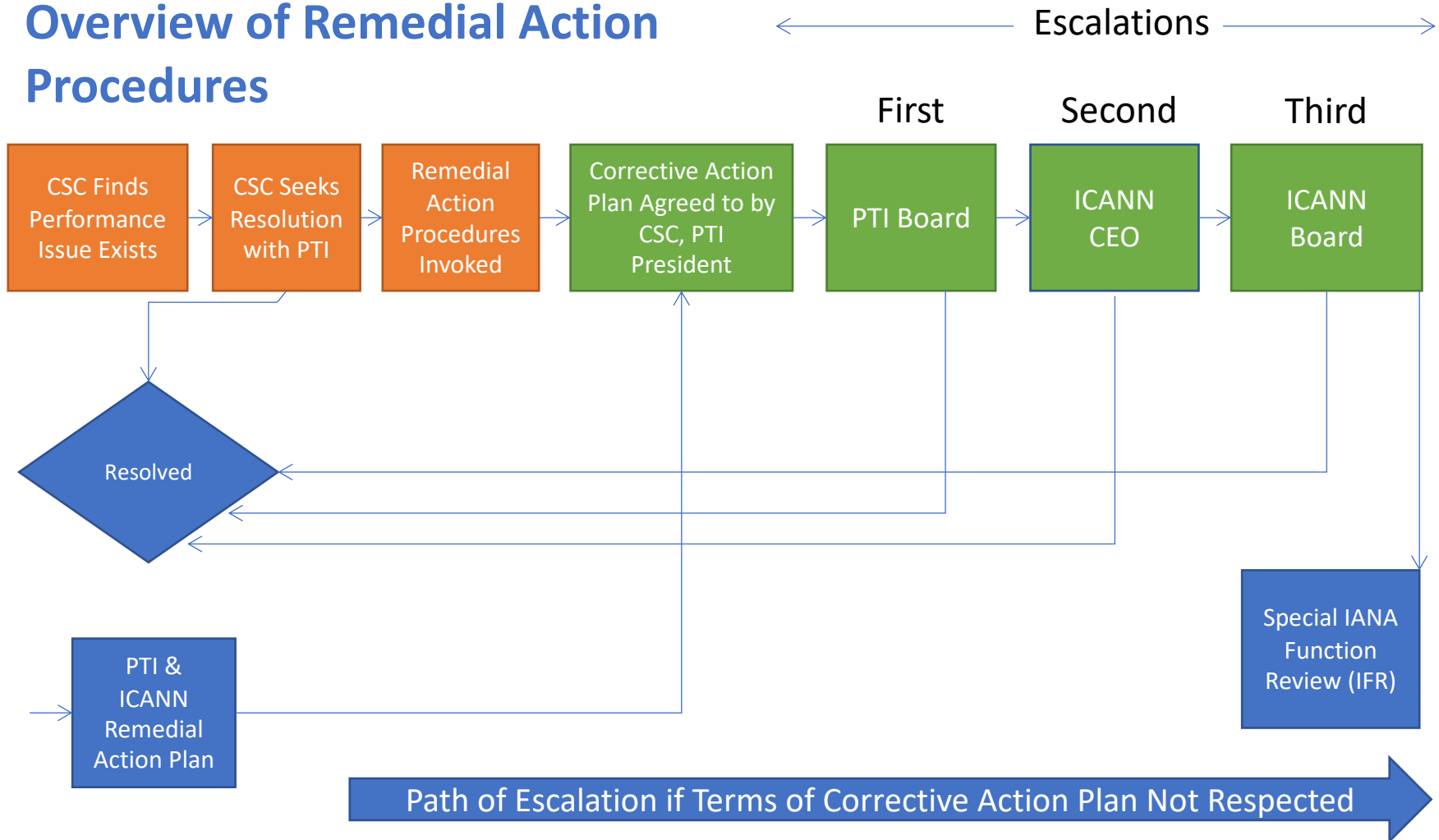
- Impact of changes: see slide 11

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 1. Upcoming CSC Related Events

- [The CSC's Charter](#) prevents CSC from becoming involved in individual complaints.
- The CSC's role is limited to:
 - monitoring PTI's overall complaint management system
 - identifying 'systemic or persistent' issues
- The '[remedial action procedures](#)' (RAP) will be invoked if CSC determines there exists performance issue
- To date no remedial action procedures invoked

Complaints & Performance Issue Remediation

Overview of Remedial Action Procedures



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Upcoming CSC related event

- Membership (Members & Liaisons) selection
 - Appointing organization to select members & liaisons
 - Full Slate to be approved by ccNSO & GNSO Councils
 - New membership take their seat 1 October 2021
- 2nd Review of CSC Effectiveness
 - Method of review will be determined by the ccNSO and GNSO
 - Due to start in October 2021

- [IANA Naming Function Contract](#)
- [Bylaws](#) creating and regulating the CSC
- [The CSC's home page](#)
- [CSC's Charter](#)
- The CSC's published [guidelines](#)
- [CSC Candidate Qualifications](#)
- [IANA naming function SLAs](#) that the CSC monitors monthly
- CSC Attendance record <
<https://community.icann.org/display/CSC/Attendance>>