

The Year in Review – *and a Look Ahead*



2 gTLD members, appointed by RySG

- Kal Feher and Elaine Pruis

2 ccTLD members, appointed by ccNSO

- Jay Daley and Byron Holland (chair)

1 member non-ccTLD or gTLD – none appointed

6 Liaisons, appointed by their organizations:

- Mohamed El Bashir (ALAC), Jeff Bedser (SSAC), James Gannon (GNSO - Non-Registry), Elise Lindeberg, (GAC), Lars-Johan Liman (RSSAC)
- Naela Sarras (PTI)

Monitoring – Core CSC Responsibility

- IANA Naming Function Agreement contains an Annex with 63 specific Service Level Agreement (SLA) metrics
- Since October 2016 PTI's overall performance score has ranged from a low of 95.9 to 100% for the last four months
 - Some of the 'metric misses' resulted from SLA metrics which we are recommending be changed; such changes would have improved the overall performance rating
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- The CSC also gives PTI a monthly qualitative score – 'excellent', 'satisfactory' or 'needs improvement'
- Our assessment is that for the year as a whole, their overall performance has been 'excellent'

- Customer complaints are to be addressed by PTI alone
 - CSC's Charter prevents it from becoming involved in individual complaints
- CSC role is limited to:
 - monitoring PTI's overall complaint management system
 - being informed of the status of individual complaints
- In 12 months PTI received 2 complaints (June 2017); both have been closed.
- Where CSC believes that individual problems represent 'systemic or persistent' issues it can invoke 'remedial action procedures' (RAP), which are currently being developed

- Informing community
 - PTI dashboard
 - 12 monthly reports produced by PTI and 12 monthly reports by CSC
 - presentations to ICANN community
 - Monthly CSC meetings, open to all
- PTI completed 2016 customer survey
 - overall, very high satisfaction with PTI
 - Survey participation very low
 - More registry engagement needed – CSC is bringing this message to the ccNSO and RySG

- Remedial Action procedures
 - Need PTI and CSC approval
 - draft being reviewed by ICANN Legal
- Specific changes to current SLA's
 - proposal being socialized in Abu Dhabi
- Process for changes to SLE's
 - Current process is very cumbersome for other than minor changes; we are recommending a more streamlined approach
- Review of PTI Development Plan

Upcoming Work – Community Led Reviews

- First CSC Charter review
 - Underway now by a committee from ccNSO and RySG
 - CSC has already met with the Review Team
 - any changes to the charter need to be agreed by GNSO and ccNSO
- Review of CSC Effectiveness – October 2018
 - method to be determined by ccNSO and GNSO
- Periodic IANA Function Review (IFR)
 - First such IFR must begin by Oct. 2018
 - One element is performance of CSC in providing PTI oversight (18.3 (j) of ICANN bylaws)

- PTI performance is extremely good - some minor metrics missed, no customer service impact nor operational problems
- CSC is coming together as a committee and is working through its 'to do list'
- The whole process is working very well
 - problem areas are being identified immediately and corrective measures being developed cooperatively
 - areas where SLE's implementation may need changes have been identified
- ICANN community needs to prepare for their role in the multiple reviews
 - Charter Review now ongoing; two more to begin by October 2018