Skill-set Matrix Members and Liaisons Customer Standing Committee

Introduction

In its report the Customer Standing Effectiveness Review Team expressed its view *that the current high level of effectiveness of the CSC is primarily due to the commitment, knowledge and expertise of the people appointed to the inaugural CSC. Looking forward, the RT is concerned that the effectiveness of the CSC could be compromised if appointing organisations are not able to select suitable candidates in the future. To mitigate this potential risk, the RT recommends that the CSC develop an overview of the skills and expertise required on the CSC, and map the skills of current members and liaisons against the required skill set to inform future selection processes of the appointing organisations.*

In addition the CSC RT noted that *the appointing organisations, in particular the ccNSO and RySG, are advised to carefully consider candidates against the full set of skills and expertise needed on the CSC to ensure the CSC remains successful and effective in the longer term.*

Required Skills and Experience
To date the selection of the CSC membership by the appointing organisations has been based and taken into account the requirements as documented in the Application Requirements CSC (see Annex A). These requirements reflect those listed in the Charter of CSC and the CCWG-Stewardship Proposal (See Annex B). Article 17 of the ICANN Bylaws does not provide any guidance in this matter.

Using criteria of the Application Requirements CSC, the following mix of skills and criteria can be distilled:
1. Direct experience and knowledge of the IANA naming function
2. Analytical skills, ability to interpret quantitative and qualitative evidence, and capacity to draw conclusions purely based on evidence
3. Experience in managing and/or participating in committees (e.g. meeting coordination, reporting and escalation) in order to contribute meaningfully to CSC processes
4. Demonstrated ability in relationship management to support diplomatic discussion, consensus driven decision making and productive negotiation
5. Excellent communication skills in order to represent interests direct customers (ccTLDs and gTLD operators) and to keep the ccNSO, broader ccTLD community and RySG informed on progress and issues, if any.
6. Able to work and communicate in written and spoken English

Based on the feed-back on the call the first criteria is split into:
        Knowledge AND/OR direct Operational expertise with the IANA naming function
In addition the following requirement has been added:
Experience with and/or understanding of the relevant ICANN policy making processes.

If the CSC has reached agreement on the requirements, are these criteria currently met? If not, inform the appointing organisations accordingly

Finally, taking into account a forthcoming selection process, and taking into account the end of term of some of half of the members and 3 of the liaisons, indicate the skill-set sought in the members and liaisons to be appointed?

Expected skills and experience

Skills the CSC Requires	Please indicate which skills candidate possesses
Knowledge AND/OR operational experience with the IANA Naming Function	
Experience and/or understanding of the relevant ICANN policy making processes.	
Analytical skills, ability to interpret quantitative and qualitative evidence, and capacity to draw conclusions purely based on evidence	
Experience in managing and/or participating in committees (e.g. meeting coordination, reporting and escalation) in order to contribute meaningfully to CSC processes	
Demonstrated ability in relationship management to support diplomatic discussion, consensus driven decision making and productive negotiation	
Excellent communication skills in order to represent interests direct customers (ccTLDs and gTLD operators) and to keep the ccNSO, broader ccTLD community and RySG informed on progress and issues, if any.	
Able to work and communicate in written and spoken English	
Other?	

Annex A: Application requirements CSC (May 2018) (Needs to be updated)

    I.   Skill set and experience

Candidates are expected to have/be:

Requirement	Please indicate how you meet the requirements
Knowledge AND/OR operational experience with the IANA Naming Function	
Experience and/or understanding of the relevant ICANN policy making processes.	
Analytical skills, ability to interpret quantitative and qualitative evidence, and capacity to draw conclusions purely based on evidence	
Experience in managing and/or participating in committees (e.g. meeting coordination, reporting and escalation) in order to contribute meaningfully to CSC processes	
Demonstrated ability in relationship management to support diplomatic discussion, consensus driven decision making and productive negotiation	
[For candidates for the ccTLD representative seats] The candidates have excellent communication skills in order to represent ccTLD interests and to keep the ccNSO and broader ccTLD community informed on progress	
Able to work and communicate in written and spoken English	
Commits to actively participate in the activities of the CSC on an on-going basis	
[For candidates for the ccTLD representative seats] Employed or have active backing by a ccTLD Manager	

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

Annex B: CSC Charter, CCWG-Stewardship and ICANN Bylaws requirements

Requirements Charter CSC
General
CSC is to be kept small
Membership should be comprised of representatives with direct experience and knowledge of IANA Naming functions

Specific requirements
Application requirements to be included by applicant in Expression of Interest:
Why they are interested in becoming involved in CSC
What particular skills they would bring to the CSC
Their knowledge of the IANA Functions
Their understanding of the purpose of the CSC

Confirmation that they understand the time necessary required to participate in the CSC and can commit to this role

Biography in support of their Expression of Interest

Members (to be appointed by ccNSO and RySG): diversity in terms of geographic diversity and skill sets to the extent possible.

Full slate (members and liaisons): take into account the overall composition in terms of geographic diversity and skill set.

Final Transition Proposal (section 308- 362)
Similar requirements as under the Charter