CSC Overview for New Members & Liaisons

CSC | Customer Standing Committee

October 2022

Overview of Topics

CSC | Customer Standing Committee

1. Introducing the CSC

2. SLAs & Monitoring

3. Complaints & Performance Issue Remediation

4. Informing, Consultations & Reviews

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Background from IANA Transition Proposal

- On March 14, 2014 the US Dept. of Commerce announced its intention to transition key internet domain name functions to the global multistakeholder community.

- During the ensuing IANA Transition process, an IANA Transition Proposal was developed by a cross community working group (CWG).

- A major aspect of this proposal involved creating a new legal entity, Public Technical Identifiers (PTI), under ICANN and the signing of a contract between PTI and ICANN for the management of IANA Naming Functions.

- This contract contained a statement of work and a set of 'SLAs' (service level agreements) in respect of the IANA Naming functions

- The U.S. Department of Commerce's National Telecommunications and Information Administration (NTIA) accepted the IANA Transition Proposal effective Oct. 1, 2016 thus passing its historic internet stewardship role to ICANN and the global multistakeholder community.

Mission Statement

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Standing Committee

- The IANA Transition proposal provided for the creation of the Customer Standing Committee and this requirement is now provided for in the ICANN Bylaws:

  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.

- The IANA Transition Proposal also established a charter for the CSC which included its mission statement:
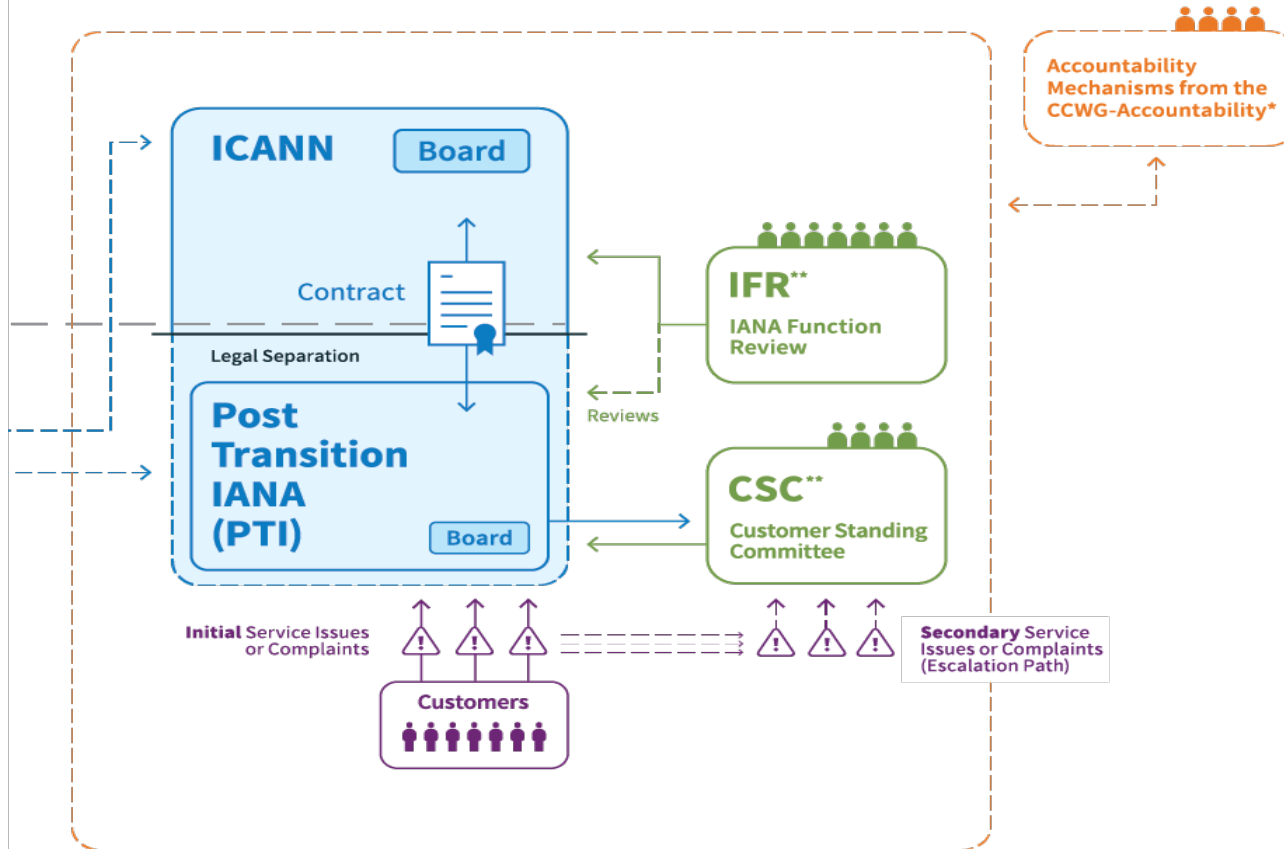
  The mission of the CSC is to ensure continued satisfactory performance of the IANA naming function for the direct customers of the naming services. The direct customers of the naming services are top-level domain registry operators as well as root server operators and other non-root zone functions.
  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."

- These words are replicated in 17.1 of the ICANN Bylaws.

CSC in Context

Post Transition

ICANN — Board

Contract

Legal Separation

Post Transition IANA (PTI) — Board

IFR** — IANA Function Review

Reviews

CSC** — Customer Standing Committee

Accountability Mechanisms from the CCWG-Accountability*

Initial Service Issues or Complaints

Secondary Service Issues or Complaints (Escalation Path)

Customers

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

** Group, But Not Necessarily a Legal Entity

Membership

- Two (2) gTLD members, appointed by RySG

- Two (2) ccTLD members, appointed by ccNSO

- One (1) member non-ccTLD or gTLD – none appointed to date

- Up to seven (7) Liaisons, may be optionally appointed by their organizations: ALAC, SSAC, GNSO - Non-Registry, GAC, RSSAC, ASO (and any future Supporting Organization or Advisory Committee that should be established)

- One (1) PTI Liaison

- Alternates (since October 2023)

Member/Liaison Time Commitment

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Members and liaisons are required to 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 these requirement may result in the Chair of the CSC requesting a replacement.

Because CSC members vote they are required to respect the CSC's quorum requirement, which may involve attendance at **every meeting**.

Outside of the monthly meetings, members and liaisons may be asked to participate in other CSC related meetings such as:
- Providing updates, no less than two per year, to the direct customers of the IANA naming function. These updates may be provided to the RySG and ccNSO during ICANN meetings.
- Meet with the PTI Board and ICANN Board Technical Committee in person during ICANN meetings or remotely.
- Providing updates to any group/constituency regarding the performance of PTI's performance at their request.
- On an annual or as needed basis, consult - together with PTI - the primary customers of the naming services, and the ICANN community about the performance of the PTI.

Membership September 2023

2 gTLD members, appointed by RySG
- Rick Wilhelm and Dmitry Burkov (re-appointed)

2 ccTLD members, appointed by ccNSO
- Brett Carr (Chair) and Frederico Neves (re-appointed & vice-chair)

4 Liaisons, appointed by their organizations:
- Holly Raiche (ALAC, re-appointed), Milton Muller (GNSO - Non-Registry, re-appointed), Gloria Atwine Katuuku (GAC), Ken Rennard (RSSAC)

1 Liaison PTI,
- Amy Creamer (PTI)

What do we do?

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- SLAs & Monitoring

- Complaints & Performance Issue Remediation

- Informing, Consultations & Reviews

Overview of Topics

IANA Naming Function SLAs

- CSC monitors and reports on PTI compliance with 'Service Level Agreement' (SLA) metrics

- The SLA's were developed during the IANA Transition, some based on data collection done 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 Monthly report is available prior to the CSC's monthly meeting. CSC to discuss the naming services performance with PTI on basis of report

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.

- The CSC Findings % summarizes PTI performance as the percentage – the rating - of the thresholds that were met, for example 98.4%, implies 63 of 64 thresholds were met.

- If SLA was not met, explanation is needed, and understood by CSC

CSC Findings 2016-2023

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PTI Performance 2016-2023							
Month	2016	2017	2018	2019	2020	2021	2022	2023
Jan		97.3%	100%	98.4%	98.5%	100%	100%	98.5 %
Feb		97.6%	96.9%	100%	100%	100%	100%	100%
Mar		99.5 %	95.3%	98.4%	100%	100%	100%	100%
Apr		98.6%	95.3%	100%	100%	100%	100%	100%
May		98.6%	100%	100%	100%	98.4%	98.4%	100%
Jun		100%	98.4%	100%	100%	100%	98.4%	100%
Jul		100%	98.4%	100%	100%	100%	100%	98.5%
Aug		100%	98.4%	98.4%	100%	100%	100%	100%
Sep		100%	100%	100%	100%	100%	100%	
Oct	95.6%	96.9%	100%	98.4%	100%	100%	100%	
Nov	99 %	96.9%	98.4%	100%	100%	100%	100%	
Dec	99.4%	100%	100%	100%	98.4%	100%	100%	

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

SLA Changes

- In 2018 CSC and PTI approved:
  - a "Process for amending the IANA Naming Function Service Level agreements" and
  - 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 to discuss new procedure: Regular, General Review of SLAs**

Recent SLA changes

- PTI and CSC identified three SLAs which needed to changes:
  - Technical Checks (need revision to the metric only)
  - New SLAs, for publication of IDN / LGR tables
  - Redefinition of ccTLD Delegation/Transfer: Validation and Reviews

- Current status of SLAs changes:
  - 3 Technical Checks: COMPLETED and OPERATIONAL
  - New SLAs, for IDN / LGR tables: COMPLETED and OPERATIONAL
  - ccTLD creation/transfer: COMPLETED and OPERATIONAL

- Impact of changes: see slide 15

Result CSC Effectiveness review
CSC to undertake
regular reviews of SLAs

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- Need to ensure that the SLAs remain current and relevant

- Regular review of the IANA Naming Function SLAs would be appropriate
  - Currently no one is responsible for SLA review process
  - Gap between the performance of PTI as measured through SLAs and the results of the Customer survey

- First Step: CSC in close cooperation with PTI develop a framework for regular reviews of the SLAs
  - Requirement that the involvement of the direct customers in the process is ensured

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Complaints & Performance Issue Remediation

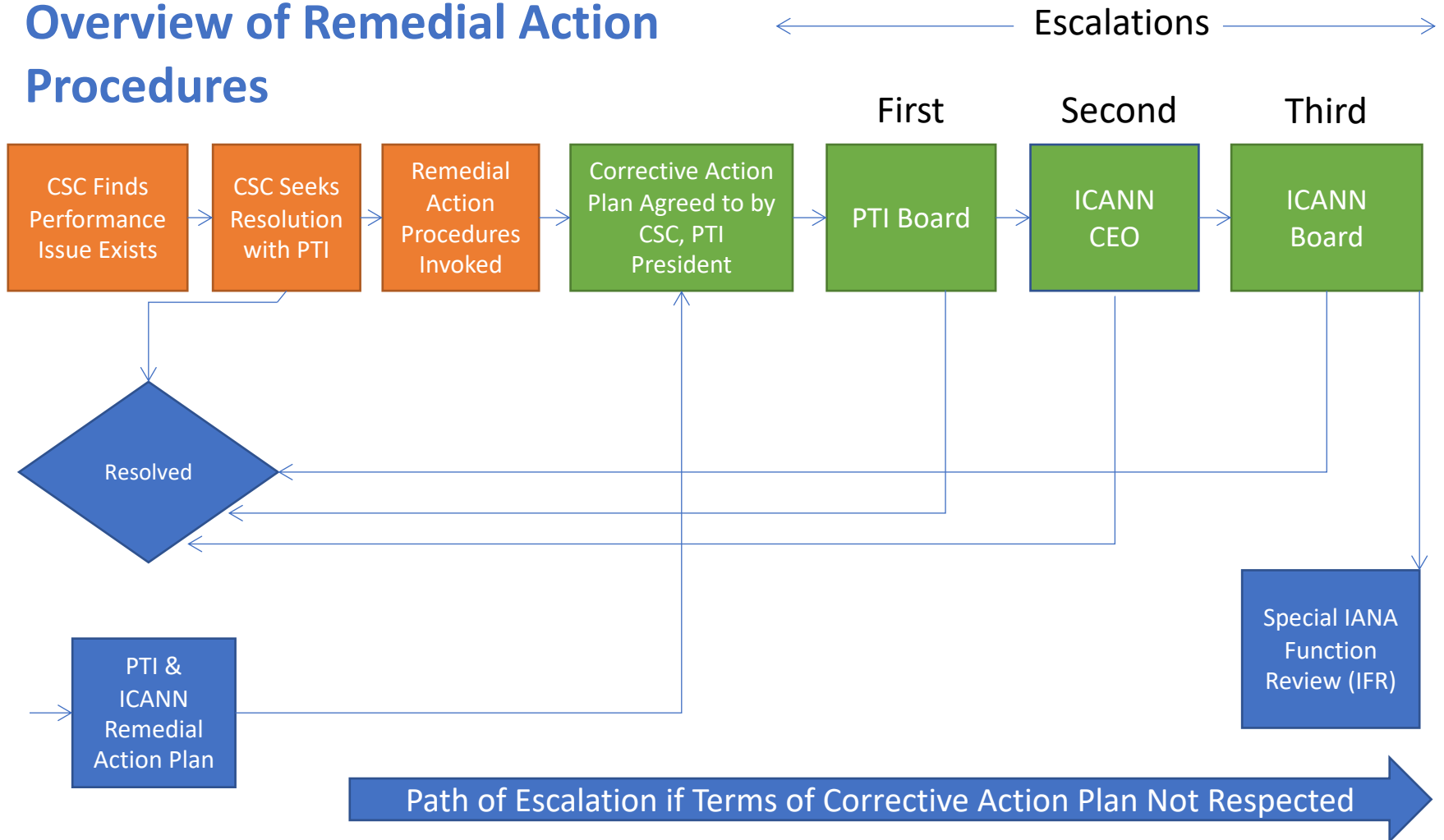**CSC** | Customer Standing Committee

- [The CSC's Charter](#) prevents it from becoming involved in individual complaints, though it reviews complaints that have been escalated to management to see if there are any trends.
- 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 the CSC determines that a performance issue exists

Complaints & Performance Issue Remediation

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- The CSC's webpage has an explanation and link to the existing IANA complaint process explain that

  - PTI has a complaint process, which includes the customer's ability to escalate if the issue is not resolved to their satisfaction

  - All escalations are brought to the CSC 's attention

Remedial Action Procedures

- If the CSC determines that a 'systemic problem' exists, PTI is obligated to prepare and follow a 'Remedial Action Plan'

- Failure to follow the plan can result in a three level escalation procedure being invoked:
  - PTI board, then
  - ICANN CEO, then
  - ICANN Board

- If RAP fails to provide remedy CSC hands over to ccNSO and GNSO (Councils)

- The RAPs were approved in March 2018 while small changes were approved in January 2019.

Complaints & Performance Issue Remediation

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Overview of Remedial Action Procedures

Escalations ←——————————→

First   Second   Third

| CSC Finds Performance Issue Exists | → | CSC Seeks Resolution with PTI | → | Remedial Action Procedures Invoked | → | Corrective Action Plan Agreed to by CSC, PTI President | → | PTI Board | → | ICANN CEO | → | ICANN Board |

Resolved

PTI & ICANN Remedial Action Plan

Special IANA Function Review (IFR)

Path of Escalation if Terms of Corrective Action Plan Not Respected →

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Consulting and Informing

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- **Informing the community**
  - The CSC's monthly meetings are open
  - PTI monthly reports are produced and reviewed by CSC which then produces its own reports
    - PTI also has a dashboard which provides up to the minute stats on activity
  - Twice annual presentations to the ICANN community, typically at ICANN meetings
  - Annual meetings with the PTI Board and the ICANN Board Technical Committee

- **PTI customer surveys**
  - PTI contracts for an annual customer survey as well as follow up surveys after a customer's ticket is closed.
  - Overall, there is a high rate of satisfaction with approval growing
  - PTI regularly reviews the survey results with the CSC

CSC related Reviews

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- First CSC Charter review (October 2017-June 2018)
  - Completed in June 2018; recommendations implemented

- Review of CSC Effectiveness
  - Started October 2018-Completed March 2019
    - Recommendations implemented June 2019
  - Second review start in 2021, completed April 2023
    - Currently implementation of recommendations

- Periodic IANA Function Review (IFR)
  - First IFR 'initiated' in Oct. 2018- Closed in March 2021 (adoption recommendations by the ICANN Board)
  - Second IFR started September 2023

On-line Resources

- [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>