



Aftab Siddiqui  
Chair, Address Supporting Organization

Brad Verd and Tripti Sinha  
Co-Chairs, Root Server System Advisory Committee

Healthier Forrest  
Chair, GNSO Council

Katrina Sataki  
Chair, ccNSO Council

Manal Ismail  
Chair, Governmental Advisory Committee

Paul Diaz  
Chair, GNSO Registry Stakeholder Group

7 May 2018

RE: Request for Appointment of Members and Liaisons to the Customer Standing Committee

Dear Chairs and Co-Chairs:

We are writing to you regarding the 2018 Customer Standing Committee election process. In order to provide for continuity and knowledge retention, the [CSC Charter](#) called for staggered terms of the inaugural CSC appointees, with half of the members and liaisons serving an initial two-year term and the other half serving an initial three-year term. All future terms will be two-year terms. The members and liaisons decided amongst themselves who would serve a two-year and who would serve a three-year initial term. As of 1 October 2018, the following members and liaisons will complete their term:

**Lars-Johan Liman**

Appointing Organization: RSSAC  
Term: 2016 - 2018

**Elise Lindeberg**

Appointing Organization: GAC  
Term: 2016 - 2018

**Jay Daley**

Appointing Organization: ccNSO  
Term: 2016 - 2018

**Kal Feher (Vice-Chair)**

Appointing Organization: RySG  
Term: 2016 - 2018

The CSC Charter allows for the Address Supporting Organization (ASO) and the Generic Names Supporting Organization (GNSO) Registrar Stakeholder Group or Non-Contracted Parties House of the GNSO to also appoint liaisons. There were no appointments from these two organizations for the inaugural CSC membership slate; however, the ASO and Registrar Stakeholder Group or Non-Contracted Parties House of the GNSO may participate in the 2018 election process.

We kindly ask that you to initiate your respective organization's processes to appoint members and liaisons to these seats. While members are required, liaison appointments are optional. If your organization does not wish to appoint a liaison to the CSC, please inform ICANN by 1 August 2018.

If your organization will make an appointment, further information related to key dates and candidate qualification requirements are attached. For your convenience, we are also providing a sample expression of interest form, which may be customized for your use. Additional information about the member and liaison appointment process is also available in the [CSC Charter](#).

If you have questions or need additional information please do not hesitate to contact me at [trang.nguyen@icann.org](mailto:trang.nguyen@icann.org).

Regards,

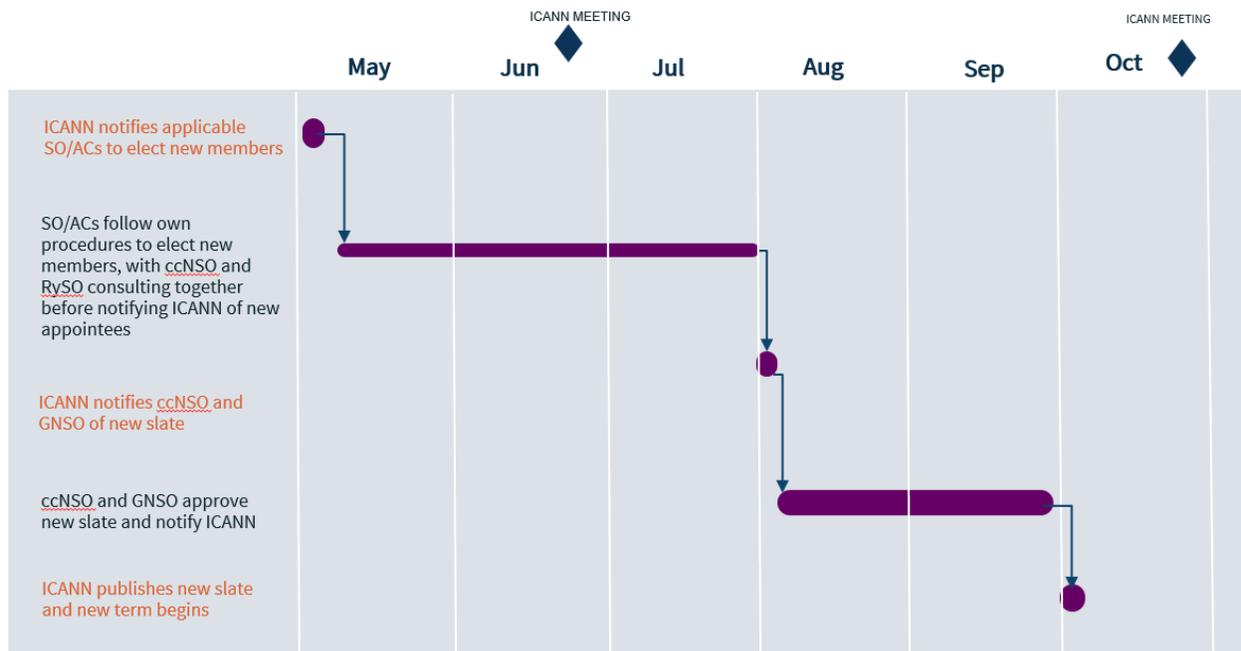
Trang Nguyen  
Vice President, GDD Strategic programs  
ICANN

Cc: Byron Holland, Chair, Customer Standing Committee  
Bart Boswinkel, Vice President, Policy Development & ccNSO Relations, ICANN  
David Olive, Senior Vice President, Policy Development Support, ICANN

Attachments: Key Dates for October 2018 election  
The CSC Candidates Qualification Requirements  
Sample CSC Expression of Interest

## Key Activities and Dates for 2018 CSC Election Process

ACTIVITY	KEY DATES
ICANN sends out a <i>Request for Appointment of Members and Liaisons to the Customer Standing Committee</i> to the applicable SO/AC Chairs, with the key date that new appointees need to be seated by 01 October 2018.	07 May 2018
SO/AC selects Member and/or Liaison in accordance with their own internal processes <ul style="list-style-type: none"> <li>The ccNSO and RySG consult prior to finalizing selections of members</li> </ul>	07 May 2018 through 1 August 2018
Applicable SO/ACs notify ICANN of member or liaison appointments	1 August 2018
ICANN submits new CSC slate to the ccNSO and GNSO for approval	2 August 2018
ccNSO and GNSO notify ICANN of approved slate	25 September 2018
ICANN notifies CSC of new members and liaisons	26 September 2018
New members and liaisons terms begin	1 October 2018



## CSC Candidates Qualification Requirements

### Skill set and experience

Candidates should possess the following qualifications:

- Direct experience and knowledge of the IANA naming function.
- Analytical skills, ability to interpret quantitative and qualitative evidence, and capacity to draw conclusions purely based on evidence.
- Able to work and communicate in written and spoken English.
- Effective communication skills.
- 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.

### Diversity

Unless the applicant pool does not allow, candidates should not all come from the same geographical region (Europe; Asia/Australia/Pacific; Latin America/Caribbean islands; Africa; and North America), or be of the same gender. The Membership Selection Process of the CSC Charter calls for due consideration to be given, to the extent possible, to form a CSC that has diversity in terms of geography and skill set. To that end the composition of the slate will be reviewed during two points in the selection process: firstly by the RySG and ccNSO and secondly by the ccNSO and GNSO.

### Time commitment

CSC members and liaisons must be able to participate in monthly meetings. It is expected that members and liaisons must 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 this requirement may result in the Chair of the CSC requesting a replacement from the respective organization. Outside of the monthly meetings, members and liaisons may also be asked to participate in other CSC processes such as:

- Providing updates, no less than three per year, to the direct customers of the IANA naming function. These updates may be provided to the RySG and ccNSO Council during ICANN meetings.
- Providing updates to any group/constituency regarding the IANA Function Operator's performance at their request.
- On an annual or as needed basis, 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.

- Carry out required work related to CSC procedures and processes (e.g., review drafts of communications to the ccNSO/GNSO Councils, interact with IANA Function Operator to investigate an issue/problem, work with IANA Function Operator to finalize remedial action procedures, draft CSC operational procedures).

Members may also be selected to represent the CSC on any IANA Function Review Team (IFRT) or Separation Cross Community Working Group (SCCWG) if formed.

Members and liaisons will serve a two-year term with the option to renew for up to two additional two-year terms. At least half of the inaugural members and liaisons will be appointed for an initial term of three years to provide for continuity and knowledge retention. Subsequent terms will be for two years.

Members and liaisons must be available starting 15 August 2016 to perform pre-work such as working with the IANA Function Operator to finalize remedial action procedures, drafting CSC operational procedures, and collaborating with ICANN to create an online portal/workspace for the CSC.

Participation in the CSC is voluntary. The CSC is expected to perform the majority of its work telephonically and via email. Travel funding will not be provided.

## Expression of Interest

### For Customer Standing Committee (CSC)

The CSC has been established to ensure the satisfactory performance of the Internet Assigned Numbers Authority (IANA) naming function.

The CSC monitors PTI's performance of the IANA naming function by analyzing performance reports on a monthly basis and publishing its findings. It is authorized to undertake remedial action to address poor performance, and if performance issues are not remedied, the CSC is authorized to escalate the performance issues to the ccNSO and GNSO for consideration. Additionally, the CSC may recommend changes to the naming Service Level Expectations as well as enhancements to the provision of the IANA naming services.

[LIST SO/AC NAME] is seeking volunteers who wish to be a [member/liaison] on the Customer Standing Committee (CSC). Candidates should review both the [CSC Candidates Qualification Requirements and the CSC Charter](#) to understand the scope of the requirements and duties.

Candidates for this role are requested to submit this Expression of Interest and resume to the [LIST SO/AC NAME], by [XX MONTH XXXX] at 17:00 UTC.

Please click the links below to review and sign off on ICANN's privacy policy before submitting:

**By submitting my personal data, I agree that my personal data will be processed in accordance with the ICANN [Privacy Policy](#), and agree to abide by the website [Terms of Service](#).**



<b>Your Full Name</b>	
<b>Your Affiliated SO/AC</b>	
<b>Your Company</b>	
<b>Geographic region</b>	
<b>Seeking Member or Liaison Role</b>	<input type="checkbox"/> Member <input type="checkbox"/> Liaison

I. Skill set and experience

Candidates are expected to have/be:

Requirement	Please indicate how you meet the requirements
Direct experience and knowledge of the IANA naming function	
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	



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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:**

II. Interest

**Please explain your interest in becoming involved as a member of or liaison to the CSC:**

III. Understanding of Purpose of CSC

**Please state your understanding of the purpose of the CSC:**

IV. Time Commitment

CSC members and liaisons are expected to participate in monthly meetings. Members and liaisons must attend within a one-year period, a minimum of either nine meetings out of twelve, or 75% of meetings should there be less than twelve held. A CSC member or liaison is also expected to not be absent for more than two consecutive meetings without sufficient cause. Outside of the monthly meetings, members and liaisons may also be asked to participate in other CSC processes.

For more information see: <https://www.icann.org/csc>

**Please indicate whether you understand the time commitment required to participate in the CSC:**

YES                       NO

**Please provide any additional information or comment regarding your availability:**



V. Conflict of Interest

**Members of the CSC will be required to disclose any conflicts of interest with a specific complaint or issue under review by the CSC.**

I understand that I will be required to disclose any conflicts of interest with a specific complaint or issue under review by the CSC

I understand that I may be excluded from discussion of a specific complaint or issue if the majority of CSC members and liaisons deem that my participation has a conflict of interest.

VI. Supporting Documents

**Please attach to this Expression of Interest:**

- 1) Your resume, curriculum vitae, or biography
- 2) If applicable, a letter of support from your employer in respect to the required time commitment to participate actively in the CSC