

# The Year in Review – *and a Look Ahead*



2 gTLD members, appointed by RySG

- Elaine Pruis and Gaurav Vedi

2 ccTLD members, appointed by ccNSO

- Brett Carr 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), Nigel Cassimire,  
(GAC), Lars-Johan Liman (RSSAC)
- Naela Sarras (PTI)

# Monitoring – Core Responsibility

---

- CSC monitors and reports on PTI compliance with the Naming Function Agreement including 'Service Level Agreement' (SLA) metrics
- There are 63 individual metrics within 8 groups e.g. technical checks, staff processing time for gTLD creation
- The SLE's are contained in the IANA Naming Function Agreement and were developed by one of the CWG 'Design Teams' – DT-A

- Since October 2017 PTI's overall performance score has ranged from 95.3 to 100%
  - Some of the 'metric misses' resulted from SLA metrics which we are recommending be changed
  - 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'

- CSC Charter provides:

*"The CSC will, on an annual basis or as needs demand, 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."*

*"The CSC, in consultation with registry operators, is authorized to discuss with the IANA Functions Operator ways to enhance the provision of IANA's operational services to meet changing technological environments"*

- What are your views – do you have any feedback on PTI's performance or the need for service enhancements?

- 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
- PTI received 2 ‘escalations’ since Oct. 2017 (both closed) and none in 2018.
- Where CSC believes that individual problems represent ‘systemic or persistent’ issues it can invoke its ‘remedial action procedures’ (RAPs)

- These were completed and approved by PTI and ICANN in March 2018
- Can be invoked by CSC where it has identified a performance issue, or where it determines that a problem is 'systemic or persistent'
- The RAPs include a three level escalation procedure:
  - PTI board, then
  - ICANN CEO, then
  - ICANN Board

- Informing community
  - PTI dashboard
  - 12 monthly reports produced by PTI and 12 monthly reports by CSC
  - presentations to ICANN community
  - Open, monthly meetings CSC
- PTI completed 2017 customer survey
  - overall, very high satisfaction with PTI
  - Survey participation very low
  - More registry engagement needed
  - The 2018 survey just closed; the results are not yet available



- PTI and CSC have previously identified the need for changes to the IANA Service Level Agreement (SLA) metrics:
  - Three that need revision to the metric only
    - Technical Check Retest,
    - Technical Check Supplemental
    - ccTLD creation/transfer
  - One new SLA, for IDN tables
- Changing these requires amending the IANA Naming Functions Contract
- The recent CSC Charter Review Team recommended that a set of SLA Change Procedures be developed.
- Since then ICANN, PTI, and CSC have been collaborating on defining a process to implement this recommendation

- The CSC, PTI and ICANN staff propose to proceed with these SLA amendments, in two stages:
  - Develop and implement the 'change mechanism' – the *process* for making SLA amendments
  - Proceed with individual SLA changes after the 'change mechanism' has been implemented

- Amend the IANA Naming Functions Contract to achieve three things in respect of the SLA's:
  - The SLA's themselves would henceforth be contained on the PTI website (not in the INFC)
  - The process for amending the SLA's – the change mechanism - would also be on the PTI website
  - Establish a process for amending the change mechanism which would be in INFC
- Moving the SLA's to the PTI website would not dilute their legal validity – a failure to respect them would remain a breach of the INFC

- Finalize the substance of the 'change mechanism' wording
- Determine process to approve any *future* changes to the 'change mechanism'
- Develop draft amendments to INFC to support the overall changes
- Develop 'mock-up' of PTI website changes to aid in understanding of final changes
- Consult with the community
- When the final package is ready for approval, the CSC will seek ccNSO, GNSO/RySG approval to proceed
  - This is expected for ICANN 64 in Kobe next March.

- First CSC Charter review
  - Completed June 2018
  - Found that *"the inaugural CSC is a cohesive and collaborative team that has, in its first 12 months of operation, undertaken a significant body of work in developing operating procedures and carrying out its role as prescribed in the Charter."*
  - Revised CSC Charter approved by the ccNSO and RySG
  - Changes to Remedial Action Procedures are pending approval
- Review of CSC Effectiveness – October 2018
  - Four ccNSO and GNSO members recently appointed
- Periodic IANA Function review (IFR)
  - First such IFR must begin by Oct. 2018; just getting underway; CSC liaison is James Gannon

- PTI performance is extremely good - some minor metrics missed, no customer service impact nor operational problems
- CSC almost finished developing procedures to support its work
  - revising SLA's seen to be last big piece
- The whole process is working very well
  - problem areas are being identified immediately and corrective measures being developed cooperatively
  - areas where SLA's implementation may need changes have been identified
- CSC is looking forward to the first IFR