The Year in Review – and a Look Ahead
Who are we?

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
- 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’
Complaints & Performance Issue Remediation

- 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
Consulting and Informing

• 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
Work in Progress

- 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)
Summary

- 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