Summary Report of Public Comment Proceeding

Initial Report on CSC Effectiveness	
Publication Date:	4 March 2019
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Public Comment Proceeding	
Open Date:	16 January 2019
Close Date:	25 February 2019
Summary Report Due Date:	4 March 2019

Important Information Links

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Public Comment Proceeding
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Section I: General Overview and Next Steps

The Customer Standing Committee (CSC) Effectiveness Review Team (ERT) seeks comments on its Initial Report, particularly its findings and recommendations. The Effectiveness Review is required under Article 17 of the ICANN Bylaws and the Charter of the CSC, two years after the first meeting of the CSC (October 2016).

Next Steps:
Taking into account public comments received, the ERT will finalise its report for consideration and adoption by the Country Code Names Supporting Organization (ccNSO) and Generic Names Supporting Organization (GNSO) Councils.

Section II: Contributors

At the time this report was prepared, a total of five (5) community submissions, and none by individuals have been posted to the forum. The contributing organizations/groups, are listed below in chronological order by posting date with initials noted. To the extent that quotations are used in the foregoing narrative (Section III), such citations will reference the contributor's initials.

Organizations and Groups:

Name	Submitted by	Initials
Internet Service Providers and Connectivity Providers Constituency	Phillippe Fouquart	ISPCP
Country Code Names Supporting Organization Council	Katrina Sataki	ccNSO Council
Registries Stakeholder Group	Samantha Demetriou	RySG
Business Constituency	Steve DelBianco	BC
Non-Commercial Stakeholder Group	Rafik Dammak	NCSG

Section III: Summary of Comments

General Disclaimer: This section intends to summarize broadly and comprehensively the comments submitted to this public comment proceeding but does not address every specific position stated by each contributor. The preparer recommends that readers interested in specific aspects of any of the summarized comments, or the full context of others, refer directly to the specific contributions at the link referenced above (View Comments Submitted).

General Comments
The ISPCP supports the findings and recommendations of the ERT. It supports that the report is to be considered input on the IANA Naming Function Review (IFR). The IFR is considered an important milestone in relation to the post IANA transition of ICANN.

The ccNSO Council is pleased that the CSC Effectiveness Review re-confirms and has validated that the CSC is performing its mission effectively.

The ccNSO Council commends the ERT with the method of review and believes it has produced a solid and verifiable review effectively and efficiently.

The Registries Stakeholder Group (RySG) expressed appreciation of work of the ERT, in particular the effort to design the template and process. The RySG further support the Findings and Recommendations contained in the Initial Report.

According to the Business Constituency, the technical nature of the work and technical capabilities of the members are well-matched and the smooth operation of the CSC suggests that the appointing organizations have each chosen the members well.

Specific Comments
The ccNSO Council shares and highlights the concern of the ERT on the need and importance of ensuring high quality membership of the CSC. The Council supports that the CSC develops a required skill and expertise matrix to inform the selection of new members and liaisons by the appointing organizations (Recommendation 3 of the report)

The ccNSO Council also highlights its support for Recommendation 2, the suggestion that the Chair informs the appointing organizations on the attendance of the appointed members and liaisons. More specifically the Chair of the CSC should inform the appointing organizations at least once a year, preferably in May, before the annual selection process starts.

The Business Constituency supports the need to clarify the role of the CSC with respect to how it will handle a complaint from an individual customer. They note that arm's length between oversight and complaint function should be maintained, but any fix is on the CSC to implement.

With respect to mandatory meeting attendance the Business Constituency is of the view that lack of attendance is detrimental to the community's full appreciation and understanding of the work of the CSC. Effectively the liaisons are the links between the CSC and the appointing community and by missing meetings, they undermine their ability to present the work of the CSC accurately and fairly to their appointing groups.

The NCSG expressed its support for the conclusions and four recommendations contained in the Initial Report.

Section IV: Analysis of Comments

General Disclaimer: This section intends to provide an analysis and evaluation of the comments submitted along with explanations regarding the basis for any recommendations provided within the analysis.

Based on the comments received, the Review Team does not see a compelling reason to adjust the Initial Report, with exception of refining Recommendation 2 to take into account the comments from the ccNSO Council.