ICANN82 | CF – Customer Standing Committee Work Session
Sunday, March 09, 2025 – 16:30 to 17:30 PST

CLAUDIA RUIZ

Hello and welcome to the Customer Standing Committee Session. My name is Claudia Ruiz, and I am the remote participation manager for this session. Please note this session is being recorded and is governed by the ICANN Expected Standards of Behavior and the ICANN Community Anti-Harassment Policy.

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FREDERICO NEVES

Welcome everyone to the 91st CSC meeting at the ICANN82. My name is Frederico Neves. I'm the chair of the CSC, and together here with my colleagues, Rick Wilhelm the vice chair, Pablo Rodriguez, a member from the region and-- Dima is online? No, he's not. We are here to do our regular meeting and a few other tasks that we'll be doing during today is the election of the new chair and vice chair and we'll be reviewing some material from ICANN in the later part of the meeting.

So, as the actual items that we have from the other meetings, most of them have been completed and so we will jump in directly to the Item 3 of the meeting today and we will do our regular business as reviewing the performance of the IANA in January. And for that we will have a PTI report and the CSC findings that will be presented to the community. And basically, I will pass to Selina that will do the PTI report for January. Selina, please.

SELINA HARRINGTON

Thank you. The February performance report was sent out to the group on Tuesday by Amy, and I'm happy to report that in February we met 100% of the SLAs and there were no escalations to report. If there are any questions, I'm happy to answer them. Otherwise, I will pass it over to my ICANN colleagues to report on the CSC findings of the PTI performance. Thank you. Rita is not going to be able to make it.

BART BOSWINKEL

I take the honors. It's fairly straightforward. Again, the PTI report, the performance was excellent. Update from the previous one, no escalations, etc., and the date has been adjusted to today.

FREDERICO NEVES

Just for the record, for the ones that are not regularly here in the CSC meetings, this is standard language, so excellent means that 100% of the SLAs have been met. With that, are we fully quorum or not? So, we will postpone this to be approved on the mailing list for this report to be circulated. Okay. Thank you very much. Let's move on to the next point of the agenda. So, today, it's the time of the year that we take to have elections, but now I think we have a problem. We are not fully quorum. Do we need to be fully quorum to take a vote for chair and vice chair? Do we have the alternates can vote?

BART BOSWINKEL

Yeah, but we don't have an alternate. For Dima, you do have an alternate. That's Gordon. Therefore, you can vote even on the findings report.

FREDERICO NEVES

Okay, that's good to know. Let's get back to point three and take a vote for the publication of the report. Thanks very much, Bart. Can we have a show of hands if we can approve the report for February? The report is approved. Thank you very much.

So, let's move on to the election of the chair and vice chair. This is the time of the year that we appoint a new chair and vice chair for the committee. As is stated over there, I am term limited, so I will be leaving the CSC in October. And for that, I would like to ask our members if we do have anyone to be appointed as a new chair. It's not the correct language, sorry.

BART BOSWINKEL Who do you want to nominate?

FREDERICO NEVES To be nominated as a new chair for the CSC. I would like to nominate Rick Wilhelm to be our new chair. Someone can second that.

PABLO RODRIGUEZ Pablo Rodriguez from the registry .pr seconds it.

FREDERICO NEVES Thank you, Pablo. And for the vice chair?

RICK WILHELM I'd like to nominate Hiro Hotta of .jp to be vice chair.

FREDERICO NEVES I second Hiro as the vice chair. Do we have any more candidates? If we don't have any more candidates, I would like to ask my committee members if we can take--

BART BOSWINKEL Wait a second, Frederico. Rick, do you accept the nomination?

RICK WILHELM Yes, I accept the nomination. Thank you.

BART BOSWINKEL

And, Hiro, do you accept the nomination?

HIRO HOTTA

Yes, I accept.

BART BOSWINKEL

Thank you.

FREDERICO NEVES

Thank you. Thank you, Bart. Sorry. And with that, and as we don't have more candidates, I would like to ask my colleagues if we can elect them by acclamation. So, for the record, we have a new chair, Rick Wilhelm, and we have a vice chair, Hiro Hotta. Thank you very much, everyone. And with that, we have finished the Item 4. And so, we will have now the update of the second IFR, and I think Rick will do that for us.

RICK WILHELM

Sure. Thanks, Fred. So, the IANA Function Review is a periodic review that's been going on for a bit. It's designed to ensure that PTI is conforming with its contract to perform the IANA function. That's a contract that PTI has with IANA. Customer Standing Committee does not do that. We just check to make sure that the SLAs are working on an ongoing basis.

The IANA Function Review is composed, it's a cross-community review team. It's got reps from the various SO and AC groups. It's chaired by Ashley Heineman and Peter Cook from the G side and the CC side respectively. The CSC has a liaison role in there, and that's the hat that I'm wearing here at present. The IANA Function Review team is about ready to publish its draft report, which is going to go to press shortly after the ICANN meeting. It just barely didn't make it. The draft report is about 40 pages. It's got three findings and four recommendations, along with three what are called incidental findings.

I can offer that none of findings or recommendations are what I would call earth shattering. That's not a technical term, not literally earth shattering. They're just what I would call them as tune-up things. The draft report is going to go out for public comment, and then after it goes out for public comment, the IANA Function Review Team will process those public comments and issue an updated and final report. The timeline of which is going to, of course, depend on how many comments come in.

The IANA function review has proceeded pretty much according to schedule, and it's been collegial. It's been very good collaboration between the team as well as the PTI group has been great, along with ICANN staff and such. So, it's generally proceeding apace. We had an issue that the CSC helped bring before the group as we were talking about some of our testing of our testing of the complaint procedures, and that's one of the things that came up. We brought up an issue about the role of the ICANN ombuds in the complaint procedures. That's one of the things that's going to be making an incidental, one of the incidental findings that didn't make an actual finding. So, the group appreciated the CSC bringing that before them. So, that's just to close out an item that the CSC had brought before them.

So, I think that's a pretty good summary. Happy to take any questions, comments, or concerns. Kim is in the room. He's been participating in that process off and on, sometimes being, I won't say brought in for questioning because that sounds awfully awful, but he's been participating answering questions rather than being brought in for questioning. But Kim, if you have anything you'd like to add, certainly I'd like to invite you if you want to add anything, but certainly any questions from anybody else. Thanks.

KIM DAVIES

Well, nothing specific to add, but I just congratulate the group on methodically working through the scope and it seems to have been a great success, the work that's been done so far. Thanks.

FREDERICO NEVES

Anyone else would like to make any comment? Anyone remote? Okay. Thank you very much, Rick. And for our next item, the PTI updates, consultation and review, I would like to ask Marilia for that.

MARILIA HIRANO

Thanks. Hello, everyone. I'm Marilia Hirano. I think I've met most of you. I'm the director of strategic programs for PTI. Today, we're going to update the group on the strategic plan, the next strategic plan for IANA, what we're calling the IANA 2030 Strategy. Then I'm going to give you a highlight of the results for the naming functions from our annual survey that we ran through December of last year. Then we have some audit updates and then just a quick call to action on the transition plan.

Next slide. Next slide. Okay. So, this is just a refresh on what we've accomplished, what our plan looks like. This is the plan to cover fiscal years 26 through 30. So now it aligns with the ICANN strategic plan period. We have a refreshed vision. The plan is divided into three main focus areas of innovation, operational excellence, and community engagement.

And then under each focus area, we have a set of objectives and goals that we will further refine on the technical initiatives will be listed through our annual operating plan and budget process. We also define KPIs in the plan as well as risks associated with each strategic goal. And we will be monitoring progress and reporting it periodically as we've been doing it with the PTI board in the current plan.

Next slide. Okay. So, this is what's happened so far. We did publish the public comment summary report. And I'm just going to go over the highlights of that summary report and how we responded to the comments, the themes. It was published on March 3rd. So, if you haven't had a chance to look at it, it's there on the ICANN website. Now we are in the process of making the revisions to the plan. And I'll go into a little bit where we will be making revisions for PTI board consideration, which the plan is to have them adopt the plan in April of 2025, so next month.

Next slide. Just some quantitative figures. We received a total of 57 comments. Those comments were broken down into the themes, one being the structure of the plan, the vision, the risks, and then the individual comments on each focus area. The groups that responded are also there, ALAC, the CSC, two individuals, the ICANN Business Constituency group, the Registry Stakeholder Group, and the ccNSO Strategic and Operating Plan Committee.

Next slide. Okay, so on the plan structure, we received strong support for the refreshed vision and also for the three identified focus areas. So, thank you for that. We were asked to ensure alignment with ICANN's objectives and so through ICANN's strategic plan, which in the summary report, we explained how that alignment was made and where you can find that information because it is in the supplemental section of the strategic plan.

We received a question about whether the focus areas were listed in priority order in the document and we assure that it's not and I'll share why that question was there in the next slides, but it is not in priority order. And we were asked to correct historical information about IANA's origin, and that one is highlighted there because we will edit to clarify the language in the plan. So, those are the main comments on the structure of the plan, but most of it was very supportive of how we broke down the focus areas.

Next slide. On the risks, we did receive concerns from most groups about resource constraints. That was one of the identified risks in our plan as well as an ask to implement change management strategies specifically to address resistance. And then what we have there is that ICANN has a commitment to the IANA functions long-term sustainability and that is a strategic objective in ICANN's plan in the next five years for ICANN. And it's also a strategic initiative in the five-year operating plan to implement a long-term resourcing plan for IANA. So, we are a priority for the ICANN organization. So hopefully that will address the concerns and our risk mitigation strategies there.

And then from a change management standpoint, we would like to reiterate that we have a dedicated continuous improvement team in IANA. That's my team. We're dedicated to implementing change management best practices within all of IANA's operations.

So, the next slide. On the focus areas, the community feedback, we received many technical suggestions. So many, how do you implement those objectives? So specific activities. And as I said, those are going to be reflected in the operating plan and budget. So, we did agree with many of the suggestions that were given. We actually already have some of them are already implemented, but those are described more as in the operating plan.

We were asked to revisit some key performance indicators, specifically in the innovation and community engagement focus areas. We were asked for more specificity and also to explain whether it fit in the innovation or in another focus area, some of the KPIs. So based on that feedback, we're going to discuss changes to the KPIs, the way the KPIs are written with the PTI board to make changes.

Another ask was that operational excellence be the main priority for PTI, because that delivery of service is the core of our functions. So, we do agree with that, and we will continue to prioritize service delivery. So even though that's where I come back to whether it was listed in order of priority, and they're not. So, we just wanted to highlight that this will be a focus area for us and our priority continue to be as always has.

And then we were asked for clarification on who the non-traditional stakeholders are. So, the plan in the community engagement focus area, there is an objective to develop strategies to reach to non-traditional stakeholders, specifically more what was focused on underrepresented regions. And we got a lot of comments on to clarify that and whether it should be a priority.

So based on the feedback that we received, we will make clarifications in the plan, because our goal here is not to let that targeted outreach deviate from the usual engagement with our regular customers, but to focus on building awareness on the importance of the IANA functions to broader community groups. So, we'll make further clarifications in the plan to define who those stakeholders are and what we want to achieve with that outreach.

So those were, I believe that's the last slide on this topic. Yes. So I'll pause here and see if anybody has any questions specifically on this strategic plan before I move on to survey.

UNKNOWN SPEAKER	I just wanted to say that I thought the summary report was also pretty clearly written. So, thank you.
MARILIA HIRANO	Thank you.
FREDERICO NEVES	Before I ask for anyone else, I would like to thank you because to acknowledge one of our concerns that is listed in slide 9. Thank you very much for IANA. Anyone else? Thank you. Marilia.
MARILIA HIRANO	Thank you. So, moving on to the IANA engagement survey, just some highlights there. We restructured the survey a little bit. So now the key open-ended questions were moved to the start of the survey. There was a reduction in the number of statements. So, instead of 17 statements, there were 11 statements for the group to respond to. We did send email reminders to the leadership groups this time around. We did get participation rate to go up a bit from 11% to 16%. 2022 was 9%. So, we, since we changed to present the QR codes during face-to-face sessions and doing more outreach to the groups, we did see an increase in participation. Satisfaction remained high. It's pretty consistent with previous years. The good news for me, like with the strategic plan coming along at the same time is the suggestions that we received in the open-ended questions and what the participants asked us to focus our priorities

on were aligned with what our plan already states. So, that was a good thing to see when I was reading the open-ended suggestions.

The highest satisfaction is among TCR and Root Server Operators. And I'll go over some of the statements with the lowest and highest scores. And you'll see that in several of them, they rate us with the perfect score of five, the TCRs and root server operators.

Next slide. So, there's the participation. And one, I wanted to bring this up here with the CSC, because last year we got 100%. And this year we had four completes. And this could be if you identified or if you responded to the invite that you got as a gTLD operator or a ccTLD operator, you might have only been counted as those groups, because I know many of you serve in multiple capacities in the community.

So, we did see an increase in the ccTLD operators from 35 completes to 76 complete this year, which is good. gTLD operators remained pretty consistent. Same with the ccNSO. With the GNSO Council, we actually did get three responses. Last year we got zero. So, I did present this earlier to the GNSO Council and urged them to-- They were asking the question, why is it that they don't respond? It wasn't really a question for us, but they did respond this time and committed to responding in future surveys. So at least we did get their perspective this year. TCRs too, last year we only got one. And this year we got 10. And then with root server operators, it stayed the same. And then the others are the RIRs and the IETF leadership and protocol parameter communities.

Then we have the other audience, just because we started last year also sharing a short version of the survey, basically just the two open-ended questions. They receive the general audience. So, when we speak to the Fellows and NextGeners, when we speak at industry events, like we went to Santa Marta in Colombia for a TLD event there, and they got the opportunity to participate. So, we are expanding this just to hear feedback from sessions that we present in broader events that we attend. So, then last year we got 12 responses and this year we got 7. And this other audience were just, they're only participating in face-to-face or Zoom webinars that they attend. We don't email them.

Next slide. Okay, so I'm going to share some of the highlights, some of the statements where we got the lowest scores there, just so you can see and if you want to talk about it. The IANA is innovative and forward-looking. This statement has seen some ups and downs over the years. And with the gTLD operators this year, it went to a 3.5. So, it's not increasing, and it's decreased. So, I wanted to highlight that there.

And over the years, because we've seen less than four satisfaction in this statement, this was part of the discussion we had with the PTI board when we had our SWOT analysis, when we were starting to develop the strategic plan. And one of the reasons, the drivers for us to focus on innovation for the next five years and more agility in releasing features was this input that was brought to the board to come to the focus area discussion.

Next slide. IANA listens to the concerns of customers and stakeholders. So, on this one, I put it in here because with the ccNSO Council, it was under 4. It's always been over 4.0, the satisfaction. And then because this year it was 3.8, I wanted to just bring it here. And this is the first one that you'll see that TCR has had a 5.0 satisfaction agreement with this statement.

Next one. IANA treats its customers and stakeholder groups fairly and justly. This is one that I brought to the GNSO Council too, because this was the lowest score of the survey, this and the next one that I'll share. The GNSO Council rated us at 3.0. And we asked for them to come to us if they had any feedback, if they wanted to talk to us about this further. We didn't have time to discuss it during the session because we only had 10 minutes. But this was a concern to us when we saw the 3.0 on this, especially when you look at the other groups that the satisfaction is very high.

And then on the next statement, can you go to the next slide? My escalated concerns are treated with urgency and get the appropriate level of attention and consideration within IANA. This one, they also rated us at a 3. Mind you, this is three members, but considering they took the time to take the survey and the other statements were highly rated, it was just these two, so this caught our attention there. And when compared to the other groups, you'll see that it's a very different story. So, I'm highlighting this to the CSC if anybody has any comments or things to share about this. Yes, Rick?

RICK WILHELM

Just a question. How many responses were there in that three? Oh, just three responses?

MARILIA HIRANO

From the GNSO Council?

RICK WILHELM

Yeah, yeah.

MARILIA HIRANO

Yeah.

RICK WILHELM

Okay, got it. Thank you.

MARILIA HIRANO

Anybody else has any questions? Can I move to the next slide? Okay. So, 2025 and beyond. So, from getting the survey and year on year, we restructured, we reduced the number of statements, we've changed a lot of-- we tried different methodologies to try to get more people to participate. And it fluctuates, but it's still very low participation.

And even though the open-ended comments that we get are extremely valuable because we get to see trends on where our customers' minds are at, what they're focusing on. And it tells an interesting story. So, we're looking to complete a cost-benefit analysis of our current surveys, because this is not the only survey, that this is the annual survey, but we also have the how do we do survey, which is our post-ticket survey for customer satisfaction with the requests that we receive.

So, we're going to share our conclusions. Our intention is to share the conclusion of this analysis with the CSC and the PTI board by ICANN83 to see if there are more efficient, better bang for our buck based on all of these years of doing this survey this way, and share the conclusions and approaches with the CSC by the next ICANN meeting. And then hopefully we can implement a new survey approach or a refreshed approach for this coming year survey, which is usually at the AGM that we launch it. And I think that's it for survey. So, if any questions before I move on to audits?

FREDERICO NEVES I would like to comment, Marilia, that at least for someone that responds in the past, very long surveys, the one for 2024 was really good.

MARILIA HIRANO That's shorter, right?

FREDERICO NEVES That's shorter. Yes, that was really, really good.

MARILIA HIRANO And we still got feedback that it was too long, but if we cut that, then it's just not enough data, but. kay. So, information security audits. So, within IANA, for most of you, that you might be aware, we conduct two audits evaluating key systems that are used to support the IANA functions. That helps us maintain transparency and accountability. It is a third-party audit, and we perform it on an annual basis.

Next slide. It is also a contractual requirement in the IANA naming functions contract, as well as the IETF contract. So, what's the framework? So, we use the SOC framework, which is set by the AICPA, the American Institute of Certified Public Accountants. This is descended from the SysTrust audits that we first started performing, at least for the KSK processes. We have two different audits. The SOC 2, which is very detailed reporting, and it is intended for limited audience. So, that report, when we receive it from our auditors, it's shared with RIR CEOs, the IETF leadership, it's shared with ICANN for the ICANN executives and the board.

And then we have the SOC 3 report, which summarizes the SOC 2, and it's targeted for a general audience. So, the SOC 3, currently, we only perform it for the key ceremonies processes, and those have been published on the IANA website since 2010. Since the first ceremony, it's always been audited.

The current reporting criteria, security, they evaluate security. That's a standard for all SOC 2 reports. Availability of systems and processing integrity. The AICPA for the SOC framework, it actually has five criteria. The next two being privacy and confidentiality. And I'll talk about those in a bit. But our report, we have these three. And the SOC 2, we've been running since 2013. The SOC 3, since 2010.

The next slide. Okay. So, what's in scope? As I said, the systems and processes for KSK management, we have the SOC 3 report. And then we have the SOC 2 report for key systems used to perform our transactions. So, in scope are RZMS, the ticketing system, request tracker, and GitHub, which is the repository storage and updates for the protocol parameter registries. So, those are the three systems that are in scope today for the SOC 2 report.

Next slide. So just a little bit on what the process looks like. We conduct this audit annually. There's overlapping audit periods that make sure that we maintain ongoing compliance. The planning starts in March, goes through May. Then we have testing July through December. And then the reports come out toward the end of March, beginning of April, for the SOC 2. Next slide.

CLAUDIA RUIZ We have a hand up. We have a hand up by Daniel.

DANIEL MIGAULT Yeah. Hi. So, I'm just wondering, you mentioned there is a GitHub for the protocol parameters. It might be a very stupid question, but I'm wondering, is it a backup for the IANA websites? Or is it something different? Or I'm completely off track maybe?

MARILIA HIRANO

I'll turn it to Kim. Kim will respond to your question.

KIM DAVIES

Yeah. So, thanks for the question. We use GitHub extensively within our operations, both for source code maintenance, for all of our tools and systems, our website content is controlled through there. But particularly relevant and why it's in scope for this is that it is the source of truth for all of our protocol parameter registries. We perform all of our editorial processes on the registries that we supply for the IETF, for the number resources. They're all edited and managed through GitHub.

And we've been using Git since 2007, I think. So, we have basically almost 20 years history of using source control there for how we internally manage and edit registry data. The notable exception is for Root Zone Management, where we do not use GitHub for registry management. We have a custom dedicated system for the purposes of that. Thanks.

DANIEL MIGAULT

Okay. Thank you. Yeah.

MARILIA HIRANO

Okay. So, if you move to the next slide. Okay. So, I wanted to share that we've always had the SOC 2 for the IANA systems, the RZMS, RRT, GitHub scope. We will now, starting this year, we will publish a SOC 3 report to accompany that SOC 2 for transparency and broader stakeholder assurance. The first SOC 3 report will be available in late April. So, it will be published on our website just as we do the SOC 3 for the KSK management.

And then other improvements that we are considering, potential scope expansion, which we're evaluating the inclusion of additional systems, and then inclusion of additional SOC criteria. As I mentioned before, there are two other criteria that the AICPA has through the SOC audits, confidentiality and privacy. And we want to address handling of personal identifiable information as part of our evolving responsibilities. So, that is an assessment we're making to include that criteria as part of our audit scope too.

I think that was it on audits. And now this is just a call to action. If you go to the next slide, I put in there the Section 9.3 of the transition plan. We did publish the transition plan in December of 2020. And clause D there, is it C? No, sorry, D, ICANN in conjunction with the CSC as necessary, shall review the transition plan at least every five years. Five years is this year. So, it's just a call to action. I don't know how the CSC plans to run that review, but we wanted to give this reminder. Rick, I don't know if you want to make a comment on that, because I know you were-- IFR 2 has talked about it.

RICK WILHELM Yeah. We'll probably just schedule it during a meeting when the time zone is vaguely agreeable to the west coast of the US. So not when we're rotated around to the other side of the world. And we'll just put it on the thing. And we'll make sure that the transition plan is published out to the CSC in advance, have everybody pre-read, and then we'll book it on the thing. And colloquially, I would say we would have you guys come on and walk the dog. That would be the not so technical term I would use. You can run that through the translator and see what comes out the other end.

So yeah, just have explain it, do a little bit of Q&A. And then we will say, yeah, verily, it is reviewed. And then Bart will reset the clock for the next time we have to review it. And we'll put a tickler on the calendar. And we might just do it, have like an annual ceremony where we do it. And it'll be good fun. It'll be a lovely time. Yeah.

MARILIA HIRANO Thanks, Rick. That concludes my talk here for today. So, any questions? If not, I'll pass it back to Fred.

FREDERICO NEVES Thank you very much, Marilia. And so, do we have any other business? With none, I would like to at least get it on the record that I would really like to thank Bart and Claudia for the support that they gave me during this time that I've been chairing the CSC. And also, I'd like to thank Rick for being a very good vice chair during this time. I'd like to thank you all, all the other members for the work that we have been doing here. And thank you very much.

RICK WILHELM Yeah, I would like to thank Frederico for his years of service. Bart's going to tell us how many years it is, because he's the sort of person that keeps track of these sort of things. Unless it's too many, unless the number is too high that even Bart can't count.

BART BOSWINKEL I think he's done it now for, this is your 30 years, 30 years as chair.

FREDERICO NEVES Yeah, I think it's 30 years.

BART BOSWINKEL You've been on the CSC now almost eight years.

FREDERICO NEVES No, not that much.

BART BOSWINKEL But yeah, this is your third term. And you took over from Alejandra.

FREDERICO NEVES Yes, that's it. Yeah.

BART BOSWINKEL Yeah. So you didn't make complete-- Oh no, it's two years. No, no, it's five years.

FREDERICO NEVES Five years. Yes.

RICK WILHELM It only feels like six. But regardless, thank you very much for all your steady leadership and you're continuing the tradition of fine chairs that I and those who follow me will only hope to live up to. So, thank you very much.

BART BOSWINKEL Fred, by now it's almost a tradition. We do have people who like wine, including myself. And one of the things I told myself in the chair is to give him a very, very, very good coffee. So normally you don't get them. This time they took them. It's always an Italian one. And I hope it's a little bit more time for the wine. So, thank you also for helping us. And I hope you enjoy it. Thank you for your time.

FREDERICO NEVES Thank you very much, Bart.

FREDERICO NEVES And with that said, the next meetings, they will still be arranged by the new chair and vice chair. And with that, I would like to thank everyone for today. Go ahead, Bart.

BART BOSWINKEL Just with respect to these meetings, may I suggest that we confirm this online, but this is the cadence of the regular, say we follow the usual rotation schedule. And yeah, it's up to, I would say IANA or

ICANN84, just to ensure that, say, because after ICANN84, you will have new members as well and new liaisons.

FREDERICO NEVES

Yeah. And for the suggestion of Rick regarding the review of the plan, I guess the meeting 94 is a good one because it's good for the new vice chair. It's doable for Rick and it's okay for IANA. And so, with that, thank you very much. The meeting is adjourned.

[END OF TRANSCRIPTION]