

Major Findings and Recommendations 2nd CSC Effectiveness Review

Tech Day

Kuala Lumpur, ICANN75

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CSC Mission Statement

- The IANA Transition proposal provided for the creation of the Customer Standing Committee and this requirement is now provided for in the ICANN Bylaws:

ICANN Bylaws 17.1:

“ICANN shall establish a Customer Standing Committee (“CSC”) to monitor PTI’s performance under the IANA Naming Function Contract and IANA Naming Function SOW.

- The IANA Transition Proposal also established a charter for the CSC which included its mission statement:

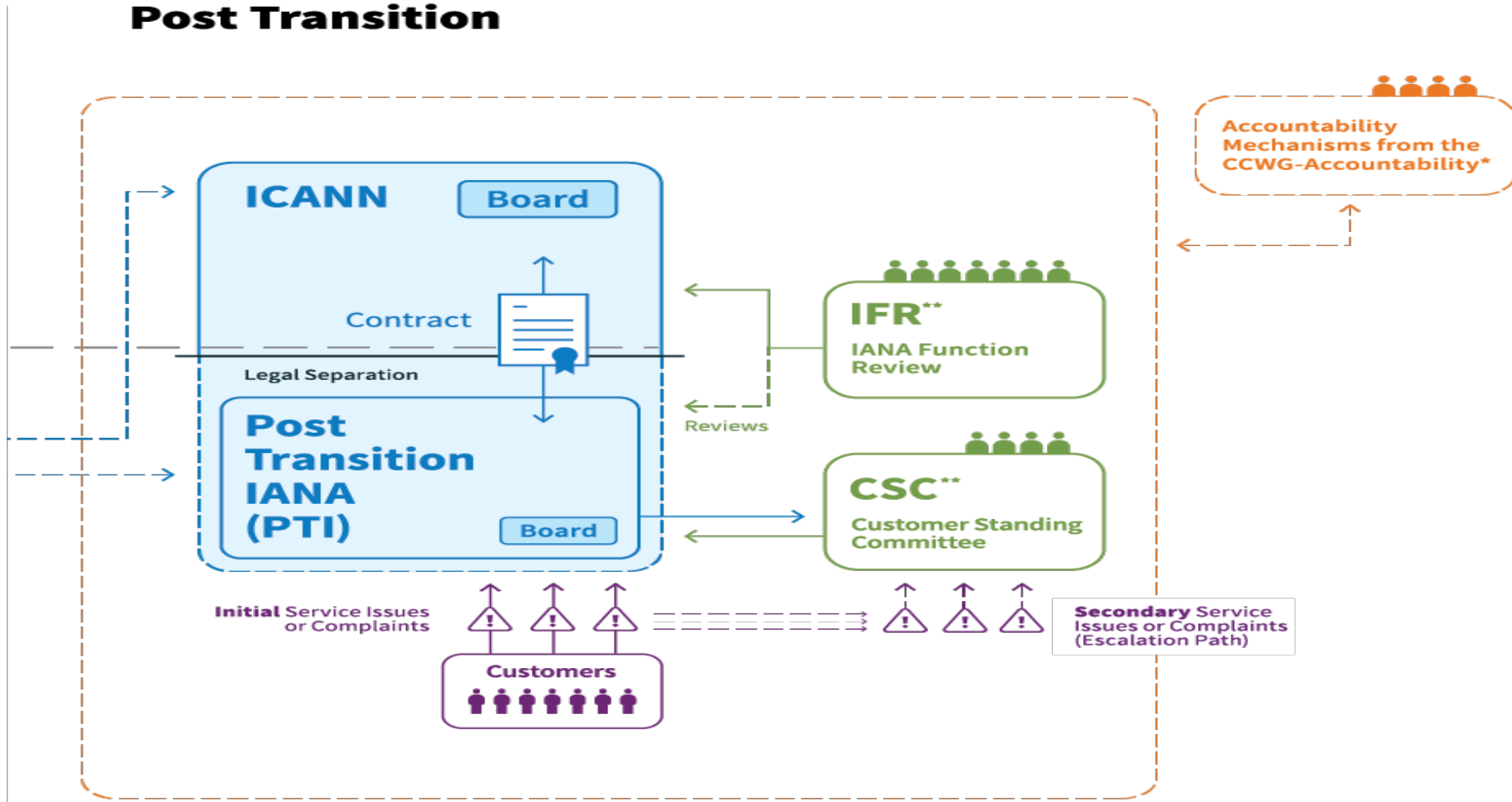
The mission of the CSC is to ensure continued satisfactory performance of the IANA naming function for the direct customers of the naming services. The direct customers of the naming services are top-level domain registry operators as well as root server operators and other non-root zone functions.

The CSC will achieve this mission through regular monitoring of the performance of the IANA naming function against the IANA Naming Function Contract and IANA Naming Function SOW and through mechanisms to engage with PTI to remedy identified areas of concern.”

- These words are replicated in 17.1 of the ICANN Bylaws.

CSC in Context

Post Transition



* The ultimate accountability mechanism is dependent on the work of the CCWG-Accountability.

** Group, But Not Necessarily a Legal Entity

CSC related Reviews

Required under ICANN Bylaw and CSC Charter

- First CSC Charter review (October 2017-June 2018)
 - Completed in June 2018; recommendations implemented
- Review of CSC Effectiveness
 - Started October 2018-Completed March 2019
 - Recommendations implemented June 2019
 - Second review start in October 2021
 - Currently Public comment period
- Periodic IANA Function Review (IFR) Oct. 2018- Closed in March 2021 (adoption recommendations by the ICANN Board)
 - 4 recommendations, administrative in nature
 - Provide clarity around Special IANA Naming Function review section 18.12: triggered by non-satisfactory conclusion of Remedial Action Procedure (slide 22)

Second Effectiveness Review

Major Findings to date

- The CSC is operating effectively
 - high level of effectiveness is due to the commitment, knowledge, and expertise of the people appointed to the CSC
 - Attendance need to be optimized: suggestion to look for alternates
 - Inform appointing organizations
- Potential issue: will the CSC be able to attract capable volunteers?
- No expansion of the limited role of the CSC
- CSC in close cooperation with PTI develop a framework for regular reviews of the IANA Naming Services SLAs

SLAs

- CSC monitors and reports on PTI compliance with the Naming Function Agreement specifically 'Service Level Agreement' (SLA) metrics
- Currently 64 individual metrics within 7 groups e.g. technical checks, staff processing time for gTLD creation, etc.
 - SLAs are directly related to IANA Naming Function Contract between ICANN and PTI
 - The SLAs are listed in the PTI website's SLA Table.

Monitoring – SLA

- PTI publishes a [monthly report](#) with measurements based on summarized performance percentages.
- The report is made available prior to the CSC’s monthly call so that the CSC can discuss the naming services performance with PTI

Root Zone File	cTLD Creation/Transfer	100%	✓ 100%	p33
Root Zone File	Other Changes	100%	✓ 100%	p34
Root Zone Database	Routine (Technical)	100%	✓ 100%	p34
Root Zone Database	Routine (Non-Technical)	100%	✓ 100%	p34
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100%	p34
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100%	p35
Root Zone Database	Other Changes	100%	✓ 100%	p35
Enquiry Processing				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 1s	p35
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 2.15d	p36
Label Generation Rulesets				
Review Time	Review Time	N/A	2.11h	p37
Implementation Time	Implementation Time	N/A	3.9d	p38
Requester Clarification	Requester Clarification	N/A	1	p39
Time per Actor	IANA	N/A	4.08d	p40
Time per Actor	Requester	N/A	0.73d	p40
Time per Actor	Authorizer	N/A	0.03d	p40
Time per Actor	Regulatory	N/A	0.11d	p41
Request Volumes	Request Volumes	N/A	8	p41
Percentage of SLA thresholds met of those defined			100.0%	Summary Performance Percentage

CSC Findings 2016-2022

PTI Performance 2016-2022							
Month	2016	2017	2018	2019	2020	2021	2022
Jan		97.3%	100%	98.4%	98.5%	100%	100%
Feb		97.6%	96.9%	100%	100%	100%	100%
Mar		99.5 %	95.3%	98.4%	100%	100%	100%
Apr		98.6%	95.3%	100%	100%	100%	100%
May		98.6%	100%	100%	100%	98.4%	98.4%
Jun		100%	98.4%	100%	100%	100%	98.4%
Jul		100%	98.4%	100%	100%	100%	100%
Aug		100%	98.4%	98.4%	100%	100%	100%
Sep		100%	100%	100%	100%	100%	
Oct	95.6%	96.9%	100%	98.4%	100%	100%	
Nov	99 %	96.9%	98.4%	100%	100%	100%	
Dec	99.4%	100%	100%	100%	98.4%	100%	

For majority of “metrics missed” 2016-2020 thresholds for technical checks were re-defined whilst ensuring the direct customers were not affected

SLA Changes

- In 2018 CSC and PTI approved:
 - a "Process for amending the IANA Naming Function Service Level agreements" and
 - a "Procedure for Modifying the process for amending the IANA Naming Function Service Level agreements"
- Processes became effective with amendment of IANA Naming Function Contract (March 2019)
- Changes to date:
 - 3 Technical Checks: COMPLETED and OPERATIONAL
 - New SLAs, for IDN / LGR tables: COMPLETED and OPERATIONAL
 - ccTLD creation/transfer: COMPLETED and OPERATIONAL

SLA Review

- Regular review of the IANA Naming Function SLAs would be appropriate
 - Ensure SLAs remain current and relevant
 - Currently no one is responsible for initiating and managing a SLA review process
 - Gap between the performance of PTI that is measured through SLAs and the results of the Customer survey
 - Process needs to be defined
- Should CSC undertake regular reviews of SLAs?

Questions?

Your input as direct customer IANA Naming Function is needed

- Public comment forum:

<https://www.icann.org/en/public-comment/proceeding/initial-report-on-the-second-csc-effectiveness-review-14-09-2022>

- Public comment open until 8 November