

CSC Overview October 2021



1. Introducing the CSC
2. SLAs & Monitoring
3. Complaints & Performance Issue Remediation
4. On-Line Resources

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- Customer Standing Committee in the ICANN Bylaws (section 17):
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 mission statement in the Bylaw (section 17.1) and charter for the CSC:

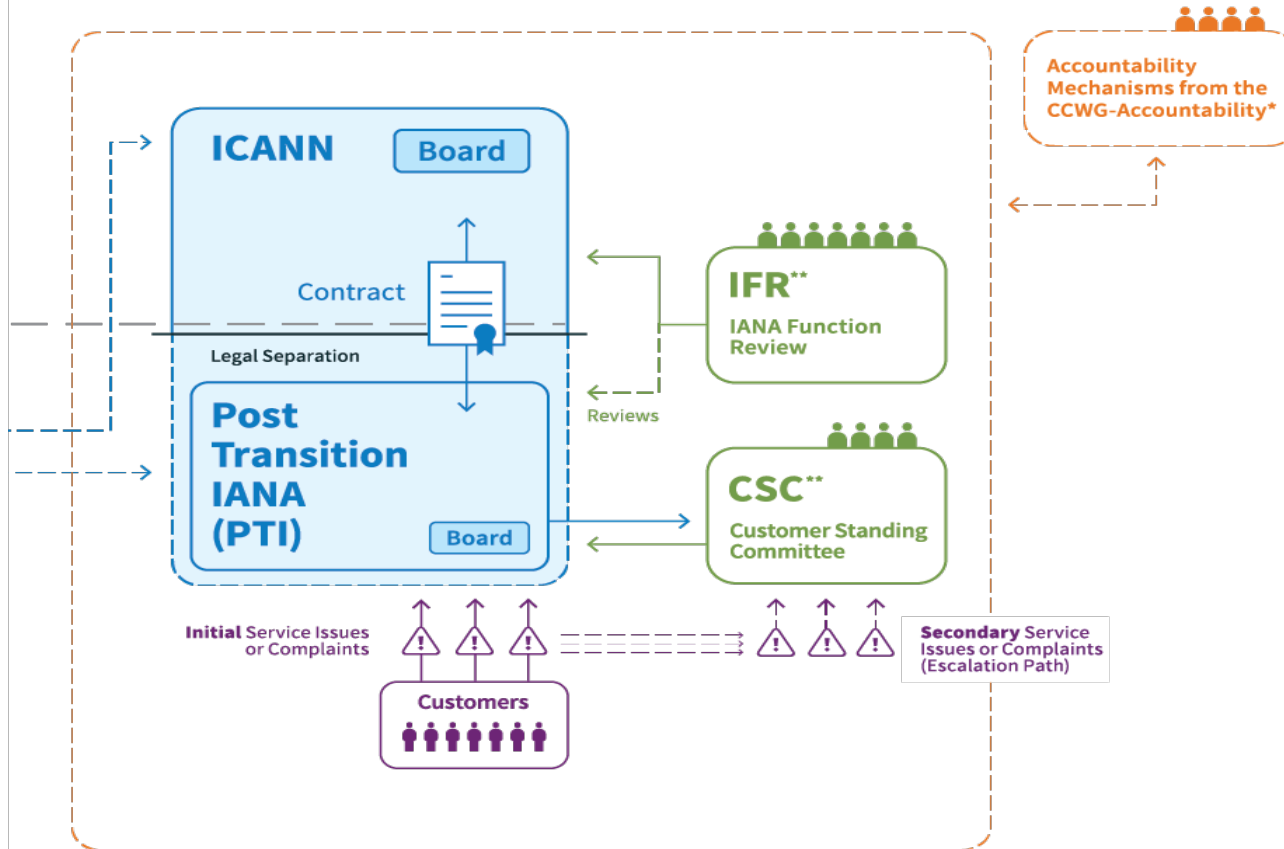
The mission of the CSC is to ensure continued satisfactory performance of the IANA naming function for the direct customers of the naming services.

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.

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

2 gTLD members, appointed by RySG

- Gaurav Vedi & Dmitry Burkov

2 ccTLD members, appointed by ccNSO

- Brett Carr, Vice-Chair and Frederico Neves

4 Liaisons, appointed by their organizations:

- Holly Raiche (ALAC), Milton Mueller (GNSO - Non-Registry), Laxmi Prasad Yadav (GAC), Lars-Johan Liman, Chair (RSSAC)

1 Liaison PTI, Amy Creamer (PTI)

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- 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 – Monthly Reporting

- 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	ccTLD 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

Monitoring – CSC Monthly Reporting

- The CSC produces a monthly report based on the following rankings:
 - Excellent – PTI’s performance over [month] was 100 %. PTI met all [x, currently 64] met all of the currently defined thresholds.
 - Satisfactory - PTI’s performance over [month] was [y] %. PTI met [z] of the [x, currently 64] thresholds. Missed thresholds were satisfactorily explained and the CSC has determined that these exceptions were no cause for concern. No persistent problems were identified and no further action is needed.
 - Needs Improvement - Performance needs improvement due to a) severe degradation in meeting the thresholds from previous months, b) a trend in complaints that indicate a persistent issue to be resolved, and c) a negative trend in compliance to the thresholds over several months.
- The CSC Findings % summarizes PTI performance as the percentage – the rating - of the thresholds that were met, for example 98.4%, implies 63 of 64 thresholds were met.
- If a SLA was not met, explanation is expected and needs to be understood by CSC

CSC Findings 2016-2021

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

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

- 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

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- [The CSC's Charter](#) prevents it from becoming involved in individual complaints, though it reviews complaints that have been escalated to management to see if there are any trends.
- The CSC's role is limited to:
 - monitoring PTI's overall complaint management system
 - identifying 'systemic or persistent' issues
- The '[remedial action procedures](#)' (RAP) will be invoked if the CSC determines that a performance issue exists

- The CSC's webpage has an explanation and link to the existing IANA complaint process:
 - PTI has a complaint process, which includes the customer's ability to escalate if the issue is not resolved to their satisfaction
 - All complaint escalations are brought to the CSC 's attention.

- If the CSC determines that a 'systemic problem' exists, it will initiate the Remedial Action Procedure:
 - PTI is obliged to prepare and follow a '[Remedial Action Plan](#)'
 - Failure to follow the plan can result in a three level escalation procedure being invoked:
 - PTI board, then
 - ICANN CEO, then
 - ICANN Board
 - If RAP fails to provide remedy CSC hands over to ccNSO and GNSO (Councils)
- The RAPs were approved in March 2018 while small changes were approved in January 2019
- To date **NO** Remedial Action Procedure has been initiated

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- [IANA Naming Function Contract](#)
- [Bylaws](#) creating and regulating the CSC
- [The CSC's home page](#)
- [CSC's Charter](#)
- The CSC's published [guidelines](#)
- [CSC Candidate Qualifications](#)
- [IANA naming function SLAs](#) that the CSC monitors monthly
- CSC Attendance record <
<https://community.icann.org/display/CSC/Attendance>>