

Approval of the template for conducting the Second Customer Standing Committee (CSC) Effectiveness Review and appointment of GNSO representatives to the Review Team

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Whereas,

1. The Customer Standing Committee (CSC) was established as one of the post IANA Transition entities and conducted its first meeting on 6 October 2016.
2. The ICANN Bylaws, Section 17.3 (b) states, "The effectiveness of the CSC shall be reviewed two years after the first meeting of the CSC; and then every three years thereafter. The method of review will be determined by the ccNSO and GNSO and the findings of the review will be published on the Website."
3. On 27 June 2018, in the process of adopting the amended CSC Charter as required by the ICANN Bylaws, Section 17.3 (c), the Council **resolved** that it, "... notes the recommendation in the Final Report that the ccNSO and GNSO Councils conduct an analysis of the requirements of the IANA Naming Function Review and the CSC Effectiveness Review with a view to creating synergies and avoiding overlap, and has appointed two Councilors to conduct the recommended analysis in cooperation with two representatives from the ccNSO."
4. Donna Austin and Philippe Fouquart, as the two appointed GNSO Councilors, and Debbie Monahan and Martin Boyle from the ccNSO, concluded that the most practical and efficient path forward was for the ccNSO and GNSO to each appoint two members to conduct the CSC Effectiveness Review that will consider the effectiveness of the CSC in performing its responsibilities as outlined in the CSC Charter.
5. On 27 September 2018, the GNSO Council approved the process for the first Customer Standing Committee (CSC) Effectiveness Review and appointed Donna Austin and Philippe Fouquart to serve as the GNSO representatives on that team.
6. That review team delivered its Final Report on 5 March 2019, where the team concluded that the CSC is operating effectively against 14 requirements from the CSC's Charter; the GNSO Council approved the Final Report on 13 March 2019.
7. As per the Bylaws, Section 17.3 (b), the ccNSO and GNSO Councils will need to determine the method for conducting the second CSC Effectiveness Review before 1 October 2021.
8. The template to conduct the second CSC Effectiveness Review was conditionally approved by the ccNSO Council and was shared with the GNSO Council on 9 August 2021.
9. The template has been reviewed and non-substantive changes recommended for the purposes of clarity and to make the timeline more achievable.
10. On 9 August 2021, Donna Austin and Jonathan Robinson were put forward to the GNSO Council as the GNSO appointees to serve on the second CSC Effectiveness Review.

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Resolved,

1. The GNSO Council approves the amended template for conducting the second CSC Effectiveness Review as suggested.
2. The GNSO Council appoints Donna Austin and Jonathan Robinson as the GNSO Council representatives of the second CSC Effectiveness Review.
3. The GNSO Council requests that the GNSO Secretariat notify ICANN Org no later than 30 September 2021 that the GNSO has approved of the method of review and GNSO representatives for the second CSC Effectiveness Review.

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