

# ccNSO Council Statement: Initial Report on CSC Effectiveness

Date: 25 February 2019

The ccNSO Council welcomes the opportunity to comment on the Initial Report of the Customer Standing Committee Effectiveness Review Team<sup>1</sup>.

## **1. General Comment**

The ccTLD community is one of the key customer groups of the IANA Naming Function and as such relies on the Customer Standing Committee to monitor and assess the performance of PTI as the IANA Function Operator against the Service Level Agreements (SLAs). The ccNSO Council is therefore very pleased to note that the CSC Effectiveness Review re-confirms and has validated that the CSC is performing its mission effectively.

The ccNSO Council also commends the Review Team with the method it developed to conduct the review. The Council believes that this approach proves that a solid, verifiable review can be undertaken efficiently and in a relatively short time-frame.

## **2. Comment on Recommendation 3: The CSC develop an overview of the skills and expertise required**

The ccNSO Council shares the concern of the Review Team about the importance of ensuring high quality CSC membership. The effectiveness of the CSC could be at stake if appointing organisations are not able to select suitable candidates. The ccNSO Council supports the recommendation that the CSC develops a checklist of the skills and expertise required for its membership. The current members and liaisons should be checked against the desired skill set. The checklist will guide any future selection processes, including the candidates proposed by the ccNSO.

## **3. Comment on Recommendation 2: Membership attendance**

The Review Team has observed that not all appointed liaisons meet the attendance requirements of a minimum of nine meetings in a one year period, and must not be absent for more than two consecutive meetings. The Council supports the proposal that the chair of the CSC should inform the appointing organisation about the (lack of) attendance of the member or liaison. In addition, the Council suggests that, as a standard practice, the Chair of the CSC should inform all appointing organisations annually on the attendance, preferably in May, right before the start of the annual membership selection process.

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<sup>1</sup> <https://www.icann.org/public-comments/csc-effectiveness-initial-2019-01-16-en>