

# CSC Effectiveness Review

CSC Effectiveness Review Team

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ICANN64

# Need for Review of Effectiveness Review

*“Effectiveness of the CSC shall be reviewed two years after the first meeting of the CSC; and then every three years thereafter” (Bylaws)*

- The method of review is determined by the ccNSO and GNSO
- CSC established as one of the post IANA Stewardship Transition entities
  - conducted its first meeting on 6 October 2016
- CSC charter revised in June 2018
  - Concurrence with the soon-to-be IANA Naming Function Review

# Method of Effectiveness Review

- Avoid potential overlap between CSC Effectiveness review and IANA Naming Function Review (IFR)
  - Scope IFR review the performance of PTI in performing the IANA Naming Function, which includes among others oversight role of CSC
- Review is to quick and fact-based that allows short duration
  - Building on results of CSC Charter Review
- The method of Effectiveness review to be determined by the ccNSO and GNSO:
  - ccNSO and GNSO Councils adopted Template for review September 2018.
  - Two members each to conduct CSC Effectiveness Review
  - Liaisons from CSC, Expert observers PTI and ICANN Org
- Findings of the Review to be adopted by both the GNSO and ccNSO Councils input to the IFR
  - Aligns with Board resolution on IFR

# Scope of Review: limited

- Consider the Effectiveness of the CSC in carrying out its mission as defined in its charter.
  - The recent CSC Charter Review concluded that the CSC is both working well and is non-controversial
- Method of assessing effectiveness
  - Review Team developed and will use relevant performance indicators and related measures of effectiveness in carrying its tasks as listed in charter.
  - Draw on the recently concluded CSC Charter Review
  - Awareness of work of CSC by Registries and broader communities

# Measures

Metric	Assessment (see Report)	Outcome
CSC monitors the performance of the IANA Naming Function against SLAS		Achieved
CSC analyses monthly reports provided by PTI and publishes their findings on monthly basis		Achieved
CSC follows up IF any performance issues identified		Achieved
Where appropriate, the CSC to request a review or change of SLA		Achieved

# Measures (contd.)

Metric	Assessment (See Report)	Outcome
Where appropriate the CSC undertakes remedial action to address poor performance in accordance with the Remedial Action Procedures		Not Applicable
When remedial action by CSC has not resolved the poor performance, CSC is authorised to escalate issues to the ccNSO and GNSO for consideration		Not Applicable
CSC has an effective procedure to track complaints		Partially Achieved

# Measures (contd.)

Metric	Assessment (see Report)	Outcome
CSC will consult annually with PTI & ICANN, primary customers, the ICANN community about the performance of PTI		Achieved
CSC, in consultation with the registries, may discuss with PTI & ICANN ways to enhance the provision of IANA's operational services		Achieved
Where ICANN and PTI have been responsible for implementing changes, CSC confident of appropriately		Achieved
CSC is providing a liaison to IFRT		Achieved

# Measures (contd.)

Metric	Assessment (see Report)	Outcome
CSC is providing a liaison to: the SFRT		Not Applicable
Meeting Attendance of CSC Members		Achieved
Meeting Attendance of CSC Members		Not Achieved



major finding

**CSC is operating effective**

concern

How to ensure cohesion of the CSC and quality of membership in future?

# Recommendations

- To ensure cohesion of the CSC and quality of membership:
  - CSC to develop induction programme for new members & liaisons
  - CSC to develop mapping of skills & experience and
  - Appointing organisations should take mapping into account in their selection
- CSC to provide attendance records regularly (at least in May every year) to appointing organisations
- CSC to document how it deals with complaint individual PTI customer
  - CSC role is very limited: it does not get involved in the individual complaint and this should be clearly stated.

# Review Process

- Adoption and establishing CSC Effectiveness Review (September 2018)
- Interviews with the CSC and the PTI to determine whether the CSC is fit for purpose and effective
- Public session at ICANN 63
- Public consultation Initial Report (16 January 2019-25 February 2019)
- Submission Final Report to ccNSO & GNSO Councils (1 March 2019)
  - If Report adopted, to be recommended to the IANA Naming Function Review Team for their consideration