

CSC Effectiveness Review

CSC Effectiveness Review Team

October 2018

ICANN63

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 review that allows short completion time
 - 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, 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	Outcome
CSC monitors the performance of the IANA Naming Function against agreed service level targets on a regular basis		
CSC analyses monthly reports provided by PTI and publishes their findings on monthly basis		
CSC follows up where required on any performance issues identified and agrees a plan for resolution with PTI & ICANN		
Where appropriate, the CSC requests a review or change of a service level		

Measures (contd.)

Metric	Assessment	Outcome
Where appropriate the CSC undertakes remedial action to address poor performance in accordance with the Remedial Action Procedures		
When appropriate remedial action by CSC has not resolved the poor performance, CSC is authorised to escalate the performance issues to the ccNSO and GNSO for consideration		
CSC has an effective complaints handling procedure		

Measures (contd.)

Metric	Assessment	Outcome
CSC as needs demand, consult with the PTI & ICANN, the primary customers the ICANN community about the performance of the PTI		
CSC, in consultation with the registry operators, may discuss with PTI & ICANN ways to enhance the provision of IANA's operational services		
If PTI has been responsible for implementing recommended changes, CSC is confident it is done appropriately		
CSC is providing a liaison to: the IFRT & SCCWG		

Review Process

- Interviews with the CSC and the PTI to determine whether the CSC is fit for purpose and effective
- Public session at ICANN 63
- Produce a Report on the outcome of the review to be submitted to ccNSO and GNSO Councils
- If adopted Report to be recommended to the IANA Naming Function Review Team for their consideration

Timeline

- Adoption and establishing CSC Effectiveness Review (September 2018)
 - Completed
- Preparatory Interviews CSC and PTI (September-October 2018)
 - Ongoing
- Consultation and review (October 2018)
 - Public consultation
 - Consultation
- Draft Report on Findings (November – December 2018)
- Finalization & Closure (January 2018)