

CSC Effectiveness Review

Metric	Assessment	Outcome
<p>1. CSC monitors the performance of the IANA naming function against agreed service level targets on a regular basis</p> <p>2. CSC analyses monthly reports provided by PTI and publishes their findings</p>	<p>The CSC conducts monthly meetings to assess the performance of the IANA naming function against agreed services levels. These meetings provide an opportunity for the CSC to discuss the monthly reports provided to them by IANA and gain an understanding of reasons why agreed service level targets may not have been met and whether any action is required to address any identified problems.</p> <p>Written reports are distributed widely within the community, including the ccNSO and GNSO, and are also made available on the CSC wiki https://www.icann.org/en/csc/reports</p> <p>The CSC has developed and published a CSC Practices document that details the manner that they consider issues and conduct meetings etc. https://www.icann.org/en/system/files/files/guideline-csc-practices-24mar17-en.pdf</p>	<p>Achieved</p>
<p>3. CSC follows up where required on any performance issues identified and agrees on a plan for resolution with PTI and ICANN</p>	<p>The CSC discusses anomalies in the monthly reports with PTI and reported with explanation: no further action deemed necessary</p> <p>All meetings are recorded along with notes, and both are published on the CSC wiki:</p>	<p>Achieved</p>
<p>4. Where appropriate, the CSC requests a review or change of a service level.</p>	<p>The CSC has initiated a review of the process to instigate minor amendments to SLAs based on assessments of monthly reports, as well as recommendations to create SLAs where applicable.</p>	<p>Achieved</p>
<p>5. Where appropriate the CSC undertakes remedial action to address poor performance in accordance with the Remedial Action Procedures</p>	<p>No incidents have required follow up. The CSC reviewed and revised the Remedial Action Procedures as required in the initial CSC Charter, and the RAP now forms part of the amended Charter that was approved by the ccNSO and GNSO Councils on 27 June 2018 https://www.icann.org/en/system/files/files/csc-charter-amended-27jun18-en.pdf</p> <p><u>Remedial Action Procedures</u> https://www.icann.org/en/system/files/files/csc-remedial-action-procedures-03mar18-en.pdf</p>	<p>N/A</p>

Metric	Assessment	Outcome
6. When appropriate remedial action by the CSC has not resolved the poor performance, CSC is authorised to escalate the performance issues to the ccNSO and GNSO for consideration	To date the CSC has not needed to escalate performance issues to the ccNSO and GNSO. However, the Review Team does note that the CSC has developed a good working relationship with PTI and believes that this relationship will be important in the event remedial action of this nature is considered necessary in the future.	N/A
7. CSC has an effective complaints handling procedure to ensure they: <ul style="list-style-type: none"> • are authorised to handle a particular complaint • analyse and review complaints to identify any patterns of poor performance • appropriately identify any remedial action required • escalate any issues where remedial action has been exhausted but the issues remain to the PTI Board, the ICANN CEO, the ICANN Board, and the ccNSO and GNSO Councils 	<p>In accordance with the CSC Charter, the “... CSC may receive complaints from individual registry operators regarding the performance of the IANA Naming Function; however, the CSC will not become involved in a direct dispute between any registry operator and the IANA Functions Operator. The CSC will review individual complaints with a view to identifying whether there are any patterns of poor performance by the IANA Functions Operator in responding to complaints of a similar nature...”</p> <p>While the CSC has developed the RAP, it does not appear that a process/procedure for handling complaints from individual registries has been developed.</p>	Needs to be checked.
8. CSC will at least annually, or as needs demand, conduct a consultation with PTI and ICANN, the primary customers of the naming services and the ICANN community about the performance of PTI	The CSC provides input to the survey conducted by PTI of their direct customers, namely ccTLD and gTLD registry operators. The CSC also discusses the results of the survey with PTI.	Achieved
9. CSC, in consultation with the registry operators, is authorised to discuss with ICANN and PTI ways to enhance the provision of IANA’s operational services	Regular discussions with the ccNSO and the RySG have not revealed any need for enhancement of operational services.	N/A
10. Where ICANN and PTI have been responsible for implementing recommended changes, CSC is confident that has been completed appropriately	N/A	N/A
11. CSC is providing a liaison to: <ul style="list-style-type: none"> • the IANA Functions Review Team • any Separation Cross Community Working Group 	N/A	N/A