

Staff Report of Public Comment Proceeding

Proposed IANA SLAs for ccTLD Creation and Transfer																			
Publication Date:	11 December 2019																		
Prepared By:	Amy Creamer																		
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Staff Contact:	Amy Creamer	Email	amy.creamer@icann.org																
Section I: General Overview and Next Steps																			
<p>As required by the IANA Naming Function Process for Amending the IANA Naming SLAs, the purpose of this public comment proceeding is to obtain community input on a proposed change to one Service Level Agreement (SLA) and three proposed new SLAs which would define expectations of request processing timeliness for country-code top-level domain (ccTLD) creation and ccTLD transfers. If adopted, the changed SLA and new requirements will be added to the performance metrics as defined in the Service Level Agreements for the IANA Naming Functions Contract. The ccTLD delegation and transfer process is designed to assign or re-assign a ccTLD to a manager, taking into account a number of technical and public interest criteria. There is currently a single measurement of staff processing time for ccTLD delegation and transfer requests, representing the cumulative time the request is being processed by the IANA team for the life of a request. However, the processing time for this type of request varies greatly from several weeks to several months. The Customer Standing Committee (CSC) and Public Technical Identifiers (PTI) determined that perhaps identifying new SLAs that measure these transactions in a totally different manner is necessary.</p> <p>Following this public comment, the CSC will share the final SLA plans with the ccNSO Council and GNSO Council, after which, if approved, ICANN org and PTI will initiate the required activities to roll-out these SLA changes.</p>																			
Section II: Contributors																			
<p><i>At the time this report was prepared, a total of one (1) community submission had been posted to the forum. The contributors, both individuals and organizations/groups, are listed below in chronological order by posting date with initials noted. To the extent that quotations are used in the foregoing narrative (Section III), such citations will reference the contributor's initials.</i></p> <p><u>Organizations and Groups:</u></p>																			
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Section III: Summary of Comments

The Country Code Names Supporting Organization (ccNSO) supported the recommendations of the CSC and PTI for the proposed change to one SLA and three proposed new SLAs which would define the expectations of request processing timeliness for ccTLD creation and ccTLD transfers.

Section IV: Analysis of Comments

General Disclaimer: This section intends to provide an analysis and evaluation of the comments submitted along with explanations regarding the basis for any recommendations provided within the analysis.

One comment was submitted on the proposed change to one service level agreements (SLAs), along with creation of three new SLAs, which would define expectations of request processing timeliness for ccTLD creation and ccTLD transfers. The comment was from the ccNSO, which supported the new SLAs.