

Submission on IANA 2030 Strategy: Draft PTI Strategic Plan covering 2025 to 2030.

Date: 29 January 2025

The Customer Standing Committee (CSC) welcomes this opportunity to comment on the IANA 2030 Strategy: Draft PTI Strategic Plan covering 2025 to 2030.

The CSC has reviewed the Draft PTI Strategic Plan keeping in mind the mission of the CSC, which - according to its 2018 [Charter](#)- is to ensure continued satisfactory performance of the IANA function for the direct customers of the naming services. Further, the views expressed in this comment do not represent and should not be interpreted as comments from any of the organizations appointing members or liaisons to the CSC.

General Observation

In the view of the CSC the bulk of the discussion under the headings of "innovation" and "operational excellence" represents a baseline for what we expect PTI business as usual to look like. Both headings use exciting language to describe PTI's fundamental and modest ambition: to maintain capability and capacity so that it can continue to deliver a high level of service for its existing functions. However, with respect to "community engagement" the CSC believes that engagement that does not further those objectives should be discouraged. PTI should continue to prioritize its core functions rather than seeking to engage new stakeholders as if it were a policy entity.

Observations with respect to the three objectives

Each of the three objectives will be addressed below. In our view the order in which the objectives are presented in the 2025-203 Strategic Plan also reflects the priority of objectives.

Innovation

The CSC supports PTI's plan to evolve new technologies and methods that will increase satisfaction in customer surveys, reduce overall operational and administrative costs, and adopt technologies that have a positive impact on customer experience, system performance and security.

Operational Excellence

The CSC supports the Strategic Plan's goals of proactive management of the organization's systems, and the need to assess current processes and identify areas for automation and efficiency improvements. We agree that PTI needs to invest in ongoing cross-training and professional development. We support appropriate budget support needed to accomplish those goals.

Community Engagement

From a CSC perspective PTI's community engagement focus to date has primarily been on empowering the TLD manager community and ensuring the effective operation of IANA functions. Maintaining this focus is crucial. While community outreach is valuable, it should remain aligned with these two objectives.

Engagement that does not further those objectives should be discouraged. Stakeholders need to be broadly represented in policy development, but IANA is not a policy making organization. It is a coordinator and implementor of policies determined by ICANN, RIR and IETF processes. It may make sense for ICANN, RIRs or IETF to seek to engage new constituencies or "nontraditional stakeholders" in their processes. If they are successful this would indirectly affect PTI by broadening representation in CSC, the IFR, the PTI board, etc. But PTI should continue to prioritize its core functions rather than seeking to engage new stakeholders as if it were a policy entity.

On behalf of the CSC,
Frederico Neves chair
Rick Wilhelm vice-chair