

# CSC Response to the CSC Effectiveness Review Team Initial Report

The CSC is responsible for monitoring Public Technical Identifier's (PTI) performance of the IANA naming function against the service level expectations in the IANA Naming Function Contract. It is authorized to undertake remedial actions to address poor performance of the IANA naming function.

Like all ICANN committees, the CSC undergoes regular and recurring reviews of how it functions inside the ICANN environment, as an instrument to ensure that the ICANN organisation works efficiently.

In 2021 a regular CSC Effectiveness Review was launched, and it has now produced its initial report and recommendations, which is available from this page:

<https://www.icann.org/en/public-comment/proceeding/initial-report-on-the-second-csc-effectiveness-review-14-09-2022>

The CSC would like to offer the following comments on the initial report.

To begin with we would like to thank the Review Team ("the Team") for doing this work, for producing a comprehensive and valuable report, and for making a number of quite useful and valuable recommendations. We also thank the Team for smooth and efficient cooperation.

We thankfully note that the overall assessment of the Team is that the CSC is working efficiently. The Team has identified a few areas where things can be made even better, and it has issued a set of recommendations. These are all well received and they align well with how the CSC views these issues.

The recommendations that entail activity from the CSC itself can be divided into two areas:

## 1. **Attendance and Representation**

The CSC is a very small committee and it struggles somewhat with meeting attendance. This is understandable given that the committee members are geographically dispersed across the world. This is a good thing, but has the unfortunate consequence that meeting times are always "inconvenient for someone". The CSC rotates its meeting times to equal out the inconvenience, but that's not a perfect solution. The CSC welcomes the Team's recommendation to appoint alternates for the committee

members and liaisons, and we believe that doing so will effectively mitigate this problem.

The Team also expresses some fear that it will be difficult to continue to attract committee members with the right profile in the future. The CSC recognizes this, and will continue its efforts in supporting the involved constituencies to attract and find appropriate candidates. The appointing of alternates could aid this issue potentially but of course attempting to appoint alternates could be difficult because of it.

## 2. **Periodic Review of the SLAs**

The Service Level Agreement metrics that the CSC uses as key performance indicators were negotiated and set when the Naming Function Contract was signed. The CSC has consulted with the PTI and other bodies regarding the need to periodically review these SLAs to ensure that they remain relevant and covering IANA's activities in the area, but there has been little guidance in existing process documents on how this would be initiated and conducted. The CSC welcomes the Team's recommendation that such periodic reviews be undertaken and initiated by the CSC in close cooperation with the PTI.

Finally we would like to endorse the initial report and we look forward to the final report which we hope will be augmented by any public comments received.

Thank you!

On behalf of the Customer Standing Committee

Brett Carr  
CSC Chair