

# CSC Update April 2017

## REPORT FROM JAMES GANNON (NON-REGISTRY LIAISON)

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Dear Councilors,

After our brief meeting in Copenhagen I am taking the opportunity to send you this brief along with the April CSC report that will be distributed via the SOAC alert mailing list on April 20<sup>th</sup> following the 10<sup>th</sup> meeting of the CSC on April 19<sup>th</sup>.

The CSC report is distributed via this channel by the CSC Secretariat to ensure that we reach the largest group of ICANN stakeholders, however if councilors would like to be informed of upcoming meetings or receive CSC reports directly, you may wish to subscribe to our announce list at <https://mm.icann.org/mailman/listinfo/csc-announce>.

The CSC has met monthly since its inception last year and is fulfilling its core mission of monitoring PTI performance via a monthly report we receive from PTI which outlines its performance against the SLEs (Service Level Expectations) that were defined in the course of the CWG and are now incorporated into the PTI-ICANN contract.

Currently PTI is operating consistently at 99.5% of the defined PTI SLEs, narratives are provided by PTI for all missed SLEs in each reporting month and the CSC discusses these with PTI representatives on our monthly calls. The primary narratives that we are tracking for missed SLEs relate to manual lodgment times and validation steps within the ccTLD creation and transfer processes.

If at any point in the future PTI presents a major deviation from the agreed SLEs I would request permission to brief councilors on the issues and the narratives presented to the CSC by PTI for the deviations. However, to date this situation has not arose and the CSC has built an excellent relationship with PTI and its staff and executive management.

To better reflect the historical trends and thus the operational reality the CSC is considering adjusting one of the SLEs related to "Technical Check – Retest and Supplemental" from the current 1-5 minutes to 5-8 minutes, however we have not yet initiated the formal adjustment process which would require a change in the naming function contract between ICANN and PTI.

PTI has received no escalations since the formation of the CSC.

Additionally, the CSC is maintaining a workplan of administrative items such as the review of its initial charter, review of the initial SLEs and being reported to on major work items within PTI such as the current updates being considered and undertaken to modernize the RZMS (Root Zone Maintenance System).

If councilors wish I am happy to attend any future council meetings to speak in more depth on these topics, and also I will be attending ICANN 59 in Johannesburg and would request time on the GNSO schedule to spend 15 minutes briefing you in person on the CSCs work to date.

I will also take this time to thank council for appointing me to the SSR2 review team representing the GNSO with my fellow appointees. We had a successful meeting in Copenhagen and are in the process of finalizing our terms of reference and work plan which I will ensure is communicated to council once finalized and sent to the board.

As always please feel free to reach out to me directly at [james@cyberinvaction.net](mailto:james@cyberinvaction.net) for any future questions or queries and I look forward to meeting you all in Jo'burg.

/s

James Gannon