

## Overview Metrics, Assessment and Outcome

- Metric – Brief description of objective
- Assessment - Summary of the Findings of the Review team with respect to specific Metric
- Outcome -The metric is:
  - Achieved
  - Not Achieved
  - Not Applicable (N/A)
- New Metric: Additional Metric to assess implementation of recommendations 1<sup>st</sup> Effectiveness Review.

	Metric	Assessment	Outcome
1.	CSC monitors the performance of the IANA naming function against agreed service level targets on a regular basis		
2.	CSC analyses monthly reports provided by PTI and publishes their findings		
3.	CSC follows up where required on any performance issues identified and agrees on a plan for resolution with PTI and ICANN		
4.	Where appropriate, the CSC requests a review or change of a service level agreement.		
5.	Where appropriate the CSC undertakes remedial action to address poor performance in accordance with the Remedial Action Procedures		
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		
7.	CSC has an effective process for tracking complaints that have been escalated to PTI		

	Metric	Assessment	Outcome
	Management (Escalations), and CSC Members can be directly informed of individual complaints by email.		
8.	CSC will at least annually conduct a consultation with PTI and ICANN, the primary customers of the naming services and the ICANN community about the performance of PTI		
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		
10.	Where ICANN and PTI have been responsible for implementing recommended changes to operational services or the Service Level Agreements, the CSC is confident that has been completed appropriately		
11.	CSC is providing a liaison to the IANA Functions Review Team		
12.	CSC is providing a liaison to a Separation Cross Community Working Group		
13.	Meeting attendance of CSC members		
14.	Meeting attendance of CSC liaisons excluding PTI Liaison		
15.	NEW METRIC Implementation 1 <sup>st</sup> Effectiveness Review Recommendations		
16.	NEW METRIC Has Issue identified 1 <sup>st</sup> Review been addressed?		