

Recommendations 1st Effectiveness Review

Recommendation 1: The CSC is to document and publish the procedure for how the CSC intends to deal with complaints they receive from individual PTI customers.

Current status

See Message on website: <https://www.icann.org/en/csc/complaints>

Link to IANA complaint process is also included on CSC website.

Recommendation 2: The CSC provides appointing organizations with attendance records on a regular basis, at least every year in the month May, and where minimum attendance requirements are not being met, the Chair of the CSC formally notifies the appointing organization.

Current Status

In order to meet the attendance record it is documented: Also noted that CSC now meets at rotational schedule (10.00 UTC, 18.00 UTC and 02.00 UTC). Members understand need to attend.

Overview per meeting available: <https://community.icann.org/display/CSC/Attendance>

Recommendation 3: The CSC develop an overview of the skills and expertise required on the CSC, and map the skills of current members and liaisons against the required skill set to inform the selection process of the appointing organizations.

Current Status

Skill overview has been produced. Appointing organizations use it in call for volunteers. Currently membership very stable.

See skill matrix: <https://www.icann.org/en/system/files/files/csc-skill-set-matrix-members-liaisons-04jun19-en.pdf>

Recommendation 4: The CSC develops an induction program that new members and liaisons are required to undertake.

Current Status

Introduction of new members and liaisons: Subscription to email list upon appointment. On-boarding session(s) with appointee, chair, vice-chair and staff.

See: <https://www.icann.org/en/system/files/files/csc-overview-members-liaisons-04jun19-en.pdf>

From the Final report: Conclusions and recommendations 1st RT

Based on its assessment, the RT has concluded that the CSC is operating effectively. Of the 14 metrics identified: 9 were achieved, 3 considered not applicable, 1 partially achieved and 1 not achieved.

The RT found that the CSC partially achieved Metric 7 - having a documented process in place on how the CSC intends to deal with individual complaints. In order to address this, the RT recommends that the CSC documents and publishes the procedure for how the CSC intends to deal with complaints they receive from individual PTI customers.

The RT found that the CSC did not achieve Metric 14 - the meeting attendance requirement of liaisons. In order to address this, the RT recommends that the CSC informs the appointing organisations about attendance at meetings by their appointed members and liaisons on a regular basis. In circumstances where a member or liaison of the CSC is not meeting the minimum attendance requirement, the Chair of the CSC should formally notify the appointing organization. In addition the RT recommends that appointing organisations consider what they expect from their appointee, both in terms of being active on the CSC and reporting, and use the means provided in the charter to ensure their expectations will be met.

The RT is of the view that the current high level of effectiveness of the CSC is primarily due to the commitment, knowledge and expertise of the people appointed to the inaugural CSC. Looking forward, the RT is concerned that the effectiveness of the CSC could be compromised if appointing organisations are not able to select suitable candidates in the future. To mitigate this potential risk, the RT recommends that the CSC develop an overview of the skills and expertise required on the CSC, and map the skills of current members and liaisons against the required skill set to inform future selection processes of the appointing organisations. The appointing organisations, in particular the ccNSO and RySG, are advised to carefully consider candidates against the full set of skills and expertise needed on the CSC to ensure the CSC remains successful and effective in the longer term.

The RT also recommends that the CSC develop an induction program for all new members and liaisons to ensure continuity and the continued effectiveness of the CSC.