

17 May 2023

**Letter to Chair of the PTI Board and President PTI**

cc: Second CSC Effectiveness Review Team

**Subject: Final Report CSC Effectiveness Review Team**

Dear James and Kim,

We like to inform you that on 20 April 2023 both the ccNSO and GNSO Councils have adopted the [Final Report](#) of the second Customer Standing Committee (CSC) Effectiveness Review Team (RT) and the recommendations contained in the report. With the adoption of the Final Report the second review of the CSC effectiveness review has been closed.

In accordance with Section 17 of the ICANN Bylaws and the CSC Charter, the effectiveness of the CSC is to be reviewed two years after its first meeting (October 2016), using a method determined by the ccNSO and GNSO and then every three years thereafter. In September 2021, the ccNSO and GNSO Councils adopted a Template for the Effectiveness Review and both appointed two representatives of their respective SOs to conduct the review.

We are very pleased to inform you that the main conclusion of the Review Team is that the CSC is operating effectively. This is consistent with the findings of the earlier CSC Charter Review (October 2017- June 2018), and the first CSC Effectiveness Review (September 2018 – March 2020) .

Further, and in line with the results of the earlier CSC Charter Review, and first Effectiveness Review, the RT also believes that much of the CSC's effectiveness is primarily related to the calibre of the CSC members and liaisons. It is evident that in large part this is a cohesive team that has worked well together to establish the necessary processes and procedures to conduct their work. In addition the RT noted that over time the CSC and PTI continue to have an excellent working relationship and on behalf of the Councils we want to commend you for this.

Consistent with the first CSC Effectiveness Review, the effectiveness of the CSC was assessed against fourteen (14) metrics. The reviewers concluded that eight (8) were achieved, three (3) were not applicable, and three (3) were not achieved. With respect to the implementation of the recommendations of the first review, the Team concluded three (3) of the four (4) recommendations were fully implemented, and one (1), was not. The Review Team believes that the metrics that were not achieved can be easily remedied and, accordingly, have recommended actions to be taken by the CSC to address the issues.

During its work and interviews the Review Team identified additional issues that may impact the effectiveness of the CSC in the longer term. Although these topics and issues were not included in the original metrics the Review Team recommended that they should be logged and solved at one point to ensure the CSC remains effective and relevant. Both the ccNSO and GNSO Councils support this recommendation and proposed manner in which to solve them. The additional issues and proposed solution are::

1. **Regular review of the Service Level Agreements of PTI** - A regular review of the SLAs (whatever regular means) would be appropriate to ensure that the SLAs remain current and relevant. The reviews of the SLAs is a topic for further consideration and consultation with the community. However, the Review Team noted that no one is currently responsible for initiating and managing a SLA review process. It is therefore recommended that the CSC in close cooperation with PTI develop a framework for regular reviews of the SLAs. The starting point for such a framework could be based on the [Process for Amending the IANA Naming Service Level Agreements](#). Such a framework will need to be supported by the direct customers to ensure that direct customers are informed and aware that such a general review of the SLAs may be undertaken.

As the ccNSO and GNSO Council support this recommendation, we request the PTI and the CSC to cooperatively start developing such a framework for regular reviews of the SLAs as suggested.

2. **Need to appoint Alternates for Members and/or Liaisons of the CSC** - The ccNSO and RySG are strongly encouraged to each appoint one (1) alternate in addition to members. The liaison appointing organisations are also advised to each appoint one (1) alternate. The alternates should have the same access to information as the appointed members and liaisons, including - but not limited to - subscription to the CSC email list.
3. **Adjust Frequency of CSC Effectiveness Reviews** - According to the CSC Charter and Section 17.3 (b) of the Bylaws, "The effectiveness of the CSC shall be reviewed two years after the first meeting of the CSC; and then every three years thereafter." In addition it is noted that the second IANA Function Review is scheduled to start by September 2023. This review overlaps with both part of the work of the CSC and with part of the CSC Effectiveness review.

The Councils support the suggestion to reduce the frequency to once every five years after the previous review was concluded, or at the request of the PTI Board, the CSC, the ccNSO or RySG if any of them deem an CSC effectiveness review is necessary. The Councils therefore have requested the ICANN Board of Directors to initiate the process of Bylaw change to adjust the frequency of the CSC Effectiveness review as proposed.

If you have any questions or want to raise any concerns, please do not hesitate to contact us.

Kind regards, on behalf of the ccNSO and GNSO Councils

Alejandra Reynoso  
Chair of the ccNSO Council

Sebastien Ducos  
Chair of the GNSO Council