

Re: [Ws2-staff_acct] Revised proposal - final recs - comments please

Sender: **PAMELA LITTLE** <pam.little@alibaba-inc.com>
To: Ws2-staff_acct <ws2-staff_acct-bounces@icann.org>
Time: 2018 February 14 (Wednesday) 08:07

Hi Jordan & colleagues

Thank you for the redraft. I support the latest version. But the last sentence in 3(a) seems convoluted or even contradictory to the language in 3.

"...and to define how service level targets and guidelines will be defined." - I would suggest this sentence be deleted or replace "defined" with "enforced". Without enforceability, targets and guidelines are mere aspirations.

Thank you all once again.

Kind regards,

Pam

Sender: Jordan Carter <jordan@internetnz.net.nz>
Sent at: 2018 Feb 14 (Wed) 04:54
To: Klaus Stoll <kdrstoll@gmail.com>
Cc: ws2-staff_acct <ws2-staff_acct@icann.org>
Subject: Re: [Ws2-staff_acct] Revised proposal - final recs - comments please

Thanks Cheryl, Klaus!

Pam, others?

Jordan

On Wed, 14 Feb 2018 at 3:14 AM, Klaus Stoll <kdrstoll@gmail.com> wrote:

Dear Jordan

Greeting. Keeping things short and sweet: I support the changes to Recommendation 3.

Yours

Klaus

On 2/12/2018 11:34 PM, Jordan Carter wrote:

Hi all

Thanks to Pam and to others for comments and discussion of the proposed updated recommendations

Thanks to Tim and to others for comments and discussion of the proposed updated recommendations.

I've had a call with ICANN staff and with Avri as the former rapporteur, and I've carefully considered the on list traffic.

I'm proposing a different approach that works service levels back in, closer to our original recommendations. You can find that in the re-revised Recommendation 3.

This approach may result in ICANN org or board pushback, but I think it responds to their key concern about scope of the work on service levels while providing a way to make that work, and inviting the organisation to commit to service level targets and guidelines that are meaningful for the community.

PDFs with track changes and clean are attached.

I would be grateful if you could share comments about this asap, as we will need to take it through the plenary for approval as a first reading on 21 Feb. That means in theory 14 Feb is our deadline to send the document around.

Could I ask for comments within the next 24hrs from send time for this message?

I paste the revised proposed language below too for your reference.

Thanks in advance,
Jordan

3. ICANN Organization should work with the community to develop and publish service level targets and guidelines (similar to the Service Level Agreement for the IANA Numbering Services) that clearly define the services provided by ICANN to community as well as the service level target for each service. In this context:

a) ICANN should work with the community to identify and prioritize the classes of services for which service level targets and guidelines will be implemented, and to define how service level targets and guidelines will be defined.

b) Develop clear and reasonable guidelines for expected behavior between ICANN organization and the community for those newly-identified activities.

c) Develop and publish the resulting service levels, targets and guidelines in a single area on icann.org. These targets and guidelines should also inform any regular information acquisition mechanism described in recommendation 2 of this report.

The structure and specific timing of this effort should be determined by ICANN organization

(but be substantially under way before the end of 2018). We suggest that representatives of ICANN's executive team, the ICANN Board, and SO/AC Leadership participate in this effort to ensure a constructive dialogue across all parts of the ICANN community. This work should be, and be seen as, a genuine chance for collaboration and improved relationships between the Board, organization and community.

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Jordan Carter

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Sent on the run, apologies for brevity