

30 May 2019

CSC Findings of IANA Naming Function Performance (April 2019 Report)

From: Byron Holland, Customer Standing Committee (CSC) Chair

FOR: All Community Leaders

INFORMATION SHARING

I am pleased to inform you that the CSC has concluded that Public Technical Identifier (PTI)'s overall performance over April 2019 was "Excellent" - PTI met the service level agreement at 100% for the month of April 2019. The related PTI report to the CSC, listing the individual service level metrics along with their actual and historical performance, can be found [here \[r20.rs6.net\]](https://r20.rs6.net).

I'm also very pleased to inform you that the CSC and PTI made considerable progress in updating the Service Level Agreements (SLAs) identified in our [Findings Report \[r20.rs6.net\]](https://r20.rs6.net). The CSC was informed that ICANN and PTI have completed the amendment of the IANA Naming Function Contract to allow for a differentiated approach to changes of the SLAs. The CSC has agreed with the PTI plan how to update two (2) Service Levels listed in the CSC Findings Report:

1. Update to "Technical Checks – Retest" to better align with operational realities. The change refers to the timing for tests (current SLA 1-5 minutes, the actual performance is between 5-8 minutes and the proposal is to change it to 10 minutes). It is understood that this change does NOT have an impact on the services to the direct customers, and therefore and in accordance with agreed procedures no public comment period is required.
2. The second change is the introduction of a new SLA for processing Label Generation Rules (LGRs) with respect to Internationalized Domain Name tables and publishing these tables. This is a new SLA to be introduced at the suggestion of the CSC. PTI will shortly start a public comment forum to seek feed-back and input on the proposed SLA.

More detailed information around both SLAs can be found at:

- [Technical Check Change \(PDF\) \[r20.rs6.net\]](#)
- [New SLAs for Publication of LGRs \[r20.rs6.net\]](#)

In addition, the CSC has adopted and agreed to the proposed implementation of the four (4) recommendations by the CSC Effectiveness Review Team.

- Documenting and make public the very limited role of the CSC with respect to individual complaints related to the IANA Naming Function Services.
- On-boarding of new members and liaisons
- Develop a skill/expertise matrix to assist appointing organizations in their selection process
- Inform the members and liaisons appointing organizations timely about the attendance record of their appointees.

The CSC response to the recommendations of the CSC Effectiveness Review is fully concluded (eight months after it started).

BACKGROUND

Generally, the CSC regular meeting is scheduled at or around the 15th every month, and the CSC. Findings report on the PTI performance is sent out shortly after that meeting. If you would like to be informed of upcoming meetings or receive CSC reports directly, you may want to subscribe to our [announce list \[r20.rs6.net\]](mailto:announce-list@r20.rs6.net). Any comments on our reporting to you is welcome.

The CSC became effective October 1, 2016. Background information on the committee along with transcripts of our meetings and other useful information can be found [here \[r20.rs6.net\]](https://www.r20.rs6.net).