

18 June 2019

CSC Findings on PTI Performance (June 2019 Report)

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

FOR: All Community Leaders

INFORMATION SHARING

Dear Community Members,

As chair of the Customer Standing Committee I am providing you with our May 2019 monthly findings on the performance of Public Technical Identifiers (PTI). I am pleased to inform you the CSC has concluded that PTI's overall performance over May 2019 was "Excellent" - PTI met the service level agreement at 100% for the month of May 2019. The related PTI report to the CSC, listing the individual service level metrics along with their actual and historical performance, can be found at:

<https://www.iana.org/performance/csc-reports>.

I'm also very pleased to inform you that the CSC was informed that two (2) of Service Levels listed in the CSC Findings report are now in the process of being updated:

1. Update to "Technical Checks – Retest" to better align with operational realities is expected to become effective on 1 July 2019. 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.

2. The second change - the introduction of a new Service Level Agreement for processing Label Generation Rules with respect to IDN tables and publishing these tables is now under public comment until 26 July 2019 (see: <https://www.icann.org/public-comments/proposed-ianasla-lgr-idn-tables-2019-06-10-en>).

This is a new SLA to be introduced at the suggestion of the CSC. Further, the CSC was informed that the organizations who will need to (re-)appoint members and liaisons on the CSC, because of the end of term of their appointee, have been requested by ICANN Org to appoint their member or liaison according to their own rules and procedures.

Generally, the CSC regular meeting is scheduled on 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 at <https://mm.icann.org/mailman/listinfo/csc-announce>. 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 at <https://www.icann.org/csc>.

Kind regards,
Byron Holland
Chair CSC