21 May 2021

RE: Request for Appointment of Members and Liaisons to the Customer Standing Committee

To:
Alejandra Reynoso, Chair, ccNSO Council

Samantha Demetriou, Chair, GNSO Registry Stakeholder Group

Kevin Blumberg, Chair, ASO Address Council

Manal Ismail, Chair, Governmental Advisory Committee

Fred Baker, Chair, Root Server System Advisory Committee

Rod Rasmussen, Chair, Security and Stability Advisory Committee

CC:
Ms. Maureen Hilyard, Chair, At-Large Advisory Committee

Philippe Fouquart, Chair, GNSO Council

Dear Chairs:

As of 30 September 2021, the following members and liaisons of the Customer Standing Committee (CSC) will complete their term:

Alejandra Reynoso, member
Appointing Organization: ccNSO
Term: 2019 – 2021

Dmitry Burkov, member
Appointing Organization: RySG
Term: 2019 - 2021

Holly Raiche, liaison
Appointing Organization: ALAC
Term: 2019 - 2021

Milton Mueller, liaison
Appointing Organization: GNSO (Non-Registry)
Term: 2019 – 2021

In addition, both the Address Supporting Organization (ASO) and Security Stability Advisory Committee (SSAC) are each eligible to appoint a liaison. These liaison seats are currently empty as these groups have declined to appoint a representative in the past.

We kindly ask that you initiate your respective organization's processes to appoint members and liaisons to these seats. While members are required, liaison appointments are optional (albeit strongly encouraged). To ensure that the appointment process is completed in time for the start of the next CSC term, we kindly ask that you notify us of your appointments by Friday, 30 July 2021, 23:59 UTC at csc-eoi@icann.org. If your organization does not wish to appoint a liaison to the CSC, please inform us of this decision by the same deadline date. For your reference and visibility, we are attaching key dates for each step in the overall appointment process.

If your organization will make an appointment, please consult the CSC Candidate Qualification Requirements, and the Expression of Interest form. Please review the Expression of Interest form to customize the four sections in red where you will list your organization's name; whether you are electing a member or a liaison; and the due date for submissions. Also, the Expression of Interest form now has a new required privacy statement and link which must be completed by all candidates.

Participation in the CSC is voluntary. The CSC is expected to perform the majority of its work telephonically and via email.

If you have questions or need additional information please do not hesitate to contact me at csc-eoi@icann.org.

Regards,

Amy Creamer
Project Manager
ICANN

Attachment 1: Key Dates for October 2021 elections

Attachment 2: The CSC Candidates Qualification Requirements

Attachment 3: CSC Expression of Interest template

cc: David Conrad, SVP and Chief Technology Officer
cc: Kim Davies, Vice President, IANA Services & President, Public Technical Identifiers (PTI)
cc: David Olive, SVP, Policy Development Support
cc: Bart Boswinkel, Vice President, Policy Development and ccNSO Relations
cc: Steve Chan, Policy Director , GNSO Support

cc: Robert Hoggarth, Vice President, Policy Development and GAC Relations
cc: Carlos Reyes, Strategic Policy Planning Director - RSSAC & ASO Support
cc: Heidi Ullrich, Vice President, Policy Development and At-Large Relations
cc: Steve Sheng, Senior Director, Policy Development Support & Team Lead
cc: Chantelle Doerksen, SO/AC Collaboration Services Sr Coordinator
cc: Maryam Bakoshi, SO/AC Collaboration Services Sr Coordinator

Key Activities and Dates for 2021 CSC Election Process

ACTIVITY	KEY DATES
ICANN sends out a *Request for Appointment of Members and Liaisons to the Customer Standing Committee* to the applicable SO/AC Chairs, with the key date that new appointees need to be seated by 01 October 2021.	
SO/AC selects Member and/or Liaison in accordance with their own internal processes • The ccNSO and RySG consult prior to finalizing selections of members	
Applicable SO/ACs notify ICANN of member or liaison appointments	
ICANN submits new CSC slate to the ccNSO and GNSO for approval	
ccNSO and GNSO notify ICANN of approved slate	
ICANN notifies CSC of new members and liaisons	
New members and liaisons terms begin	

Skill-set Matrix Members and Liaisons Customer Standing Committee

Introduction

In its report the Customer Standing Effectiveness Review Team expressed its 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.*

In addition the CSC RT noted that *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.*

Required Skills and Experience
To date the selection of the CSC membership by the appointing organisations has been based and taken into account the requirements as documented in the Application Requirements CSC (see Annex A). These requirements reflect those listed in the Charter of CSC and the CCWG-Stewardship Proposal (See Annex B). Article 17 of the ICANN Bylaws does not provide any guidance in this matter.

Using criteria of the Application Requirements CSC, the following mix of skills and criteria can be distilled:
1. Direct experience and knowledge of the IANA naming function
2. Analytical skills, ability to interpret quantitative and qualitative evidence, and capacity to draw conclusions purely based on evidence
3. Experience in managing and/or participating in committees (e.g. meeting coordination, reporting and escalation) in order to contribute meaningfully to CSC processes
4. Demonstrated ability in relationship management to support diplomatic discussion, consensus driven decision making and productive negotiation
5. Excellent communication skills in order to represent interests direct customers (ccTLDs and gTLD operators) and to keep the ccNSO, broader ccTLD community and RySG informed on progress and issues, if any.
6. Able to work and communicate in written and spoken English

Based on the feed-back on the call the first criteria is split into:
    Knowledge AND/OR direct Operational expertise with the IANA naming function
In addition the following requirement has been added:
Experience with and/or understanding of the relevant ICANN policy making processes.

If the CSC has reached agreement on the requirements, are these criteria currently met? If not, inform the appointing organisations accordingly

Finally, taking into account a forthcoming selection process, and taking into account the end of term of some of half of the members and 3 of the liaisons, indicate the skill-set sought in the members and liaisons to be appointed?

Expected skills and experience

Skills the CSC Requires	Please indicate which skills candidate possesses
Knowledge AND/OR operational experience with the IANA Naming Function	
Experience and/or understanding of the relevant ICANN policy making processes.	
Analytical skills, ability to interpret quantitative and qualitative evidence, and capacity to draw conclusions purely based on evidence	
Experience in managing and/or participating in committees (e.g. meeting coordination, reporting and escalation) in order to contribute meaningfully to CSC processes	
Demonstrated ability in relationship management to support diplomatic discussion, consensus driven decision making and productive negotiation	
Excellent communication skills in order to represent interests direct customers (ccTLDs and gTLD operators) and to keep the ccNSO, broader ccTLD community and RySG informed on progress and issues, if any.	
Able to work and communicate in written and spoken English	
Other?	

Annex A: Application requirements CSC (May 2018) (Needs to be updated)

    I.   Skill set and experience

Candidates are expected to have/be:

Requirement	Please indicate how you meet the requirements
Knowledge AND/OR operational experience with the IANA Naming Function	
Experience and/or understanding of the relevant ICANN policy making processes.	
Analytical skills, ability to interpret quantitative and qualitative evidence, and capacity to draw conclusions purely based on evidence	
Experience in managing and/or participating in committees (e.g. meeting coordination, reporting and escalation) in order to contribute meaningfully to CSC processes	
Demonstrated ability in relationship management to support diplomatic discussion, consensus driven decision making and productive negotiation	
[For candidates for the ccTLD representative seats] The candidates have excellent communication skills in order to represent ccTLD interests and to keep the ccNSO and broader ccTLD community informed on progress	
Able to work and communicate in written and spoken English	
Commits to actively participate in the activities of the CSC on an on-going basis	
[For candidates for the ccTLD representative seats] Employed or have active backing by a ccTLD Manager	

Please specify any other skill set or experience that you believe would be relevant to CSC's work:

Annex B: CSC Charter, CCWG-Stewardship and ICANN Bylaws requirements

Requirements Charter CSC
General
CSC is to be kept small
Membership should be comprised of representatives with direct experience and knowledge of IANA Naming functions

Specific requirements
Application requirements to be included by applicant in Expression of Interest:
Why they are interested in becoming involved in CSC
What particular skills they would bring to the CSC
Their knowledge of the IANA Functions
Their understanding of the purpose of the CSC

Confirmation that they understand the time necessary required to participate in the CSC and can commit to this role

Biography in support of their Expression of Interest

Members (to be appointed by ccNSO and RySG): diversity in terms of geographic diversity and skill sets to the extent possible.

Full slate (members and liaisons): take into account the overall composition in terms of geographic diversity and skill set.

Final Transition Proposal (section 308- 362)
Similar requirements as under the Charter

Expression of Interest For Customer Standing Committee (CSC)

The CSC has been established to ensure the satisfactory performance of the Internet Assigned Numbers Authority (IANA) naming function.

The CSC monitors PTI's performance of the IANA naming function by analyzing performance reports on a monthly basis and publishing its findings. It is authorized to undertake remedial action to address poor performance, and if performance issues are not remedied, the CSC is authorized to escalate the performance issues to the ccNSO and GNSO for consideration. Additionally, the CSC may recommend changes to the naming Service Level Expectations as well as enhancements to the provision of the IANA naming services.

[LIST SO/AC NAME] is seeking volunteers who wish to be a [member/liaison] on the Customer Standing Committee (CSC). Candidates should review both the CSC Candidates Qualification Requirements and the CSC Charter to understand the scope of the requirements and duties.

Candidates for this role are requested to submit this Expression of Interest and resume to the [LIST SO/AC NAME], by [XX MONTH XXXX] at 17:00 UTC.

Please click the links below to review and sign off on ICANN's privacy policy before submitting:

☐   **By submitting my personal data, I agree that my personal data will be processed in accordance with the ICANN Privacy Policy, and agree to abide by the website Terms of Service.**

Your Full Name	
Your Affiliated SO/AC	
Your Company	
Geographic region	
Seeking Member or Liaison Role	☐Member ☐Liaison

I.   Skill set and experience

Candidates are expected to have/be:

Requirement	Please indicate how you meet the requirements
Direct experience and knowledge of the IANA naming function	
Analytical skills, ability to interpret quantitative and qualitative evidence, and capacity to draw conclusions purely based on evidence	
Experience in managing and/or participating in committees (e.g. meeting coordination, reporting and escalation) in order to contribute meaningfully to CSC processes	
Demonstrated ability in relationship management to support diplomatic discussion, consensus driven decision making and productive negotiation	
[For candidates for the ccTLD representative seats] The candidates have excellent communication skills in order to represent ccTLD interests and to keep the ccNSO and broader ccTLD community informed on progress	

Able to work and communicate in written and spoken English	
Commits to actively participate in the activities of the CSC on an on-going basis	
[For candidates for the ccTLD representative seats] Employed or have active backing by a ccTLD Manager	

Please specify any other skill set or experience that you believe would be relevant to CSC's work:

    II.   Interest

Please explain your interest in becoming involved as a member of or liaison to the CSC:

    III.   Understanding of Purpose of CSC

Please state your understanding of the purpose of the CSC:

    IV.   Time Commitment

CSC members and liaisons are expected to participate in monthly meetings. Members and liaisons must attend within a one-year period, a minimum of either nine meetings out of twelve, or 75% of meetings should there be less than twelve held. A CSC member or liaison is also expected to not be absent for more than two consecutive meetings without sufficient cause. Outside of the monthly meetings, members and liaisons may also be asked to participate in other CSC processes.

For more information see: https://www.icann.org/csc

Please indicate whether you understand the time commitment required to participate in the CSC:

☐ YES   ☐ NO

Please provide any additional information or comment regarding your availability:

V.   Conflict of Interest

Members of the CSC will be required to disclose any conflicts of interest with a specific complaint or issue under review by the CSC.

☐ I understand that I will be required to disclose any conflicts of interest with a specific complaint or issue under review by the CSC

☐ I understand that I may be excluded from discussion of a specific complaint or issue if the majority of CSC members and liaisons deem that my participation has a conflict of interest.

VI.   Supporting Documents

Please attach to this Expression of Interest:

1) Your resume, curriculum vitae, or biography
2) If applicable, a letter of support from your employer in respect to the required time commitment to participate actively in the CSC