18 May 2023

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

To:

Alejandra Reynoso, Chair, Country Code Names Supporting Organization (ccNSO) Council

Sebastien Ducos, Chair, Generic Names Supporting Organization (GNSO) Council

Samantha Demetriou, Chair, Registries Stakeholder Group (RySG)

Jonathan Zuck, Chair, At-Large Advisory Committee (ALAC)

Nicolas Caballero, Chair, Governmental Advisory Committee (GAC)

Jeff Osborn, Chair, Root Server System Advisory Committee (RSSAC)

Rod Rasmussen, Chair, Security and Stability Advisory Committee (SSAC)

John Curran, Chair, Address Supporting Organization (ASO)

Dear Chairs,

As of 30 September 2023, the following members and liaisons of the Customer Standing Committee (CSC) will complete their term:

Frederico Neves, CSC Vice-Chair, member
Appointing Organization: ccNSO
Term: 2021 - 2023

Dmitry Burkov, member
Appointing Organization: RySG
Term: 2021 - 2023

Holly Raiche, liaison
Appointing Organization: ALAC
Term: 2021 - 2023

Milton Mueller, liaison
Appointing Organization: GNSO (Non-Registry)
Term: 2021 - 2023

The ASO and the SSAC are also eligible to appoint a liaison. These liaison seats are currently vacant as the ASO and SSAC have chosen not to appoint a representative in the past.

Please initiate your respective group's processes to appoint members and liaisons to these seats. Liaison appointments are optional (albeit strongly encouraged). Further, in line with recommendations of the second CSC Effectiveness Review Team included in its Final Report, which both the ccNSO and GNSO Councils recently adopted, the ccNSO and GNSO Councils have requested that the liaison appointing organizations each appoint one (1) alternate. The ccNSO and GNSO Councils have also strongly encouraged the ccNSO and RySG to each appoint one (1) alternate in addition to members.[1]

Candidates should review the CSC Candidates Qualification Requirements for details about candidate selection and the CSC Charter to understand the scope of the requirements and duties. The CSC onboarding deck may also be a helpful resource. As noted in the Charter, all candidates are required to submit an Expression of Interest (template attached) and should also include a resume or biography in support of their Expression of Interest.

Please notify ICANN org of your member, liaison, and alternate appointments, or your decision not to appoint optional roles, by **Monday 31 July 2023, 23:59 UTC** at csc-eoi@icann.org. A timeline of key activities and dates in the overall appointment process is attached for reference.

CSC appointments, regardless of whether members or liaisons, will be for a two-year period with the option to renew for up to two additional two-year terms. Participation in the CSC is voluntary. The CSC is expected to perform most of its work telephonically and via email.

If you have questions or need additional information, please do not hesitate to contact me.

Sincerely,

Jennifer Bryce

Project Manager, Office of the Chief Technology Officer (OCTO)

ICANN org

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[1] A. Reynoso and S. Ducos, "Final Report CSC Effectiveness Review Team" Letter to Chairs of the RySG, ALAC, GAC, and RSSAC. 17 May 2023.

CC:

John Crain, Chief Technology Officer, ICANN org

Kim Davies, Vice President, IANA Services & President, PTI

Bart Boswinkel, Vice President, Policy Development & ccNSO Relations, ICANN org

Rob Hoggarth, Vice President, Policy Development & GAC Relations

Steve Chan, Sr. Director, Policy Development & GNSO Relations, ICANN org

Mary Wong, Vice President, Strategic Policy Management, ICANN org

Steve Sheng, Sr. Director, Policy Development & Technical Community Relations, ICANN org

Heidi Ullrich, VP, Policy Development & At-Large Relations, ICANN org

CSC Elections: Key Dates & Activities (2023)

- **18 May:** ICANN org sends the request for appointment of members, liaisons, and alternates to the Customer Standing Committee to the appointing Chairs.

- **18 May – 31 July:** Appointing organizations select members, liaisons, and alternates in accordance with their own internal processes.

    - All candidates are required to submit an expression of interest to the appointing organization.

    - The ccNSO and RySG should consult prior to finalizing the selection of members.

- **By 31 July 23:59 UTC:** Appointing organizations notify ICANN org of member, liaison, and alternate appointments, or decision to not appoint the optional roles. Notifications should be sent to csc-eoi@icann.org.

- **By 1 August:** ICANN org submits new CSC slate to the ccNSO and GNSO for approval.

- **By 25 September 23:59 UTC:** ccNSO and GNSO notify ICANN org of approved slate.

- **By 26 September:** ICANN org notifies CSC of new member, liaison, and alternate appointments.

- **1 October:** New member, liaison, and alternate terms begin.

Resource and Information Links

- [CSC Candidate Qualification Requirements](#)

- [CSC Charter](#)

- [ICANN Bylaws Article 17: Customer Standing Committee](#)

Expression of Interest: Customer Standing Committee (CSC)

The CSC ensures the satisfactory performance of the Internet Assigned Numbers Authority (IANA) naming function.

The CSC is responsible for monitoring Public Technical Identifier's (PTI) performance of the IANA naming function against the service level expectations in the IANA Naming Function Contract. The CSC analyzes performance reports provided by PTI and publishes its findings.

The CSC is authorized to undertake remedial action to address poor performance of the IANA naming function, and if performance issues are not remedied, may escalate the issues to the ccNSO and GNSO. 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 the CSC Candidates Qualification Requirements for details about candidate selection and the CSC Charter to understand the scope of the requirements and duties. The CSC onboarding deck may also be a helpful resource.

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

Please review and confirm agreement with 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] Excellent communication skills in order to represent ccTLD interests and to keep the ccNSO and broader ccTLD community informed on progress	
Ability to work and communicate in written and spoken English	
Committed to actively participating in the activities of the CSC on an on-going basis	

[For candidates for the ccTLD representative seats] Employed or has 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. Within a one-year period, members and liaisons must attend a minimum of either nine meetings out of twelve, or

75% of meetings should there be less than twelve meetings held. CSC members and liaisons are 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