

Process for Amending the IANA Naming Service Level Agreements

Including Procedure for Modifying the Process For Amending
the IANA Naming SLAS

17 December 2018



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1 Process for Amending the IANA Naming Service Level Agreements

The following process for amending IANA Naming Service Level Agreements (SLAs) has been developed and agreed to by the Customer Standing Committee (CSC), ICANN and PTI. This process was developed to enable timely amendments to service levels that fall into a number of defined categories.

The SLAs are enforceable by ICANN through the IANA Naming Functions Contract it holds with PTI. None of the requirements in the process for amending IANA Naming SLAs override any obligations within the IANA Naming Functions Contract. Pursuant to that agreement, PTI's obligations to consult or notify ICANN are not modified through this process for amending IANA Naming SLAs.

I. Procedure for determining that a SLA needs amending

1. An IANA Naming Function SLA change request may come from the CSC or PTI*. The change request, along with reasoning for the change, must be distributed to the parties.
2. The CSC and PTI should meet to discuss the change request; this may be done during the CSC's regular monthly meeting or during a separate conference call.

To determine the merit of the change request, the CSC and PTI should consider:

- a. Which category applies to the SLA change request, as this will determine if community consultation is required. (see Appendix A):
 - i. New SLA Item
 - ii. Remove SLA Item
 - iii. Change SLA Item definition and target/threshold
 - iv. Change SLA Item target/threshold only
 - b. The benefit it would provide the community
 - c. Determine the change's feasibility such as: can it be achieved? What changes will be required to achieve it including but not limited to system changes, operational changes and an estimated implementation plan?
 - d. Estimate the cost of the change, based on the implementation requirements mentioned above.
3. The end results of the discussions between the CSC and PTI regarding the SLA change should be submitted in writing by PTI to the CSC or from the CSC to PTI.

a. If a mutual decision is to change the SLA, continue with the IANA Naming SLA Amendment procedure.

b. If a mutual decision is to not change the SLA, after communicating that to each other in writing, the process ends.

II. IANA Naming SLA Amendment Procedure

1. If the CSC and PTI reach a mutual decision to proceed with the SLA change, PTI should draft a change recommendation, which includes an impact analysis that expands with further detail based on their earlier discussions during the “procedure for determining that a SLA needs amending” stage. The analysis should review such items as the impact on potential resources, budget requirements following the PTI and ICANN budgetary processes, and an implementation plan per the PTI and/or ICANN implementation process, should the SLA changes be approved. Prior to moving forward with the recommendation, the CSC and PTI should agree on how PTI can support the implementation of the draft SLA change recommendation. PTI and/or ICANN shall publicly post the draft SLA change recommendation will be based on, and after impact completion of this analysis.

2. Naming Customer Consultation: All four (4) categories of SLA changes require the CSC to present the change request to inform their stakeholders (i.e. Naming Customers) of the draft SLA recommendation.

3. Community Consultation: However, three (3) SLA change categories require further community consultation: (i.) new SLA, (ii.) remove SLA and (iii.) change SLA item definition and target/threshold. Community Consultation includes:

a. A Public Comment Period complying with ICANN’s designated practice for public comment periods, per the CSC Charter 17.3.d.

b. Based on the potential degree of impact if the draft SLA change recommendation is approved, the CSC may decide to perform community consultations such as, but not limited to, open sessions at ICANN meetings, etc.

c. Upon completion, community feedback should be taken into consideration in the final SLA change recommendation. If community feedback results in significant changes to the SLA change recommendation, then the CSC and PTI should mutually agree to the revisions.

d. When final draft SLA change recommendation is agreed upon between the CSC and PTI, the CSC should seek approval from the GNSO and ccNSO Councils with these potential outcomes:

i. Both the GNSO and ccNSO Councils do not approve. Process ENDS.

ii. One Supporting Organization Council approves, but the other Supporting Organization Council does not approve. Process ENDS.

iii. Both the GNSO and ccNSO Councils approve. Proceed to implementation.

4. After approval from the GNSO and ccNSO Councils, or in the case of Procedure (iv): change SLA target/threshold only, which does not require the Councils' approval, the implementation process for the SLA change** is initiated. PTI implements the SLA changes in accordance with the implementation plan provided earlier in the process for the final SLA change recommendation.

5. ICANN and PTI will update the SLA webpage. Upon the effective date of the SLA change, the previous SLA will be archived on the SLA webpage.

1 ICANN can direct PTI to initiate a SLA change request.

**If the implementation requires ICANN or PTI Board approval, this must take place before implementation begins.

1 Procedure for Modifying the Process for Amending the IANA Naming Service Level Agreements, November 2018

2 Procedure for Modifying the Process for Amending the IANA Naming SLAs

The Process for Amending the IANA Naming Service Level Agreements represents the mechanism through which PTI and ICANN have agreed to define the service levels to which PTI will be contractually held. Any modification to this Process must be agreeable to ICANN and PTI as a proper mechanism through which PTI and its customers can develop, modify or delete contractually required SLAs. The Process may only be modified through the following procedure:

1. The Process for Amending the IANA Naming Service Level Agreements (SLAs) may be reviewed at the request of the CSC, ccNSO Council, RySG, PTI or ICANN. The review will be conducted by the CSC, PTI and ICANN*.
 2. The CSC, PTI, and ICANN* should meet to discuss the proposed need to modify the Process and mutually consider if it is advisable to continue to explore a potential modification, as well as identify the portions of the Process requiring modification.
 3. Unless otherwise appropriate, PTI or ICANN* shall draft the proposed modification for consideration by CSC, PTI and ICANN* to determine if the modification achieves the desired impact. Once there is agreement on proposed text, PTI and/or ICANN* will publicly post the draft change recommendation for public comment through ICANN's Public Comment process.
 4. Customer and Community Consultation: During the Public Comment process, the CSC must present the the proposed modification to the ccNSO and RySG, and any other community consultation the CSC deems necessary.
 5. Customer and community feedback should be taken into consideration prior to finalizing any modified language for the Process. CSC, PTI, and ICANN* should mutually agree to any revisions to the language that was previously posted for Public Comment.
- Once the final change recommendation is agreed to by the CSC, PTI, and ICANN*, PTI and/or ICANN will publicly post on the CSC webpage, the modified Procedure for Amending the IANA Naming Service Level Agreement and such revised Process will become effective.
6. For avoidance of doubt, any modifications to the Process must take into account the proper levels of notice and consultation as appropriate for the significance of the SLA at issue.

*ICANN MAY DELEGATE ITS ROLE AT ANY POINT IN THIS PROCESS TO PTI. SIMILARLY, PTI MAY DELEGATE ITS ROLE TO ICANN.