

23 May 2022

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

To:

Kevin Blumberg, Chair, Address Supporting Organization Address Council (ASO AC)

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

Samantha Demetriou, Chair, Registries Stakeholder Group (RySG)

Manal Ismail, Chair, Governmental Advisory Committee (GAC)

Fred Baker, Chair, Root Server System Advisory Committee (RSSAC)

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

Maureen Hilyard, Chair, At-Large Advisory Committee (ALAC)

CC: Philippe Fouquart, Chair, Generic Names Supporting Organization (GNSO) Council

Dear Chairs,

As of 30 September 2022, the following members and liaisons of the [Customer Standing Committee](#) (CSC) will complete their term:

**Brett Carr, CSC Vice-Chair, member**

Appointing Organization: ccNSO

Term: 2020 – 2022

**Guarav Vedi, member**

Appointing Organization: RySG

Term: 2020 - 2022

**Lars-Johan Liman, CSC Chair, liaison**

Appointing Organization: RSSAC

Term: 2020 - 2022

**Laxmi Prasad Yadav, liaison**

Appointing Organization: GAC

Term: 2020 - 2022

In addition, both the Address Supporting Organization (ASO) and the Security and Stability Advisory Committee (SSAC) are 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 group'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 **Monday 1 August 2022, 23:59 UTC** at [csc-eoi@icann.org](mailto:csc-eoi@icann.org). If your group 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 group is making an appointment, please consult the [CSC Candidate Qualification Requirements](#) and the Expression of Interest form, attached. On the Expression of Interest form, please customize the four sections in red where you will list your SO/AC name; whether you are electing a member or a liaison; and your SO/ACs chosen due date for submissions. Note the Expression of Interest form has a 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](mailto:csc-eoi@icann.org).

Best,

Jennifer Bryce

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

ICANN

## 2022 CSC Election Process: Key Activities and Dates

ACTIVITY	DATE
ICANN org sends out a <i>Request for Appointment of Members and Liaisons to the Customer Standing Committee</i> to the applicable SO/AC Chairs, with the key date that new appointees need to be seated by 01 October 2022.	23 May 2022
SO/AC selects member or liaison in accordance with their own internal processes <ul style="list-style-type: none"><li>• The ccNSO and RySG consult prior to finalizing selections of members</li></ul>	23 May 2022 through 1 August 2022
Applicable SO/ACs notify ICANN org of member or liaison appointments	1 August 2022
ICANN org submits new CSC slate to the ccNSO and GNSO for approval	2 August 2022
ccNSO and GNSO notify ICANN org of approved slate	1 September 2022
ICANN org notifies CSC of new members and liaisons	2 September 2022
New members and liaisons terms begin	1 October 2022

# 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](#).**

<b>Your Full Name</b>	
<b>Your Affiliated SO/AC</b>	
<b>Your Company</b>	
<b>Geographic region</b>	
<b>Seeking Member or Liaison Role</b>	<input type="checkbox"/> Member <input type="checkbox"/> 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	

<p>Experience in managing and/or participating in committees (e.g. meeting coordination, reporting and escalation) in order to contribute meaningfully to CSC processes</p>	
<p>Demonstrated ability in relationship management to support diplomatic discussion, consensus driven decision making and productive negotiation</p>	
<p>[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</p>	
<p>Ability to work and communicate in written and spoken English</p>	
<p>Committed to actively participating in the activities of the CSC on an on-going basis</p>	

[For candidates for the ccTLD representative seats] Employed or has active backing by a ccTLD Manager	
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**Please specify any other skill set or experience that you believe would be relevant to CSC's work:**

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## II. Interest

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

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## III. Understanding of Purpose of CSC

**Please state your understanding of the purpose of the CSC:**

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## 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:**

<input type="checkbox"/> YES	<input type="checkbox"/> NO
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**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