

Friday, October 20, 2017 at 1:37 PM

From: ICANN Global Support <noreply-globalsupport@icann.org>

Date: Friday, October 20, 2017 at 1:37 PM

Subject: Security Framework & CSC on PTI Performance Monthly Report - September 2017



Dear Registry Operators,

Today's communication includes an update on the Security Framework and the CSC on PTI performance for September 2017.

Community-developed Framework for Registry Operator's Response to Security Threats Now Available

The [Framework for Registry Operator's Response to Security Threats \(Framework\)](#) was published today. As a reminder, the Framework was developed as a result of a commitment from the ICANN Board's New gTLD Program Committee to the Governmental Advisory Committee (GAC) to solicit community participation to develop guidance as to how registry operators may respond to identified security threats.

The Security Framework Drafting Team (SFDT), consisting of representatives from registries, registrars, and the Public Safety Working Group (PSWG) of the GAC collaborated with the ICANN org over the past two years to produce the Framework. The Framework was published for public comment and is supported by the Registry Stakeholder Group (RySG), Registrar Stakeholder Group (RrSG), PSWG and the GAC. Additional information is available at the [SFDT community wiki workspace](#).

We hope you find the Framework helpful. If you have questions, please email globalsupport@icann.org.

Kind Regards,

Dennis Chang
GDD Services and Engagement Program Director

Monthly Report of the CSC on PTI Performance – September 2017

On behalf of the chair of the CSC (Byron Holland), please find included the following message, [September CSC Report](#) and underlying PTI September report to the CSC.

All the best,
Ria Otnes

18 October 2017

Dear Community Members,

As chair of the Customer Standing Committee I am providing you with our report on the performance of Public Technical Identifiers (PTI) for the month of September 2017. I am pleased to inform you that the CSC has concluded PTI's overall performance in September 2017 was "Excellent"- PTI met all of the service level agreement metrics (100% compliance) for the month of September 2017. The CSC was also informed that no complaints were received in September 2017.

The September 2017 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/201709>.

The CSC recently met with the CSC Charter Review Team to share the CSC's views with respect to its Charter. In addition, together with PTI it has looked into the procedure and timelines to change the Service Level Expectations as documented in Annex A section 2 of the IANA Naming Functions Contract. The CSC was informed that rather than formally amending the contract, a simpler approach to adjusting the Service Level Expectations may be feasible. At its public meeting in Abu Dhabi during ICANN60, the CSC will continue its discussion on the procedures and associated timelines to change these Service Level Expectations.

The CSC has regular meetings on the 15th of the month. The CSC report on the PTI performance is sent out shortly after each 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 are also 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