

Registries Stakeholder Group Statement

Issue: **Amendment to the IANA Naming Functions Contract, Annex A**

Date statement submitted: **18 February 2019**

Reference URL: <https://www.icann.org/public-comments/iana-naming-amend-2019-01-07-en>

Background¹

The proposed Amendment to the IANA Naming Functions Contract between ICANN and [Public Technical Identifiers \(PTI\)](#) would allow the Customer Standing Committee (CSC) and PTI/ICANN to change the IANA Naming Function's Service Level Agreements (SLAs) without the need to do a contract amendment every time an SLA change is needed. Instead, the SLA change would follow an SLA Change Process that provides a process to achieve amendments to the SLAs in a timely fashion while requiring consultations with the IANA Function naming customers and broader ICANN community as appropriate.

Registries Stakeholder Group (RySG) comment:

The RySG welcomes the opportunity to comment on the proposed Amendment to the IANA Naming Functions Contract, Annex A.

The Service Level Agreement (SLA) Change Process is an elegant, efficient solution to the need for modifying the IANA Naming Functions SLAs. When the Service Level Expectations (SLEs) were created by Design Team A (DTA) of the IANA Transition Cross Community Working Group, the team made the best assumptions about what threshold levels were reasonable for SLAs for the PTI to monitor based on historical data, systems and workloads at the time.

The DTA and inaugural Customer Standing Committee (CSC) fully expected the SLAs to be modified as services and demands changed. This amendment to the IANA Naming Functions Contract adopts an SLA Change Process that was cooperatively developed and agreed to by the CSC, PTI, and ICANN org. The SLA Change Process will allow the CSC and PTI to a) modify SLAs where appropriate b) add new SLAs as new services come on-line and, c) remove SLAs not warranted anymore.

The RySG supports the Amendment and requests the ICANN Board to approve the Amendment so that SLAs that currently need to be modified or added or removed may be accomplished as soon as possible.

¹ *Background: intended to give a brief context for the comment and to highlight what is most relevant for RO's in the subject document – it is not a summary of the subject document.*