**Customer Standing Committee (CSC) Meeting 26**

**15 January 2019 @ 19:00 UTC**

Apologies: Trang Nguyen
Adobe room taken as present, no audio only.

**Action Items**

**Action 01 26 2019: Secretariat to complete overview and send to the list in 2 weeks post call date**

**Action 02 26 2019: Secretariat to prepare cover note and circulate CSC findings PTI performance as adopted.**

**Action 03 26 2019: Chair to draft letter, circulate to the CSC by mail by 18 January, finalize after feed-back CSC membership and submit before closure of comment period (closure date: 8 February 2019, 23.59 UTC).**

**Action 04 26 2019: CSC membership to provide input and feed-back to draft budget submission on-line, within 5 working days.**

**Action 05 26 2019: Naela next meeting: describing what needs to happen, to make envisioned changes to SLAs**

**Action 06 26 2019: Action Staff: CSC 1-on-1 by February meeting. Doodle poll to be sent out**

**Action 07 26 2019: Naela will take action back to staff to, to produce prototype, for next meeting**

**Agenda**

**1. Welcome**

Meeting is quorate, all 4 members attending. No changes to agenda.

**2. Action items (only report on open items, all completed)**

Action 01 25 2018 Secretariat - CSC Findings to be circulated to the community with cover note Completed

Action 02 25 2018 Secretariat to distill and summarize definitions and rationale of measures for PTI performance from notes initial CSC Meetings Ongoing

**Action 01 26 2019: Secretariat to complete overview and send to the list in 2 weeks post call date**

Action 03 25 2018 ICANN Org to update proposed text by changing Section 4. "Pendency" not clear. Simplify by changing sentence to: “during the public comment process”. Further Section 5: difficult to understand. Edit by changing first “amending” to “modifying” and refer to title of first document Completed

Action 04 25 2018 CSC to inform community about CSC Decisions to adopt procedure to modify Service Level amendment procedure and Service Level amendment procedure Completed

Action 05 25 2018 Staff to respond online in response to James’ note (see also email 14 November 2018) Completed

Action 06 25 2018 ICANN Org/Trang - Try to organize informal lunch meeting with ICANN Board (members) Ongoing. Amy: Confirmed slot with BTC, see Agenda item 9 (Kobe meeting)

Action 07 25 2018 Secretariat to schedule CSC F2F meeting Monday 11 March, block 2 Completed

**3. PTI Performance December 2018**

***a. PTI report to CSC***

December 100 % performance. PTI: Nothing to report. Response to Brett questions on email (see email exchange 15 January 2019). Brett: Thanks to response Naela fully understood. Further clarification previous months.

Q: Any new escalations in December?

R: No escalation

***b. CSC report***

Adopted. Good to go, ready to be published and circulated

**Action 02 262019: Secretariat to prepare cover note and circulate CSC findings PTI performance as adopted.**

**4. Travel Funding for CSC Members**

Background/rationale

Issue raised in CSC Charter review process. Initially CSC not eligible for travel funding In Review process it came up that given (additional) requirements of CSC, membership need to be attending ICANN meetings, in particular the members. Over time not all members, not always funded by operators. For example, following change of employment. Travel funding considered and welcome to ensure continuity of CSC. Suggestion is twice a year f-2-f meeting, recommend 8 travel slots, 2\*4 (ensure members attend)

Brett: Reasonable, re-iterate employer not always able to fund, sometimes,

Question: what is included in travel? R: flight (economy), hotel and per diem, assuming it is structured as regular slots for SO/ACs and fellowship

Suggestion: If members do not use slots, available for liaisons.

Q: Does the total number of 2\* 4 slots make sense? No objection. Tight timelines, driven by FY 20 Budget comment cycle,

**Action 03 262019: Chair to draft letter, circulate to the CSC by mail by 18 January, finalize after feed-back CSC membership and submit before closure of comment period (closure date: 8 February 2019, 23.59 UTC).**

**Action 04 262019: CSC membership to provide input and feed-back to draft budget submission on-line, within 5 working days.**

**5. SLA Change Mechanism Update**

Naela: IANA Amendment open for Public comment

Amy: comment period to end 18 February 2019

18 February end-date to get document to Board. Assumption is no substantial comments will be received. However, it’s a tight deadline. Parallel work will happen, in last week of public comment. It is tight. If Kobe is missed, then fall-back date is mid-May, to be submitted by mid-April.

Question to Naela: prepare brief summary and steps of changes already envisioned. Ideally, whenever the new procedure for change becomes effective updates can be made, and the CSC is ready to go.

**Action 05 26 2019 Naela next meeting: describing what needs to happen, to make envisioned changes to SLAs**

**All specifics have been discussed.**

Data IDN table: enough data to start discussing

need to check if sample is large enough

Like to include but need to check data set.

**6. RAP Update**

All points addressed.

Comments James

James: Okay with text

Action item staff Flow: Graphical aid

Needed

Typo's to be corrected

Any opposition? None

Abstentions? None

Unanimously carried

**7. Progress CSC Related Reviews**

**a. Effectiveness Review**

Elaine: Update

Initial report, Public comment

Interesting points: induction programme new members

- Recommendation how to treat liaisons not attending regularly

All appointees attending nine meetings a year

Public comment: 16 January - 25 February

**b. IFRT**

Amy: IFRT has not formed

No members from AP Region

secondary issue: non ccNSO member, temporary solution, interim solution. Other appointing entities need to agree.

request to reply by 25 January

For transparency

Byron: NEtire ccTLD comunity call for volunteers, 3 ccTLD operators, 2 mebers, 1 non-members. 5 application, all 5 members, no non-members put name forward.

Top 3 vote getters put forward. Until such non-member is present

Issue: number of member sis increasing, shallow pool non-members

Second issue: person to be on interim basis, is CIRA Board member.

Byron: recused from decision-making.

Lars: In support of solution. the mor emembers to harder it becomes tomotivate non-members.

Elaine: How long does IFRT takes?

Amy: Only requirement, Board to launch IFRT, after that no requirements.

**8. Results of the PTI/IANA Annual Survey**

Marillia: If any questions on broader report send question

Slide 2: Overview of survey

Slide 4: total 13 delegations/transfer. no response from ccTLDs

Included all comments received.

Q: is last comment critique or praise?

Response: perceived as critique.

RZM should be enhanced.

Q; is it enhanced

Response: It is being enhanced, authentication by email is changed.

Brett: interested why not do it during the ICANN meeting.

Repsonse: Used not do it during, however changed. So needed to extend, effectively decrease of participation.

Suggestion: promote during ICANN and then send out after.

REpsonse: Change of survey format, interaction with IANA soemtimes long before survey. Change to more immediate survey. new tool.

Slide 4: it is coming

Avoid over surveying customers

RZM version 3, when will it be released?

**9. ICANN64 Kobe Meeting**

Who will be in Kobe?

3 out of 4 members in person/ One member remotely

Secretariat: to check remote participation

PTI: to produce report on 10 March?

Naela: confirms

Under assumption BTC meeting: suggest this is first meeting

**Action Staff:  CSC 1-on -1 by February meeting**

Action DOODLE poll

meeting with PTI Board: try to do

PTI: in process

 Action Kim: takes request back to PTI Board.

10. Next Meeting: Friday, 15 February 2019, 19:00-20:30

11. AOB

Brett: PTI report numbers and figures, to see figures of previous year (for example December 2018 and December 2017.

Times of the year, might affect results.

Naela: looked at whole years data. Dashboard, shows.

Plan very consciously for to avoid situation. Request needs to be taken back to technical staff, if committee wants to see it.

Brett: might be useful information for future.

**Action NAlea: will take action back to staff to, to produce prototype, for next meeting**

Naela: Commitment to update to RZM to avoid serializing by parallel testing

Release October: introduce, to be documented.

Consider action closed by next meeting

 Include action as well

**12. Adjourn**