

# Customer Standing Committee (CSC) Meeting 51

16 June 2021 @ 09:30 – 10.30 UTC

## Agenda

- **Action 01 51 2021:** Staff to prep new text circulate to chair and vicechair and then circulate to full CSC
- **Action 02 51 2921:** CSC to appoint liaison by 1 October 2021
- **Action 02 51 2021-** Staff to organize meeting between CSC and PTI Board during or around ICANN72

### 1. Welcome & Roll Call

Meeting is quorate

### 2. Action items

Action Items		
Action item 01 50 2021	Findings Report April to be distributed	Completed
Action item 02 50 2021	Kim Davies to check whether PTI board wants to participate in session, which is Substitute for ccNSO meeting	Completed
Action item 03 50 2021	Staff to schedule prep meeting between IANA staff and CSC leadership to prep for the joint meeting with community	Completed

All actions completed

### 3. Performance IANA Naming Function May 2021

#### a) *PTI report to CSC May 2021.*

Findings were shared with the CSC. One threshold was missed. This was caused by singular request that due to wrong configuration at customer had a compounding effect on SLA. This SLA has always been a challenge. SLA has been adjusted in first update, and hope was that by improving methodology of test no thresholds issue anymore. However technical system proved to be the limiting factor. Should be resolved adjusted in next generation RZM, expected to be released next 2022

Chair: Deficiency at TLD end, not major issue. If PTI considers to be unfair, willingness to review Do not like if we see things and don't do anything about it.

PTI: Appreciate the thought. Hold accountable: absent this SLA. Currently situation not ideal, however struggle on how to improve further without new system. On the one hand PTI is penalised for matter out of control, on other hand alternative would add a lot of complexity. For now - as CSC supportive and fair about it - best course of action is to await next technical platform. This may make a new dent.

CSC Agreed

#### b) *CSC Findings PTI Performance May 2021.*

##### *CSC Findings*

Finding according to guideline. Updated text.

Highlighting the detail, highlights non-issue

CSC report should not attract attention that is not needed. However it was noted that CSC should not shy away from mention that the cause was the way a TLD has configured its server.

Add more text: apparent, SLA not ideal in construction, TLD issue not PTI issue

Other confirmed this was noted in the past. Issue can be mentioned in fairly generic wording:

Not approve now, approve by email

**Action 01 staff to prep new text circulate to chair and vicechair and then circulate to full CSC.**

**4. Joint CSC / PTI webinar to update and inform community**

Date: 16 June 2021, 14.30-15.30 UTC.

Update and what to expect: CSC works together with PTI. Goal of session is to update and inform community about last year and look ahead to projects next year.

**5. Update CSC membership selection process**

**a. Replacement Alejandra Reynoso**

Frederico Neves .br, will replace Alejandra Reynoso, starting next meeting.

**b. Update Regular membership selection process**

The appointing organization have been informed about the end of term of some of the appointees. The RySG and ccNSO Council will coordinate their appointments and the ccNSO and GNSO Councils are aware they need to appoint the full slate of members and liaisons.

**6. Update CSC Effectiveness Review process**

The ccNSO and GNSO are expected to launch the 2<sup>nd</sup> CSC effectiveness review by 1 October 2021.

What to expect?

Contact between ccNSO and GNSO Leadership to start the process.

They will be looking at Terms of Reference of first review, and most likely add as item the implementation of recommendation of first review. Intention is to kick start the process by ICANN72

The CSC is expected to appoint liaison.

**Action 02 51 2921: CSC to appoint liaison by 1 October 2021**

**7. AOB**

Nothing raised

**8. Next Meetings**

- Meeting 52, Wednesday 21 July 2021, 18.00 UTC
- August meeting, will be limited to on-line discussion of the PTI Performance report over July 2021 and related approval of CSC Findings.

During ICANN72 joint meeting with PTI Board. Invite outgoing members.

**Action 03 51 2021- Staff to organize meeting between CSC and PTI Board during or around ICANN72.**

**9. Adjourn**