**Customer Standing Committee (CSC) Meeting 27**

**15 February 2019 @ 19:00 UTC**

**Apologies: Jeff Bedser**

Attendants taken from ADOBE room

**Decisions:**

**President PTI (Kim Davies) Informs CSC that amended RAP has been approved by PTI**

**Actions:**

**Action 01 27 2019:  PTI (Naela) to check with development team what ETA will be for new format.  To be mailed to list.**

**Action 02 27 2019: PTI (Naela) to document on how to deal with changes reflecting requirements in SLA change process document.**

**Action 03 27 2019: PTI  to develop planning document ( + tentative timelines etc. to include SLA re LGR/IDN tables)**

**Action 04 27 2019: Secretariat to publish amended RAP to make effective and archive current version.**

**Action 05 27 2019:  CSC membership  to  provide feed-back on slide deck to inform ICANN Board BTC circulated to list. Feed-back to be shared by 22 February.**

**Action 06 27 2019: Secretariat to check available time on Sunday, 10 March for the CSC to meet with PTI Board**

**Agenda**

**1. Welcome**

Meeting is quorate.

No comments/amendments to agenda?

Welcome Donna Austin to provide overview of Initial Report CSC Effectiveness Review Team

**2. Effectiveness Review Team Initial Report**

<https://community.icann.org/x/_5IWBg>

***Observations RT:***

Similar as finding by to Charter review team, RT finds effectiveness CSC is definitely satisfactory.

For summary of findings: Metrics are taken from charter. Each of the 4 members of RT, individual assessment of the metrics and then discuss among RT . Additionally have conversation with CSC and PTI.

Focus for discussion is on partly achieved and not -achieved metrics. For the record N/A as included in report is defined as None Applicable because metric was not tested.

Metric 7: partly achieved. Extensive discussion in RT. Two of the 4 members involved in transition process. Different interpretation of intent of what is in charter. At the end of day agreement with interpretation by CSC. However, observation that CSC will need to document the procedure on how will deal with indidividual complaints. Procedure that explains, CSC may receive but not interfere.

Comments/Questions? None

Metric 14: attendance liaisons not achieved, CSC has not taken action, procedure should be in place.

Comment Byron: the work done, fullsome and clear articualtions of work by CSC.

Looking at metrics: positive outcome.

***Highlight Recommendations RT:***

Recongnition that level of CSC is achieved by skills and expertice intitial team.

Recommend to develop induction programme for new members and liaisons

Recommendation 3: In preparing CSC  expression of interest, provide skill-set for new members and liaisons. Looking at CSC as a whole, to take into consideration.

Byron: Identifying, skill desires, makes sense. rerevant for both CSC and appointing organisations.

Byron: Did RT have any thoughts about skill matrix?

Not a discussion to be had by RT. Reaosn the CSC is cohesive. No analysis, of why it works so well. Example, direct exprerience with working with DNS etc.

Byron: understanding process and context of what this about, and dynamic within team.

Take-away: discussion around  skill-set etc.

Closure of public comment on 25 February.

Good place, CSC is not controversial.  Part of real success is being non-controversial.

Elaina: good cross communication and common goals

James Gannon:Agreed, I think that going forward with the loss of that early knowledge its a real risk though yes

Byron: And how do we document that so the institutional knowledge is not lost in the mists of time

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

Action 01 26 2018 Secretariat to complete overview and send to the list in 2 weeks post call date Completed

Action 02 26 2018 Secretariat to prepare cover note and circulate CSC findings PTI performance as adopted Completed

Action 03 26 2018 Chair to draft letter, circulate to the CSC by mail by 18 January, finalize after feedback CSC membership and submit before closure of comment period (comment date: 01 February 2019, 23.59 UTC / submission deadline: 08 February) Completed

Action 04 26 2018 CSC membership to provide input and feedback to draft budget submission online within 5 working days Completed

Action 05 26 2018 Naela next meeting: describing what needs to happen to make envisioned changes to SLAs To be sent by 15 February. Discussion deferred to item 6 on agenda

Action 06 26 2018 Action Staff: CSC 1-on-1 by February meeting. Doodle poll to be sent out Completed

Action 07 26 2018 Naela will take action back to staff to produce prototype for next meeting To be sent by 12 February, If comments by Elaine and Gaurav, please do

Brett: Thank you to Naela, exactly what looking for.

No comments from members/liaisons, proposed standard 913 month overview) will be new standard.

Naela: need to confirm that tool is ready to produce in format

**Action 01 27 2019:  PTI (Naela) to check with development team what ETA will be for new format.  To be mailed to list.**

**4. PTI Performance**

January 2019

***a. PTI report to CSC***

Naela. One metric missed. Only excpetion was delegation IDN ccTLD, was missed for 5 hours ( SLA is staff may take up to 60 days). See also item 6 on agenda

No questions

No escalations to inform CSC about it.

***b. CSC report***

Draft report circulated.

No comments, ready to be distributed to community

**5. SLA Change Mechanism Process Update**

***a. Summary of Comments***

No comments to date.

What is process? and what is timing?

Response: Draft Board  report in preparation.  Finalizing and submit for ICANN Board meeting in Kobe. PTI Board will meet as well

Next steps Executives need to sign-off on changes, and upload changes. As soon as uploaded, will be effective and changes could be according to the agreed process

Byron: encouraged it is on the agenda.

Only concern is if preparatory work is not ready in time. Timeline is tight, but no concerns.

**6. SLA Changes – Description of Proposed Changes and Way Forward**

Different threads around SLA changes.

Kim: PTI Board is aware of process and documents. No discussion about specific changes.

How should changes enroll.  One kind of change at the time, perhaps do in different packages.

How would this evolve?

Naela looked at previous discussion. Can not do anything before Amendment of contract is adopted.

First group (tests): Considered 4th category.

Supporting document as required under SLA amendment process.

**Action item 02 27 2019: PTI (Naela) to document on how to deal with changes reflecting requirements in SLA change process document.**

*Second group LGR (IDN Tables):*

Public comment required first. Starting to work  on document

Proposed metrics are reasonable.  Byron procedural hoops, plan around those. CSC needs to have more robust planning process to include new SLA.

Timeline of various steps.

**Action 03 27 2019: PTI  to develop planning document ( + tentative timelines etc. to include SLA re LGR/IDN tables)**

Elaine: LGR threshold. Sounds reasonable. Wondering whether any data points out of bandwidth?

Naela: At one point thresholds were not met. However, by adding more staff, PTI comfortable now to meet Service level threshold.

*Third group. ccTLDs delegation and transfer processes*.

Long and complex process ( transfer, delegation)

Other way of tracking? Now 60 days, but does not capture complexities.

Break-up process in discrete steps. under control PTI and ccTLD. Track # of intraction ( not for SLA, but to show complexity). Sounds logical, however no tools in place to measure discrete steps.

Internal changes are needed, before starting to measure

Q: How many transactions per year?

Response: 3-6 per year successful, not included are the NONE successful requests, sometimes 2 per month. 12 in total per year, 3-6 are successful and the rest is administratively closed.

Staff time for processing and for reporting.

Time applicant took to provide documentation

Q: Is there time that is neither PTI nor ccTLD?

Third party time: Board time + Normal process time, non-transfer related time spend by staff that needs to be spend anyway

Elaine: likes to see data Nigel is requesting.

(total number, and succesful delegation + transfers)

At to change: is public comment required? Yes category 3

Total time to change SLA may take about a year.

New interface, system changes, Procedural changes

Try to make change In parallel or sequentially? Sensitive area. Package of work, need to understand chronology.

Lars Liman: develop before you turn on and on other side, sometimes multiple touch points.

Need to know where final proposal ends up.

Nigel: Challenge with metric is amount of times on applicant is not under PTI control, for example due to local circumstances. Metric only relevant for PTI activity.

Also possible to define as Metric with bandwidth ( x % in y number days, all in z days)

Naela:  Definitely not in a position to finalize we wait for CSC. Already working towards.

Tracking of SLA helps already to improve efficiencies. Independent of this becomes SLA.

**7. IFRT Update**

ICANN Org: Unfortunately , no change to status. IFRT is not abiding to requirements. No member form AP region and discussion around non-ccNSO member.

As to proposed interim approach: one of the appointing organizations objected.  Bylaw needs to be followed. ICANN Org going back to ICANN Board or OEC committee

**8. RAP Revisions – Status of PTI Approval**

Status of PTI approval

Kim: Informed PTI board. RAP changes are approved by PTI.

**President PTI (Kim Davies) Informs CSC that amended RAP approved by PTI**

**Action 04 27 2019: Secretariat to publish to make amended RAP effective.**

**9. ICANN64 Kobe Meeting**

b. Slide Deck

Deck was developed for BTC (ICANN Board Technical Committee). Could also be useful for other meetings

**Action 05 27 2019:  CSC membership  to  provide feed-back on deck by 22 February COB.**

c. Meeting Times

CSC Public Session: Monday, 11 March, 10:30-12:00

(half an hour with PTI)

Alternative time for meeting with PTI:  Sunday afternoon14.30 local.

**Action 06 27 2019: Secretariat to check on to go to list to check if  Sunday 10 works for CSC as meeting time with PTI board.**

ccNSO Members Day Update: Tuesday, 12 March, 15:15-16:15\*

RySG Members Meeting: Tuesday, 12 March, TBD\*

CSC/ICANN Board BTC Session: Wednesday, 13 March, 15:00-15:45

**10. AOB**

Q: did chair or others receive any feed-back on request for travel funding

Going through regular process, no feed-back anticipated yet, follows normal FY 20 budget process

**11. Adjourn**

Closed at 20.35 UTC