**Customer Standing Committee (CSC) Meeting 3**

**28 November 2016 @ 20:00-21:30 UTC**

**Attendees:**

Members/Liaisons: Byron Holland, Jay Daley, Elise Gerich, Elise Lindeberg, James Gannon, Jeff Bedser, Lars-Johan Liman, Kal Feher

Staff: Ria Otanes, Kim Carlson, Bart Boswinkel, Trang Nguyen, Glen de Saint Gery

Apologies:

James Gannon

Absent: Elaine Pruis

Observers: Allan MacGillivray, Jonathan Robinson, Naela Sarras

Documents shared before the call

- Definition of terms (taken from DT-A)

**Decisions**

**D 04/2016 1:**

**Reconfirmation decision making all Members need to agree**

**D 04/2016 2:**

**October Report In table on SLA: Rename Actual SLA to actual performance (3rd column)**

**D 04/2016 03:** **Changes to the SLA the CSC is recommending or considering should be included as text, and included in section on SLA**

**D 04/2016 04: Accept proposed document (including suggested changes) as first report**

**Agreed by members on the call, report can be send pending acceptance by Elaine**

**D 04/2016 05: Format email to be send**

**Covering note with CSC report. Covering note should include**

**- First report,**

**- report will evolve over time**

**- reminder why this is done**

**D 04/2016 06: Agreed distribution list:**

* **TLD Operators/**
  + **ccTLD: ccTLD  World List, other email list**
  + **Regional Org. Are included**
  + **gTLD through GDD customer system. RySG mailing list**
* **Chairs of SO/AC**
  + **SO/AC chair (SO/Ac list or individually)**
* **CCG (through their mailing list)**
* **Rot Server Operators through the RSSAC co-chairs**

**D 04/2016 07: Update of CSC website with content suggested as by Trang in her note accepted**

**D 04/2016 08:**

**PTI will on the 12th of the month or (if on week-end) first business day there after.**

**Agreed**

**CSC will have a review meeting within 3 or 4 days of receipt of report**

**call on the 15th or first Monday/weekday thereafter**

**Action Items**

**A 042016-1**

**Action Trang: change text in October Report and template heading third column: rename “Actual SLA” to “actual performance”.**

**A 042016-2: Action Trang: Include note in report as narrative around changed language re. minimum targets (was already adjusted in Annex to IANA Naming Function Agreement)**

**Include in section on SLA, in narrative form.**

**A 042016-3 Action Trang: Rename the section on SLA table altogether to**

**Changes to the SLA the CSC is recommending or considering**

**A 042016-4 Action Elaine: Accept or disagree with proposed report**

**A 042016-5 Action Byron: Draft covering note and send out note and report**

**A 042016-6 Action Bart: get back to group in week on boiler plate for internal procedures CSC and introduce person**

**A 042016-7 Action Trang: Follow up with product group to implement suggested changes to website**

**A 042016-8 Action Byron: Share additional document with group on review of Bylaw’s that are associated with CSC**

**A 042016-9 Action Bart: Add CCG to list to receive CSC report**

**A 042016-10 Action Maria: Schedule calls at agreed time. Have a CSC review meeting within 3 or 4 days of receipt of report.**

**At or around the 15th of each month or first Monday/weekday thereafter.**

**Time for call 20.00 UTC**

**Agenda:**

**1. Welcome and roll call**

Reminder: Actual members need to be present (100%) for decision

**2. Review draft report (October version)**

Correspondence. Further input

Action item Trang completed

Kal Comment: Call it actual performance rather than Actual SLA

Agreed

**Action Trang: change text in October and template heading third column**

Lars: Elise send explanation of terms. There is a typo in the terms

Terms define " logic error" in paragraph

"Whether the target is mimimum target compliant must be no less" is correct

Elise: Not a typo, but copied fro DTA-A /SL working group. But in original document

Action Feed-back to original document

Action: Trang to provide to original group

Include change in PTI report

**Action Trang: Include note in report as narrative around changed language re.**

**Include in section on SLA, in narrative form**

Elise: create a new heading?

Preference CSC to keep in SLA section

**Changes to the SLA the CSC is recommending or considering should be included as text, and included in section on SLA**

**Agreed**

**Action Trang: Rename this section altogether to**

**Changes to the SLA the CSC is recommending or considering**

**Decision: Accept proposed document as first report**

**Agreed by members on the call**

**Action Elaine: agree or comment on the final version of the October report**

**Distribution of report**

Appropriate list:

* TLD Operators/
* Chairs of SO/AC
* ccTLD: ccTLD  World List, other email lsit
* Regional Org. Are included
* gTLD through customer system. Require a litltle of notice
* May start shorter, may create a litlte of delay. Needs scheduling.
* SO/AC chair (SO/Ac list or individually)

Email lists are full some

Include a covering note with CSC report

- First report,

- report will evolve over time

- reminder why this is done

**Accepted by all on the call**

**Action Byron: Draft covering note and send out note and report**

**4. Update on Action Items from Last Meeting**

**a. Draft operating procedures**

Person identified, operating procedures

Basic boiler plate

Putting together strawman/ cover the basics

Agree on the inside and then outside

**Action Bart: get back to group in week on boiler plate for internal procedures CSC and introduce person**

**b. Make sure the communications are stating the flow of website, reporting and**

**summaries**

**c. Proposed content for website**

Update website with content suggested items

Agreed.

**Action Trang: Follow up with product group to implement suggested changes to website**

**d. Short term – initial report from PTI so that CSC can add component and publish third**

**week of November**

**e. Review the bylaws that are associated with CSC**

Document by Trang send out last week to the group

Byron's supplementary item to be share das well

Action Byron: share additional document with group on review of bylaw’s that are associated with group

Defer this item to a call focused on Bylaws related points.

**f. Draft document that states all requirements that CSC will fulfill**

**g. Make sure the CSC is clear on any entity that may impact or have related requirement**

**of the CSC**

Trang: Connection not clear between CSC and CCG

CCG might be consumer. No memo yet from Greg

Jay: After Greg meeting. Other CC member had a different expectation. Might be an

internal CCG discussion. Suggestion leave to it to them at this stage

Elise: Conversation at IETF, different perspective on role CCG, confirming CCG internal different understanding what needs to happen.

Should report be send to CCG?

Jay: CCG has an email list, Jay is subscribed,

Should CCG be added to entities?

**Action Bart: Add CCG to list to receive CSC report**

**h. Create a template/draft to see what makes sense for various reports**

**Agreed: October template provides a basis for future reports, to be amended as needed**

**i. CSC to provide ICANN staff a list of needs so support could be provided**

Group satisfied at this stage with support provided

**j. Ask PTI to provide language for graphics**

Elise G: Put narrative to section to which it is related

Other requests?

Byron: Suggestion for PTI to include on Dashboard layman language, to explain to broader community, lay consumers

Elise: How and where to include it?

Byron: There is audience like CSC, and interested audience.

Byron referred to for example the GAC example Elise Lindeberg raised.

This is important, but not urgent

**k. A calendar of calls need to be scheduled**

When regular meeting?

**- PTI on the 12th of the month or (if on week-end) first business day there after.**

**Agreed**

**- Have a CSC review meeting within 3 or 4 days of reciept of report**

**call on the 15th or first Monday/weekday thereafter**

**Agreed**

Lars: Rotation of timing, but if common ground for call

Use this time (20.00 UTC) as consistent time. Based on Doodle polls it appears to work for all

**5 AOB**

No other business