**Customer Standing Committee (CSC) Meeting 7**

**15 February 2017 @ 20:00-21:30 UTC**

**Attendees:**

Members/Liaisons:

All members present

All Liaisons present, with exception Mohammed –Al Bashir (not present)

Staff: Ria Otanes, Kim Carlson, Bart Boswinkel, Trang Nguyen

Observers:

Allan MacGillivray

Naela Saras (alternate Elise G)

Kim Davies (IANA)

Apologies:

None

Documents shared prior to the meeting:

·         PTI report January

·         IANA Survey results

·         IANA High Level Roadmap

·         Draft version 2 Internal Procedures

·         Schedule meetings 2017

·         Schedule meetings CSC Copenhagen (ICANN 58)

·         Draft slide deck Copenhagen

Action items meeting 7:

·         **Action 07 2017 01 Elise L: Circulate comments GAC members to CSC list**

·         A**ction 07 2017 02 Staff: Include list of action or issues to be remedied. List should be available in Copenhagen**

·         **Action 07 2017 03 PTI (Elise G): Include reference text SLA with respect to items on list**

·         **Action 07 2017 04 Staff: Add/ensure logging times topic included in items list**

·         **Action 07 2017 05 Staff (Trang): to produce CSC report (completed)**

·         **Action 07 2016 06: Include topic action 062017 02 on item list**

·         **Action 07 2017 07 (Staff): Add topic Action 06 2017  03 to list of SLE or Implementation issue**

·         **Action 07 2017 – 08 (staff) Included item action 06 2017 04  on list open issues Copenhagen**

·         **Action 07 2017 09 Staff Doodle poll to schedule optimal date and time August 2017**

·         **Action 07 2017 10 Staff: Staff to propose meeting schedule 2018.**

·         **Action 07 2017 11 (Staff/Maria): Reach out to liaisons to and seek terms. Liaisons to reach agreement among themselves on term.**

·         **Action 07 2017 12 (CSC): Comments on slide deck. Closing date 28 February**

·         **Action 07 2017 13 (Staff/Bart) Final deck ready by 3 March 2017**

·         **Action 07 2017 14 Elise G: Send the timeline IANA Survey asap, but no later then 10 May 2017.**

·         **Action 07 2017 15 CSC: reach out to community at Johannesburg meeting ICANN 59 (June 2017) to create awareness Survey, to increase response rate**

·         **Action 07 2017 16 Staff/Bart: Map internal procedures against constitutive documents, and share with CSC.**

**Agenda:**

Add to agenda overview roadmap as item 10, just before AOB

**1. Welcome and Introduction**

**2. Feedback on December Report**

Any Feed-back from community?

None received

Byron: Elise L received comments will be circulated to CSC list 16 February 2017

**Action 07 2017 01 Elise L: Circulate comments GAC members to CSC list**

    a) Content

    b) Distribution

**3. Review of Performance Report for January**

***a. PTI Overview January***

Two exceptions

·         Manual lodgment time.

Just before holiday email. One customer, wanted to change, while waiting on customer time counted. SLE total time was exceeded due to waiting on customer action.

Note/remark:  definition issue, but implementation.

Jay: Principle SLE is that time taken by party, should be assigned to that party.

Elise: Kim was active in DT-A.

Kim Davies: concurs with Jay. Intention was not to attribute time not under control. Review of implementation

Byron: Time to wait on customers should not way against IANA.

Dedicated discussion to understand what is exactly required.

External time should not be counted.

Provide status update how this addressed. Include item on list, to have complete overview

A**ction 07 2017 02 Staff: Include list of action or issues to be remedied. List should be available in Copenhagen**

**Action 07 2017 03 PTI (Elise G): Include reference text SLA with respect to items on list**

·         Technical check

Exceeded SLE

Debug logs. Retry times and time-outs caused exceeding

Was “previously” noted

Add to the list for list in Copenhagen

**Action 07 2017 04 Staff: Add/ensure logging times topic included in items list**

Qualitative discussion needed in Copenhagen: is it something IANA is not receiving (implementation issue) or is it SLE itself?

Kal: if there are more technical checks happening.  The way checks are scheduled

There could be a functional side or what is needed (as SLE).

Elise: All other SLE were achieved

***b. January CSC Report***

**Action 07 2017 05 Staff (Trang): to produce CSC report**

Question: What needs to be reflected?

Byron: Note satisfactory, include level of achieving of SLE

Highlight two issues as discussed.

Follow the template

- Rating specific to the month

- Issues specific to the month

Trang:

CSC to review PTI and then have CSC report on review PTI

In future CSC wants its report available in draft before the meeting or after the discussion?

Decision: Draft report CSC to be circulated before the meeting /call

**4. Update on Status of Action Items from Last Meeting (Status highlighted)**

If completed not discussed

Action 062017-01 Staff to include distribution list on CSC website and note that if group want to receive CSC report contact staff (Completed)

Action 062017-02: Elise G: Check whether to include average time in narrative of report (by 6 February). (Ongoing – need for clarification)

Include on open issue list Copenhagen

More questions what is being asked

Look at the average time

Add topic to the list

**Action 07 2016 06: Include topic action 062017 02 on item list**

Action 06201703 Elise G: Provide clarification on required scope of adjustment needed to adjust manner how checks are done to date by February or March meeting. Action 062017-02 temporary measure as part of the overall package. (Ongoing – need for clarification)

Need more clarification. Add to f-2-f meeting add to the list

**Action 07 2017 07 (Staff): Add topic Action 06 2017 03 to list of SLE or Implementation issue**

Jay: Suggest that members /liaisons express what they want to see in roadmap in sense of level of details, not topic

Byron: Not overplay oversight role, need to respect the operational role of PTI

Level of detail to be included in roadmap reflect that CSC is confident as oversight

There is appropriate level, and PTI knows what is right level. To understand whether right level is going over high level roadmap (Item 10 on adopted agenda)

Action 062017-04 Elise G: Will check if there is better way to perform the test under discussion and report back. (Ongoing – need for clarification)

Clarify as part of the list

**Action 07 2017 – 08 (staff) Included item action 06 2017 04 on list open issues Copenhagen**

Action 062016-05 Elise G: include word “previously” in text to read: The CSC has previously recommended that the 3 minutes limit will be revised. (Ongoing)

Completed

Action 062017-06: Trang: discussion on 3.1 and 3.2 will be included Refer with sentence to PTI report + reference to timing (Completed)

Action 062016-07: Staff (Maria) to launch CSC-Announce list on website in conjunction with distribution overview (Action 062017- 01) (Completed)

Action 062016-08: Staff to build repository of action items (open and closed). Present first outline at February meeting. (Ongoing)

Wiki space not up yet.

Action 062017-09. Staff (Bart) to circulate internal procedures by 20 January 2017. To be discussed at February meeting (Completed, added to agenda)

Action 062017-10: Byron / Staff include survey discussion on February meeting for more fulsome discussion. (Included)

May be deferred: issue is how could CSC help

Action 062017-11: Byron/Staff to include discussion on Complaint and Remediation on February agenda. (Deferred to F2F meeting)

Action 2062017-12 Staff (Bart): Provide basic presentation frame for public meeting in Copenhagen. Should be available at February meeting. (Completed)

Presentation circulated

Action 06201713. Staff (Maria) circulate draft of calendar of meetings. Members and liaisons to review proposed schedule. To be discussed and agreed at the February meeting. (Completed)

**5. Schedule of Meetings in 2017**

Meeting schedule excludes public holidays as much as feasible.

Maria: Draft schedule was circulated on list, no feed-back received from members and liaisons

Notes highlighted where potential issues.

Copenhagen meeting.

Byron: Short time between availability of February PTI report and meeting, if there is any concern that needs to be flagged by PTI, PTI to circulate before?

Elise: If there is anything try to best to inform CSC timely

April 17: Easter Monday

Agreed Meeting now on Wednesday 19 April from 20.00 to 21.30 UTC?

No Objections

**Decision: Schedule April meeting on 19 April**

Johannesburg meeting (ICANN 59):

Elaine and Kal not sure to attend in person, others (members and liaisons) will be attending in person:

August CSC

**Action 07 2017 09 Staff Doodle poll to schedule optimal date and time August 2017**

November meeting Abu Dhabi: Leave as is

**Action 07 2017 10 Staff: Staff to propose meeting schedule 2018.**

**6. Terms of Liaisons**

Liaisons term is 2 or 3 years. SO/AC appointed Liaisons to figure among themselves who will serve 2 and who will serve 3 years.

**Action 07 2017 11 (Staff/Maria): Reach out to liaisons to and seek terms. Liaisons to reach agreement among themselves on term.**

**7. Copenhagen Meeting**

***a) Meeting schedule and assignment of reps***

Overview meetings with groups

Byron: First meeting to do outreach. Important part of mandate

Ensure all meetings are covered. All members and liaisons are invited to attend and assist, if questions arise

At a minimum people who are listed (confirmed).

Anticipated that meeting with more dialogue , whilst other meetings presentation of CSC.

Action 07 2017 12 CSC: Discuss in Copenhagen what messages to deliver to the Board

Byron: Goran (CEO and President ICANN) reached out to chair of CSC to check if ICANN is acting as hoped.

***b) Slide deck/presentation (Bart and Allan – in    progress)***

Different audiences.  Shared and presented is fulsome version, anticipated to be used for ccNSO and GNSO. Trimmed down version for GAC.

**Action 07 2017 12 (CSC): Comments on slide deck. Closing date 28 February**

**Action 07 2017 13 (Staff/Bart) Final deck ready by 3 March 2017**

James: Exclude the special IFRT

**8. Survey Discussion (continued)**

How could CSC be as helpful to PTI as possible

Elise G: appreciate offer to get help

Feed-back from other parts of the naming community

Report segmented so they can self-identify.

Comments CSC?

Jay gave comments previously

Run through project plan and identify points where CSC can insert itself to help, in particular in increasing response rate.

Marilia Hirano (PTI Staff):

High level Plan: Second week of September 2017 is when invites go out to respond

Survey is open from 15 September - 15 October

Covers period from 1 September 2016 to 31 August 2017

Byron: Could PTI provide very light weight timeline  prior to survey to understand where CSC could inset itself and ensure it reaches out to community in time?

**Action 07 2017 14 Elise G: Send the timeline IANA Survey asap, but no later then 10 May 2017.**

**Action 07 2017 15 CSC: reach out to community at Johannesburg meeting ICANN 59 (June 2017) to create awareness Survey, to increase response rate**

**9. Internal Procedures**

**Action 07 2017 16 Staff/Bart: Map internal procedures against constitutive documents and share with CSC**

Decsion Quorum: retain until 4 members for first year. After one revisit and determine whether to reduce to 3 members.

Kal: Role observers? described in updated version

**10. Discussion Roadmap**

**Deferred to next meeting**

**11. Other Business**

No other business

**12. Next Meeting**

13 March 2017 face-to face meeting Copenhagen, 11.00 - 12.30 local time (CET)

**13. Adjournment**

21.31 UTC