**Customer Standing Committee (CSC) Meeting 25**

**17 December 2018 @ 19:00 – 21:00 UTC**

**Apologies:**Jeff Bedser, James Gannon

Attendance taken from the Adobe room, no audio only.

**Decisions**

**Decision 01 -2018 25 Document Process for amending the IANA Naming Function Service Level agreements adopted unanimously by CSC members**

**Decision 02-201825 Document Procedure for Modifying the process for amending the IANA Naming Function Service Level agreements adopted unanimously by CSC members, under assumption proposed friendly amendments are included in the text.**

**Action items**

**Action Secretariat 01-201825: CSC Findings to be circulated to the community with cover note.**

**Action 02-201825 : Secretariat to distill and summarize definitions and rationale of measures for PTI performance from notes initial CSC Meetings.**

**Action 03-201525: 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.**

**Action 04-201825: CSC to inform community about CSC Decisions to adopt procedure to modify Service Level amendment procedure and Service Level amendment procedure.**

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

**Action 06-201825: ICANN Org/Trang - Try to organize informal lunch meeting with ICANN Board (members).**

**Action 07-201825: Secretariat to schedule CSC f-2-f meeting Monday 11 March, block 2**

**Agenda**

1. **Welcome**

Welcome by chair: meeting is quorate ( 4 members attending)

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

Action 01 24 2018 CSC to look at language CSC Effectiveness Review team assessment matrix Completed

Action 02 24 2018 Report to be sent out Completed

Action 03 24 2018 CSC to schedule public meeting during ICANN AGM going forward. Draft agenda well before the meeting. Related: CSC to meet with members of the ICANN Board during community forum meeting (to be scheduled) Completed

Action 04 24 2018 Secretariat to schedule CSC F2F during AGM and Community Forum for block 2 on Monday (after opening ceremony) Completed

Action 05 24 2018

By November meeting ICANN Org to share major milestones project plan to get to ICANN and PTI approval for changing IANA Naming Function Contract with respect to the Service Levels change process. Ongoing: timeline completed. Issue to be addressed item # 4

Action 06 24 2018 Trang to share by next meeting with CSC

• Procedures themselves

• IANA Contract Draft Amendment

• Mock-up of webpages, referencing the SLA Ongoing

To be addressed under item # 4 agenda

Action 07 24 2018 Naela to provide background information re proposed changes actual service levels (as already identified) Completed

Action 08 24 2018 Secretariat to provide update RAP Procedures plus explanation of required changes before

next meeting Completed

Action 09 24 2018 Secretariat to schedule next CSC meeting for 2 hours at convenient time for all Completed

**3. PTI Performance November 2018**

***a. PTI report to CSC***

One missed metric, PTI met 98.6 % of performance metrics. Detailed explanation of missing the metric (one of 3 to be changed) and why to date no steps are taken. At core: no impact on direct customers (measurement to be updated once Service Level change mechanism is in place).

***b. CSC report***

No comments on report: PTI performance is satisfactory.

**Action Secretariat 01-201825: CSC Findings to be circulated to the community with cover note**

Discussion on terminology used by CSC to summarize and describe the performance of PTI:

Excellent ( all metrics are met at 100% ), Satisfactory ( not all are met) etc. For new members unclear.

**Action 02-201825 : Secretariat to distill and summarize definitions and rationale of measures for PTI performance from notes initial CSC Meetings.**

**4. SLA Change Mechanism**

Byron: explains the documents and background. Kal and Jay developed table with 4 categories of potential changes to Service levels and associated change methods. To make it work need to change IANA Naming Function Contract and introduce alternative change mechanism process and procedures. ICANN Org/PTI to talk to the different documents

***Service Level change background document.***

Included table explains mapping between original table and process document

Proposal is to remove table from procedure document, as it may be difficult in time to maintain alignment between the table.

Comment: Provide clarity around the interplay between the documents

***SLA Change mechanism Process document***

Uses the 4 categories identified with Kal and Jay, and change mechanism as they proposed ( light weight for simple, metric changes).

Includes set of questions that need to be addressed before any can be made:

Feasibility of change, Benefit for community/direct customers, etc.

Only with a small change to measure is there no need for general consultation, nor for involvement of ccNSO and GNSO Councils.

Of the current proposed changes, 3 are considered small metric changes and one (1) – the introduction of service levels relating to submission the IDN Tables - is considered a more a major change. PTI is currently in business of collecting data.

Questions/Comments

How is decision made to determine if change is category 4 item? Kal and Jay, technical change of metric. CSC needs to agree.

The 4th category metrics that CSC believes are simple and not impactful to customer.Example used at introduction of category 4. Common sense, comes in play.

Major changes could not slip through

Expand on idea on of public comment period. Chang categories 1, 2, and 3 require input from ICANN community? Outreach by CSC and ICANN make it for public comment part. Change procedure are proposed have not been used.

Existing metrics: how and when were they established? Current SL metrics were established as part of transition work. Thresholds were determined on the basis of sample data collected for 7 months and reflected in Annex A to IANA Naming Function Contract.

In addition Section 2 # 3 of process document provides information and consultation need.

It was understood between DT and IANA at the time that data and proposed Service Levels were best guesses at the time, with acknowledgement that when more data would be available the Service levels may change.

Specific identified metrics could have been adjusted a long time ago where it not for the current cumbersome process, which is very heavy handed.

Feed-back from full CSC on document: no further comments

ICANN Org notes that process amending the Service Levels and envisioned amendment of the IANA naming Function Contract are coupled.  See preamble of process document, paragraph # 2 of the introductory text.

For approval: Process document needs to be adopted by members and agreement needs to be minuted

***Modification process for Change procedure***

Ensure process to amend SL change mechanism. Basic steps: who could change SL change process?

CSC, PTI or ICANN org.

Document amendment to service level change procedure and then go for public comments.

Assumption is CSC will take it to ccSNO, RySG and others they deem necessary

This second document to be agreed upon (goes hand in hand with change procedure)

Questions/comments

Scope of changes. Some changes may not require public consultation, may need to be reviewed by smaller part. Question whether always necessary to do a full conduct public comment.

When establishing process to modify the change mechanism there is need to involve ICANN community. However, after is still necessary after initial consultation change of procedure or just go to relevant part of the community?

Public process: defined in item 2, 3. If Public comment is the norm and hence expectation.

needs to be consistent. ccNSo and RYSG are direct customer. Using ccNSO as example: within ccNSO , ccTLD managers will be informed.  Even if ccTLD manager is not member of ccNSO, they can and will be reached out to.

Comments on language/text.

Section 4. "Pendency" not clear

Simplify by changing sentence to: “during the public comment process”

Section 5: difficult to understand.

Edit by changing first “amending” to “modifying”.

**Action 03-201525: 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.**

ICANN Org comment: Note the text in preamble/introductory text i.e the first paragraph states that any modification needs to be agreed by PTI **AND** ICANN Org (emphasis added). This replaces the current mechanism in IANA Naming Function Contract. 

***Draft Amendment of IANA Naming Function Contract.***

Currently all Service Levels are located in Statement Of Work ( Annex A) of the IANA Naming Function Contract. Proposal is to amend this and include all SL on webpage. The proposed modification approach is standard ICANN practice for example used to amend Registry operator contracts.

Renumbering required and reflected in proposed amendment document. In addition standard clauses are included.

Question/Comments

Proposed Section d and e of amendment. What is rationale to put in amendment and not leave in contract?

Response: done because of re-numbering. Language is similar to current Contract.

In addition, the 63 measures are Contract. After taking them out, as envisioned, Section d does not make sense without the measurement table.

***Mock-up webpage***

No Comment CSC

Same message as for archiving "old" service levels.

Closing the discussion. No outstanding issues. Chair puts documents to a vote for adoption.

**Decision 01 -2018 25 Document Process for amending the IANA Naming Function Service Level agreements adopted unanimously by CSC members**

**Decision 02-201825 Document Procedure for Modifying the process for amending the IANA Naming Function Service Level agreements adopted unanimously by CSC members, under assumption proposed friendly amendments are included in the text.**

Next steps. Full public comment can now be launched no Board resolution required. After public comment closure, ICANN Board approves first, then PTI Board and finally ICANN Org and PTI sign. As to the timing, after closure of the public comment period,  staff summary and Board paper, which can be done in parallel. Assumption is no substantial remarks. However, if substantial remarks, process will be prolonged.

If Kobe board Meeting date is missed, the  next ICANN Board meeting would be May 2019. PTI Board can take decision any time by email.

**Action 04-201825: CSC to inform community about CSC Decisions to adopt procedure to modify Service Level amendment procedure and Service Level amendment procedure.**

**5. RAP Update**

Review of proposed amendment of current RAP, circulated note and document by email on 12 November 2018. 3 items to reflect updated charter CSC:  
1. Inclusion of a change mechanism

2. Ensure in RAP that if new IFO should be appointed, the new operator would be required to agree to the existing RAP

3. Ensure in RAP that if CSC determines a performance issue exists, it will inform the  ccNSO and GNSO and will be keep the informed.

The first item is included in proposed change of RAP. As to the two other items: not included, as they are included in the CSC Charter and are not about the RAP between CSC and PTI, but about relation between CSC and future IANA Function Operator (item 2) and requirement CSC to inform ccNSO and GNSO, in the event of performance issue.

James commented on-line on second point.

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

**6. Progress CSC Related Reviews**

**a. Effectiveness Review**

CSC Effectiveness Review well underway. RT has developed assessment matrix, reflecting CSC Charter. Assessment matrix nearly finalized and  on its way. Expectation is that Initial report will be published for public comment and submitted to the ccNSO and GNSO Council well before the Kobe meeting. Item CSC to be aware, metric around attendance of liaisons. Should the appointing org be aware/made aware?

***b. IFRT***

Two issues: ccNSO has not appointed non-ccNSO ccTLD manager ( none has volunteered), but to meet slate selected ccNSO member related person. Second issue: no member on IFRT from AP region. Issues to be resolved by appointing organizations. If they do not object, move forward. As to start of IANA Function review, no Bylaw or contractual requirement beyond official kick-off on 1October 2018.

**7. Evaluation of CSC Barcelona Meeting: Lessons Learned Going Forward**

Comments.

Remote participation- For new member, easy to follow. Remote participation issue. For future meetings: not certain if attend at every meeting. In past, connection was better.

Presentation materials - Presentation was great engaging in RySG meeting.

Discussion with PTI Board - Was useful for new members.

**8. CSC F2F Meeting in Kobe** - Monday 11 March, Block 2 or 3

Members: 3 members to attend definitely, 1 member will only know few weeks before the meeting. Based on agenda meeting

Meeting with ICANN Board (members)- If CSC want to meet with Board, interaction ICANN Boards Ops. required

**Action 06-201825: ICANN Org/Trang - Try to organize informal lunch meeting with ICANN Board (members).**

**Action 07-201825: Secretariat to schedule CSC f-2-f meeting Monday 11 March, block 2**

**9. Next Meeting** -Tuesday, 15 January 2019 (19.00-20.30 UTC)

a. For future meetings: Fixed time for meetings (19:00-20:30 UTC)

**10. AOB**

Annual Survey: item next meeting.

**11. Adjourn**

Meeting ended at 21.04 UTC.