**Customer Standing Committee (CSC) Meeting 30**

16 May 2019 @ 18:00 – 19:30 UTC

 **Agenda**

**Decisions**

1. **Decision 01 - 30 052019: The CSC adopted the following general decision- making procedure for proposals included in documents.**
	1. **The chair calls for discussion/comments on the final proposal, by full membership.**
	2. **If no comments, there is a formal vote by the appointed members at a quorate meeting (all members are present).**
	3. **The chair designates the outcome of the vote. A proposal is accepted if 3 of the members vote in favor.**
	4. **The outcome of the vote is recorded in the notes and published, with a reference to the proposal, which is published on wiki space.**
2. **Decision 02 - 30 05 2019: The CSC adopted unanimously Technical Check Threshold Analysis Process SLA, and informs direct customers accordingly.**
3. **Decision 03 - 30 05 2019: The CSC adopted unanimously the LGR SLA document as proposed by PTI**
4. **Decision 04 - 30 052019: The CSC adopted unanimously all measures to implement the four (4) recommendations CSC Effectiveness review team.**

**Action Items**

**Pending**

* **Action 03 28 2019: PTI Staff to introduce proposal for ccTLD create Service Level by May meeting. (deferred until June)**

**New**

* **Action 01 30-052019 Secretariat to draft communication to inform direct customers about SLA changes**
* **Action 02 30-052019: PTI to check whether IANA page on complaint needs to be updated to reflect current status IANA due by June meeting**
* **Action 03 30-052019: Full CSC to fill out skill matrix as adopted. Secretariat to circulate reminder.**
* **Action 04 30-052019: CSC chair to query issues with respect to (non-granting) travel funding request with relevant ICANN staff and Board members. Report back by July meeting.**
* **Action 05 30-052019: Secretariat to circulate Doodle poll for meeting in week of 10 June.**

**1. Welcome and Introduction**

Meeting quorate at 20.12

**Agenda approved**

**2. Action items (only report on open items)**

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| Action Items From March Meeting |
| Action 03 28 2019 | PTI Staff to introduce proposal for ccTLD create Service Level by May meeting. Due in May | Deferred to June |
| Action 08 28 2019 | Secretariat to propose method to provide on-boarding for next CSC by May meeting. Due in May | Completed |
| Action Items From April Meeting |
| Action 01 29 2019 | PTI to provide background documentation to document how CSC handles individual complaints. | Completed |
| Action 02 29 2019 | Secretariat to prepare letter for notification of appointing organizations, when member or liaison does not meet attendance requirements as included in Charter and for annual update, prior to selection process. | Completed |
| Action 03 29 2019 | Secretariat to prepare next iteration of CSC Membership requirements document. | Completed |
| Action 04 29 2019 | All to provide comments on next version CSC Membership requirements document by 1 May 2019. | Completed |
| Action 05 29 2019 | Secretariat to prepare consolidated overview (of CSC membership requirements) by May Meeting. | Completed |
| Action 06 29 2019 | ICANN Org circulate deck to Brett prior to circulate to CSC. On-boarding to be discussed at the May meeting. | Completed |
| Action 07 29 2019 | PTI to provide update of documentation on SLA changes taking on-board results of discussions. | Completed |
| Action 08 29 2019 | Clarification on how CSC accepts Specific SLA change documents. | Completed. See item 4c on the agenda |
| Action 09 29 2019 | Byron to seek clarification with chair ccNSO on status and next steps establishing IFRT. To inform CSC on the list. | To be completed week 6-10 May. Item 6 agenda |
| Action 10 29 2019 | Secretariat to check with ALAC where they are in selection process. | Completed |

**3. PTI Performance April 2019**

a) PTI report to CSC

April 100 %

Nothing to add, no escalations, no questions

b) CSC report

Report circulated in time for the meeting. No questions/comments. No Objections

Need to change the table on change to metrics?

Change the report for communication from CSC to what is happening

Separate communication regarding SLA change.

**Action 01 30-052019 Secretariat to draft communication to inform direct customers about SLA changes**

CSC Findings report on PTI Performance April 2019 approved.

**4. Changes to SLAs**

a) Update on Revisions to IANA Naming Contract

Amy: Amendment fully executed: Amendment has been published. SLA webpage + procedures pages. Eligible for SLA changes

James: PTI Board needed to sign off on Amended Contract. Has this been done?

PTI Board did sign off through email decision. PTI President signed amendment.

SLA are posted on PTI.ICANN.org

list amendment + link SLA,

<https://pti.icann.org/iana-naming-function-services-service-level-agreements>

b) Moving Forward with SLA Changes

 I) Technical Amendments

Important as blueprint for future changes: document format to present and discuss changes.

Naela/PTI: Technical Check Threshold Analysis Process SLA.

First section; introduction

Warrants to ensure metrics are correct. In developing SLA, SLA technical check should measure time correctly. No impact on customer as a result for changes.

Change category 4: No public comment needed, but inform customers

Impact Analysis. Finalize implementation plan

Commit to 30 day period. For recording purposes goes life at 1st day of month

Questions?

What is timing PTI/ICANN?

No delays from PTI side. Amy: for technical checks, no roadblocks

No additional questions.

**Decision 02 30 052019**

No comments or discussion members and liaisons.

Vote by members: No Objection, No abstentions

Unanimous of technical amendment. Document adopted

 ***II) LGRs***

Naela/PTI: This item specifically from PTI: No process to publish PTI capturing data, in PTI report data is provided. Proposed SLA

Two sets of data points:

Validation and reviews: how does PTI have to review, less than 45 days less 90 %

Implement. Strictly manual process. Note that requestor clarification also relevant

Time to publish.

Time per actor to resolve part of request volumes (number of LGR tables)

Change Category: new SLA, requires public comment

Impact Analysis- 30 days after becoming approved.

Questions/Comments

Brett. Comment good work. Educational

What is LGR ? Label Generation Rule. See:

<https://www.icann.org/resources/pages/root-zone-lgr-2015-06-21-en>

No additional questions

**Decision 03 30 052019**

Adoption procedure: LGR

Call for discussion: no comments

Members of committee No Objections

No abstentions: Unanimous adoption

 ***III) ccTLDs (deferred to June meeting at request of PTI)***

Given amount of work PTI requested deferral

No objection, deferred

***c) How will CSC accept Specific SLA change documents/proposals?***

The CSC does not have procedure in place to accept certain documents. However it has a procedure for decisions, which was used for accepting the RAP, SLA change procedure and amended SLA.

**Decision 01-30 05 2019**

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3. The chair designates the outcome of the vote. A proposal is accepted if 3 of the members vote in favour.

4. The outcome of the vote is recorded in the notes and published, with a reference to the proposal, which is published on wiki space.

See the Internal Procedures of the CSC section 6 (<https://www.icann.org/en/system/files/files/guideline-csc-practices-24mar17-en.pdf>)

Proposed process

No Objection, adopted

Full membership: liaisons and members

everybody on the committee. Need to be clarified in document

(members and liaisons)

Adopted

**5. Implementation CSC Effectiveness Review Recommendations**

***a) How to deal with individual complaints***

Included in background material is proposal documenting and the practice of the CSC on how it deals with individual complaints. It also includes proposed language for the CSC website.

Nigel: report CSC complaint report for IANA

What is number of complaints,

Volume under 10 per month, not only related to IANA Naming Function Services monitored by CSC. From volume perspective no real issues

Note that IANA page is not updated, post transition update

Action 02 30-052019: PTI to check whether IANA page on complaint needs to be updated to reflect current status IANA due by June meeting

***b) Attendance requirements and overview***

Included in background material are templates for letters to be sent out by the secretariat at the direction of the Chair of the CSC. The first template is for a letter to the member / liaison, to be sent out after missing two consecutive meetings. The second template is for a letter to the appointing organization if the member/liaison has missed 3 consecutive meetings (according to the charter “*CSC appointees ……must not be absent for more than two consecutive meetings.”*)

The third letter is to all appointing organizations to inform them about the attendance record of their appointee.

***c) Skills and expertise overview.***

Included in the background documentation final version of the skills and expertise overview matrix. This document has been circulated on list before and this is final update. For adoption by the CSC. If adopted next step is to fill in the table.

**Action 03 30-052019: Full CSC to fill out skill matrix as adopted. Secretariat to circulate reminder.**

***d) Induction Program New Members and Liaisons.***

Included in background material slide deck for induction purposes.

Proposed way for induction of new appointees is to invite them to a webinar when they have been selected but before they take their seat on the CSC (most likely this will be in September, if feasible before the CSC September meeting).

This webinar will focus on the practices of the CSC, the PTI Report and related CSC Findings, the SLA change mechanism and documentation, and the Remedial Action Procedure. The webinar will be provided by the secretariat.

Action The slide deck will be posted on the CSC web-site as reference material, and updated at least once a year.

Brett comment:

Background. perspective introduction material, by the time selected fully superfluous

Good and worthwhile as reminder

Decision on all documents

**Decision 04 30-052019: The CSC adopted unanimously all measures to implement recommendations CSC Effectiveness review team**.

Reference on wiki space

**6. IFRT Update**

Chairs update: Pre council meeting.

ccNSO perspective: 3 candidates through selection process, all from ccTLD members

Informal objection, no formal objection. Or clarity on mandate.

ccNSO pressing on actors. Need to have a Bylaw change, problem will get worse.

Amy: Email Katrina Sataki. Affirmation by GAC, SSAC and RySG. Deadline 31 May

James: NCSG. Notice was sent to appointing organisation

Procedural objection for discussion with GNSO Council

**7. Status Travel Funding Request**

Travel funding not granted as requested.

**Action 04 30-052019: CSC chair to query issues with respect to (non-granting) travel funding request with relevant ICANN staff and Board members. Report back by July meeting.**

**8. CSC Member Selection Process**

Appointing organisations are to be informed shortly.

**9. Next Meeting: 14 June 2019, 18:00-19:30 UTC (Alternative: 17 June 2019, 18:00-19:30 UTC)**

**Action 05 30-052019: Secretariat to circulate Doodle poll for meeting in week of 10 June.**

Marrakesh, no in person meeting, nor scheduled meeting

**10. AOB**

None

**11. Adjourn at 19.35 UTC**