Customer Standing Committee (CSC) Meeting 40
13 May 2020 @ 18:00 – 19:30 UTC
Agenda & Notes

Action Items meeting 40
- **Action 01 40 2020: Secretariat to post adopted standard language on website under internal procedures**
- **Action 02 40 2020 : ICANN Org to update CSC Findings PTI Performance April 2020, to reflect status SLA change and designation of PTI's performance.**
- **Action 03 40 2020: Secretariat to schedule presentation on next meeting and organize presentation of SLA change procedures.**
- **Action 04 40 2020: Members to approve statement CSC for IFRT**
- **Action 05 40 2020: Secretariat/Amy provide reference to IANA Naming Function Contract to be included in the CSC statement.**
- **Action item 06 40 2020: Secretariat to circulate Doodle to the group to propose dates times until and including October. August meeting limited to online PTI Performance reporting.**

1. Welcome and Introduction
Meeting is quorate: all member are present.

AOB: Membership (members and liaisons) term end and appointment to CSC per 1 October 2020

2. Action items

Action Items		
Action 01 39 2020	Secretariat to propose Refinement of terminology of Excellent and Satisfactory Performance before next meeting	Completed
Action 02 39 2020	Secretariat and James Gannon to check with GNSO Council (support staff) progress adoption procedure SLA change	Completed, see item 4.
Action 03 39 2020	James Gannon to discuss with relevant GNSO groups CSC role with respect to monitoring PTI's role as the operator of the Key Signing Key for the DNS Root Zone	See item 6
Action 04 39 2020	Secretariat to inform James of documentation shared with CSC on previous calls re monitoring role of CSC	Completed
Action 05 39 2020	PTI to request Kim Davies to email document for longer term approach	Completed.
Action 06 39 2020	Secretariat to include item on agenda next meeting to start discussion longer term KSK roll-over	Completed, However in lieu of lack of new developments deferred until further notice.
Action 07 39 2020	Secretariat to include topic metrics again on July 2020 agenda (revisit in 3 months)	Ongoing
Action 08 39 2020	All, send additional proposed metrics, if any, to the list	Completed
Action 09 39 2020	Secretariat draft statement for IFRT based on key words to be provided CSC	Ongoing

All actions have been completed, including action 09 39 2020, which will discussed under item 6b.

3. PTI Performance April 2020
a) PTI report to CSC April 2020.
PTI: Performance over April 2020 100 % . No Escalations over April

Details. Large number of Change requests, however all actions PTI within defined thresholds

Background: Large number of key-role overs for TLDs. Some Operators commit to do it once year. Operators do operate larger number of TLDs. As it recurring: dialogue so know when they large number of request happen very helpful. In general coordination ahead of time always helpful. Additional comment that these type of high volume transactions drives workflow features in RZM.

b) Approval standard language to qualify monthly performance PTI (excellent, satisfactory, needs improvement).

Proposed standard language circulated on email list. No Comments:
All Members in support. Agreed to use new standard language in CSC April Findings report.
Action 01 40 2020: Secretariat to post adopted standard language on website under internal procedures.

c) CSC Findings PTI Performance.
CSC basic text to adjusted to reflect current stat SLA adoption procedures ccNSO and GNSO Councils and update the language to designate the performance of PTO over April 2020.

Approval CSC Findings report by email

Action 02 40 2020 : ICANN Org to update CSC Findings PTI Performance April 2020, to reflect status SLA change and designation of PTI's performance.

4. SLA Amendment Updates
ccNSO Council approved SLA update and informed CSC accordingly. GNSO Council approval is scheduled. Approval is on GNSO Council Consent agenda for its 21 May 2020 meeting and is expected to be approved.

5. Update discussion with relevant GNSO groups on adjustment CSC role with respect to monitoring PTI.
Chair explained status to date:
- PTI presented proposals for possible metrics. CSC membership was asked to suggest additional metrics, which were shared on the list. Ask PTI to include them in their list
- Agreed to defer further discussion at least until August 2020, if not later.
- Per action item 05 39 2020: PTI provided more information on current planning as requested.
- Per action item 03 and 04 39 2020 James and staff check whether procedures/constituting documents need to change

James Gannon noted that if CSC is to follow the standard procedures for SLA changes no need to change any of the CSC governing documents.

Suggestion PTI: Present SLA change procedures again to membership.

Action 03 40 2020: Secretariat to schedule presentation on next meeting and organize presentation of SLA change procedures.

6. IFRT Update
  a) *James Gannon / Amy Creamer on progress to date IFRT*
     IFRT is making gradual progress. With respect to meeting with CSC it is drafting list of questions. The meeting is scheduled 26 May 2020, 18.00 UTC

  b) *Draft statement CSC*

Draft CSC Statement for IFRT circulated on list. Chair consolidated comments. Will be circulated for approval by CSC.
Action 04 40 2020: Members to approve statement CSC for IFRT

Open issue: Include reference number of IANA Naming F
Action 05 40 2020: Secretariat/Amy provide reference to IANA Naming Function Contract to be included in the CSC statement.

7. AOB
CSC was informed of upcoming membership term end selection process.
Following Members and Liaisons reach end of term:
Brett Carr (ccNSO), Gaurav Vedi (RySG)
Lars-Johan Liman (RSSAC), Nigel Cassimire (GAC)
None is term limited
By 1 June 2020 appointing SO/ACs will be asked to launch the appointment process according to their own procedures. The ccNSO and RySG need to align their appointments taking into account geographic diversity. The new proposed full slate of membership needs to be approved by the ccNSO and GNSO Councils before 1 October 2020.

8. Next meetings (confirmed)
- Wednesday 17 June 2020, 18.00 UTC
- Wednesday 15 July 2020, 18.00 UTC

Action item 06 40 2020: Secretariat to circulate Doodle to the group to propose dates times until and including October. August meeting limited to online PTI Performance reporting.

9. Adjourn