

Customer Standing Committee (CSC) Meeting 31
12 June 2019 @ 19:00 – 20:00 UTC

Agenda & Notes

Action items meeting 31

- **Action 01 31 2019: PTI (Naela) to provide update how presentation of threshold could be improved**
- **Action 02 31 2019: ICANN Org (Amy) present how table could look like by next meeting and circulate proposal to the list as soon as feasible**
- **Action 03 31 2019: PTI/IANA reverse engineer previous transfer/ delegations to test proposed SLA**
- **Action 04 31 2019: PTI to review language used in proposal for amending SLA creation and transfer ccTLD to map against terminology in Fol**

1. Welcome and Introduction

Meeting quorate. Attendance taken from the Zoom room. No audio only.

2. Action items (only report on open items)

Action Items From Previous Meeting		
Action 03 28 2019	PTI Staff to introduce proposal for ccTLD create Service Level by May meeting. (deferred until June)	Completed
Action Items From May Meeting		
Action 01 30 2019	Secretariat to draft communication to inform direct customers about SLA changes	Completed
Action 02 30 2019	PTI to check whether IANA page on complaint needs to be updated to reflect current status IANA due by June meeting	Completed
Action 03 30 2019	Full CSC to fill out skill matrix as adopted. Secretariat to circulate reminder	Completed
Action 04 30 2019	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	Ongoing
Action 05 30 2019	Secretariat to circulate Doodle poll for meeting in week of 10 June	Completed

3. PTI Performance May 2019

a) PTI report to CSC

Comment on presentation of Thresholds

Each category has own threshold (seconds vs. minutes)

Update on-line

Some metrics threshold do not appear on chart. Improve presentation on how

Action 01 31 2019: PTI (Naela) to provide update how presentation of threshold could be improved

b) CSC report

Report approved as is.

Comment: SLA mentioned in report do have new status. Table needs to be updated to reflect next steps

Action 02 312019: ICANN Org (Amy) present how table could look like by next meeting and circulate proposal to the list as soon as feasible

4. Changes to SLAs

a) ccTLDs

Currently Process creation and transfer takes into account all manual actions. Compared to gTLD process: Creation has gone through full process of which all background work done by the GDD staff

All ccTLD process steps, done by IANA. Several elements informed by FoI, Support by Significantly Interested parties etc. All steps require extensive documentation

Current SLA:

Very rare all required documentation is directly and completely available. Unanswered questions etc.

Time line does not do justice to process, in particular its iterative nature

Break SLA in several parts

- Number iterations necessary
- Time to assess documentation provided (
- Produce IANA Report to the Board

Dates are in calendar days

Type of change Category: This is adjusting the SLA

Benefit: Increase predictability for customers

Also driver to improve documentation

Potentially to be implemented in major new version RZMS

Questions?

Brett: Good run through.

Is it useful /use of time to test the measurements response: Confidentiality, so no specifics shared?

Started to measure, to give sense of data. Track against current data

Challenges was in the middle of Kobe meeting, so difficult to organize a call

Action 03 31 2019: PTI/IANA reverse engineer previous transfer/ delegations to test proposed SLA

Language is sensitive and needs to reflect language from Framework of Interpretation (Fol). Recognise wording in original SLA, and Fol. Differences in language for ccTLD and g TLD Note this is specifically for ccTLD. Maybe include footnote.

Action 04 31 2019: PTI to review language used in proposal to map against Fol

Question: How to move forward ? Use Marrakesh and upcoming meetings
Introduce in Marrakesh.

Update document and finalize draft for public comment between IANA/PTI and CSC
Publish for public comment

b) Technical Checks

In implementation phase.

c) LGRs

In public comment. Closure 26 July
Comment report September late Board meeting

5. IFRT Update

Bylaw change IFR membership. Public comment closes 26 July . Needs to go Empowered Community for approval If ccNSO is able to bring on non - ccNSO member start process Issue was raised on conflict of Bylaws.

6. CSC Member Selection Process

Amy: The official letter was send to SO/AC

Timeline same as last year

7. Next Meeting: Propose to have a virtual July Meeting to approve CSC report. Subsequent meeting is proposed for: 15 August, 18:00-19:30 UTC

No meeting in Marrakesh

July and August both challenges

8. AOB

All CSC Effectiveness Review recommendation have been implemented

9. Adjourn