

Customer Standing Committee (CSC) Meeting 38

18 March 2020 @ 18:00 – 19:30 UTC

Agenda and Notes

Decision 01 38 2020: Lars- Johan Liman appointed as chair and Brett Carr appointed as Vice-Chair

Action 01 38 2020: PTI staff to propose easy metrics to CSC (completed)

Action 02 38 2020: CSC: CSC membership think-up relevant metrics on the basis of presentation.

Action 03 38 2020: Secretariat to circulate slides (completed)

1. Welcome and Introduction

Meeting is quorate

Introduction Claudia Ruiz: she replaces Ria after 18 March meeting.

2. Chair and Vice-Chair Election

Confirmation of Nomination process Chair and Vice-Chair nomination is confirmed by all.

3. Action items (only report on open items)

We'll reach out to PTI re open action items. They are aware, but may need reminder.

Action Items		
Action 01 37 2019	PTI, Review presentation of performance to present also number of SLA met. To inform CSC at its next meeting on feasibility	Defer to item 4 on agenda
Action 02 37 2019	CSC, Chair to send letter to ccNSO and GNSO Councils to seek their approval SLA change	Completed, item 5 agenda
Action 03 37 2019	PTI to provide presentation. Expect PTI to explain in detail, also to talk about changes.	Item 6 Agenda
Action 04 37 2019	All, Nominate chair and vice-chair by 28 February 2020, 23.59UTC	Completed

No additional comment, all actions completed

4. PTI Performance February 2020

a) PTI report to CSC: already circulated, 100 % February. Progress with respect to presenting performance of PTI (number of SLA Items met), provides better understanding of what % SLA met means.

Comment PTI (Naela): PTI naming Performance 100 % all metrics are met. No outstanding issues, no escalations received. As to modification of the report to include number of metrics met, the development team is happy to implement. New info to be included in April report (reporting on March)

b) CSC Findings PTI Performance: already circulated

ICANN Org (Amy Craemer): SLA table overview depends on outcome item 5 of 18 March agenda. Header is on every page

Chair (Liman): Confirm of Findings report. Secretariat to circulate.

5. SLA Amendment Updates

Report on progress.

Liman: Both Councils received request to approve SLA amendment. Awaiting approval by both Councils.

6. Presentation and discussion on possible role CSC re monitoring PTI performance DNSsec

Presentation PTI.

Reference to document discussed on February call. Presentation by Kim Davies

General overview. See Presentation.

Questions:

Brett: Informative presentation, level of details. CSC confidence that PTI will do a good job. CSC tends to monitor performance on basis metrics and reports. Are there some metrics to show performance?
Conscious of work, metrics to be light touch

Second comment: CSC members from different parts of global internet communities, non-US centric bias
KSK-management US bias. Change to consider for the future

Response: Historically US bias, requirement under the US- ICANN contract. Building a new facility costly (multi-million event). Not just the facilities but also staff needed. Is considered by PTI and is under consideration by PTI Board as part of their Strategic plan. Consideration of Fitness for purpose of current arrangement

Last month very informative. The whole model under discussion given the global inability to travel.

Liman: Build in auditing functions. How are they elected?
Follow Sock-3. Community wide framework. Third party to audit PTI against Sock-3.
Selection using ICANN procurement -process. Firms follow auditing standards. Sock-3 controls evolve and parties contracted on basis of business contract.

Brett: operate on the basis of metrics. Are there easy metrics?

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7. IFRT Update

Report on progress to date IFRT

IFRT staff support (Amy Craemer): Core research work completed. James to give IFRT introduction on CSC on 31 March. Meeting IFRT and CS is scheduled.

8. AOB

No items

9. Adjourn