

# Customer Standing Committee (CSC) Meeting 47

17 February 2021 @ 02:00 – 03:00 UTC

## Agenda & Meeting Notes

### Action Items

- **Action 01 47 2021:** Amy to circulate Findings Report to the list for approval by members of the CSC
- **Action 02 47 2021:** Chair and secretariat to follow-up and initiate on-line discussion and topic to be included on the agenda of next meeting
- **Keep action 03 46 2021** ( Amy to Inform CSC when IFRT has submitted final report to the Board) and **Action 04 46 2021** ( Liman to send note endorsing the recommendations to the Board) open.
- **Action 03 47 2021:** Chair to reach out to chair BTC to invite for meeting between CSC and ICANN Board BTC on next CSC meeting.
- **Action 04 47 2021:** Circulate call for nomination chair and vice-chair. Include appointment process on Agenda meeting 48.

### 1. Welcome and Introduction

Meeting was not quorate (not all members attended). Decisions have been taken by email.

### 2. Action items

Action Items		
Action item 01 46 2021	Liman to look at thresholds description in SLAs and come to recommendation on way it is phrased by next CSC meeting	See agenda item 4
Action item 02 46 2021	Secretariat to include item to discuss thresholds on the agenda.	Completed, see item 4
Action item 03 46 2020	Amy to Inform CSC when IFRT has submitted final report to the Board	See item 5
Action item 04 46 2020	Liman to send note endorsing the recommendations to the Board	Ongoing
Action item 05 46 2020	Secretariat to organise on-boarding session with Milton, prior to February meeting.	Completed
Action item 06 46 2020	Secretariat to circulate presentation on PTI Survey to group	Completed
Action item 07 46 2020	Secretariat to include survey results on next meeting for more in depth discussion of results / responses CSC.	See item 6 agenda
Action item 08 46 2020	Secretariat to reach out to relevant staff to schedule meeting between CSC and Board BTC	Ongoing see item 7
Action item 09 46 2020	Secretariat to send out invites for next meetings (47, 48, and 49)	Completed
Action item 05 45 2020	Claudia to include the discussion regarding KSK roll-over on the CSC agenda for May 2021	Pending

All actions complement as noted. No further comments or questions

### 3. PTI Performance January 2021

#### a) PTI report to CSC January 2021.

100 % of thresholds were met. No comments, nor questions.

#### b) CSC Findings PTI Performance January 2021.

PTI Performance January 2021 was “excellent”. No further comments. Decision to approve deferred to the mailing list.

**Action 01 47 2021: Amy to circulate Findings Report to the list for approval by members of the CSC**

#### 4. Review Thresholds SLAs

Follow-up was not concluded. Needed editable document format for analyses. Discussion deferred to next meeting. Initial analyses shows thresholds are recorded in days, not in business days.

**Action 02 47 2021: Chair and secretariat to follow-up and initiate on-line discussion and topic to be included on the agenda of next meeting.**

#### 5. IANA Function Review

Update: IFRT Letter to the Board, delayed until April, awaiting and pending decision ccNSO and GNSO Councils to change IANA Naming Function Contract as recommended by IFRT.

Adoption of IANA Naming function contract on agenda ccNSO Council 18 February 2021 (NOTE Secretariat: ccNSO Council has adopted the recommended change to IANA Naming Function Contract and ICANN has been informed accordingly).

**Keep action 03 46 2021 ( Amy to Inform CSC when IFRT has submitted final report to the Board) and Action 04 46 2021 ( Liman to send note endorsing the recommendations to the Board) open.**

#### 6. Results PTI customer satisfaction survey: focus CSC responses.

Link to report was shared on 28 January 2021:

<https://www.iana.org/reports/2021/customer-survey-20210125.pdf>

Discussion on CSC responses.

##### **General aspects**

Drop because members were on different groups.

11 responses : make sure with vendor participating in different group

This is 2020 survey: only CSC membership that was on CSC at the time of survey is recorded as CSC. Persons who stepped down before not included.

Not clear in which capacity some persons on CSC were recorded as they wear multiple hats(CSC, ccTLD or gTLD).

Response: If responses from one and the same email address counted as CSC. If different emails, multiple surveys

Trends: See slides presented at the meeting

Comment: CSC is a relative small committee, if one changes her or his mind, relatively high impact

Question: Does average of group increased or incidental?

In 2019: CSC was different group, could have an impact. Also less responses then last year.

General sense Change is not so significant

Opportunity to provide comments, no specific comments. Chair noted that if anyone on CSC has specific issues, and not bring it up in the meeting, they should talk to PTI directly, or talk to the chair to anonymise the voice. CSC was created to bring concerns to the attention of PTI!

PTI: CSC turn out needs to be increased. New voices need to be heard: reminder in action items, Remind group of notification. Multiple channels approach.

#### 7. Update scheduling Meeting with Board Technical committee

Ask BTC ; time to be BTC, participate in next meeting

First 30 minutes of meeting

**Action 03 47 2021: Chair to reach out to chair BTC to invite for meeting between CSC and ICANN Board BTC on next CSC meeting.**

**8. Next meetings**

- Meeting 48, Wednesday 17 March 2021, 10.00 UTC
  - (to include chair and vice-chair appointment)  
<https://www.icann.org/en/system/files/files/csc-appointment-procedure-04nov19-en.pdf>  
Statement  
**Action 04 47 2021: Circulate call for nomination chair and vice-chair. Include appointment process on Agenda meeting 48.**
  - To include meeting with Board BTC
- Meeting 49, Wednesday 14 April 2021, 18.00 UTC

**9. AOB**

No AOB

**10. Adjourn**