

Agenda & Notes

Customer Standing Committee (CSC) Meeting 48

17 March 2021 @ 10:00 – 11:00 UTC

- **Action 01 48 2021:** Adopt Finding report February 2021 online
- **Action 02 48 2021:** PTI to express view whether or not to adjust thresholds measurement basis (change from calendar days to business days)
- **Action 03 48 2021:** Discuss process with PTI, whether this process (Creation or redelegation gTLDs/contractor review) needs to be rewritten to only measure actions of PTI.
- **Action 04 48 2020:** Chair to invite Jamaes Gannon to share view whether to change the threshold RZ-LGR related SLA from days to business days
- **Action 06 48 2021:** CSC members to select a chair and vice-chair.
- **Action 07 48 2021:** Secretariat to schedule upcoming CSC meetings and send invites

1. Welcome and Introduction

Meeting was not quorate, no decisions during the call.

2. Action items

| Action Items | | |
|------------------------|---|--|
| Action item 03 46 2020 | Amy to Inform CSC when IFRT has submitted final report to the Board | Pending decision IFRT |
| Action item 04 46 2020 | Liman to send note endorsing the recommendations to the Board | Pending closure Action item 03 46 2020 |
| Action item 01 47 2021 | Amy to circulate Findings Report to the list for approval by members of the CSC | Completed |
| Action item 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 | Completed, see item 4 |
| Action item 03 47 2021 | Chair to reach out to chair BTC to invite for meeting between CSC and ICANN Board BTC on next CSC meeting. | Completed. See item 5 |
| Action item 04 47 2021 | Circulate call for nomination chair and vice-chair. Include appointment process on Agenda meeting 48 | Completed |

All actions completed, with exception 03 46 2020 and 04 46 2020 awaiting submission final report IFRT to the ICANN Board of directors.

3. PTI Performance February 2021

a) PTI report to CSC February 2021.

Comment: Missed threshold out of control of PTI. Explanation satisfactory.

b) CSC Findings PTI Performance February 2021.

Finding PTI Performance February 2021: Satisfactory

Adoption Findings deferred to email vote (Meeting was not quorate)

Action 01 48 2021: Adopt Finding report February 2021 online

4. Review Thresholds SLAs

Follow-up discussions on SLA thresholds. Initial analyses shows manual thresholds are recorded in days or 72 hours, not in business days. For discussion. On occasion unnecessary short time.

Question for PTI whether there is a problem? is adjusting thresholds values something to pursue or is it unnecessary? Is there a problem that needs to be addressed? Note: If agreed SLA will be amended, the updates needs to implemented.

Action 02 48 2021: PTI to express view whether or not to adjust thresholds measurement basis (change from calendar days to business days)

Observations Chair CSC: Some SLAs are measured in second and minutes for automated systems. The SLAs measured in hours: still in automated systems, however relate to other parties. Example update Root-zone update. The SLA in days measure and set thresholds for manual processing. If measure shorter then 10 days the threshold value is impacted by week-ends and public holidays. If 10 days or above, then business days complicate the matter and changing the format does not really impact the total duration.

Implementation Changes

72 Hours: Root-zone propagates through the system. No change

No manual review, Exceeding the threshold has not happened in past 20 years, update twice a day for Root-Server operators

Contractor Review: 10 calendar days or business days

Mixed feelings about whether to change from calendar days to business days. Proposal is to ask PTI for response on two systems of calculation, does it makes it more difficult: 10 calendar days or business days.

Result of discussion: If period defined in SLA is over a week (5 business days) some prefer longer period to remain in calendar, other prefer consistency

Contractor Review: over 10 days

Creation or redelegation: Some of the SLA where PTI can not single handedly control the changes. Unpredictable because dependent on third parties who are not under control. If PTI dependent on third parties, can determine where PTI understand the process, and how time is measured

Action 03 48 2021: Discuss process with PTI, whether this process (Creation or redelegation gTLDs/contractor review) needs to be rewritten to only measure actions of PTI.

Category 5. Implementation RZ-LGR

Action 04 48 2020: Chair to invite Jamaes Gannon to share view whether to change the threshold RZ-LGR related SLA from days to business days

General comments:

Action 05 48 2021: Continue dialogue with PTI on thresholds and include on agenda next meeting.

Agreed by CSC membership to first have a collective proposal for the direct customers, before reaching and informing them

5. Update scheduling Meeting with Board Technical committee

Meeting to be scheduled in April, date and time 14 April 2021, 14.00 UTC, in conjunction with the regular meeting (first half hour). Meeting 4 April to be scheduled for half an hour.

6. Appointment Chair and vice-chair of CSC, March 2021-March 2022

Decision to be taken online, as meeting is not quorate. Lars-Johan Liman has been nominated as chair, no other nominations. Brett Carr has been nominated as vice-chair, no other nominations. The Internal Procedure can be found at: <https://www.icann.org/en/system/files/files/csc-appointment-procedure-04nov19-en.pdf>

Action 06 48 2021: CSC members to select a chair and vice-chair.

8. Next meetings

Members present agreed to maintain rotational time

- Meeting 49, Wednesday 14 April 2021, 14.00 UTC (**Amended time**)
- Meeting 50, Wednesday 19 May 2021, 02.00 UTC
- Meeting 51, Wednesday 16 June 2021, 10.00 UTC

Action 07 48 2021: Secretariat to schedule upcoming CSC meetings and send invites

9. AOB

No AOB

10. Adjourn