Customer Standing Committee (CSC) Meeting 49
14 April 2021 @ 14:00 – 15:30 UTC
Agenda & Notes

Actions Meeting 49
- **Action 01 49 2021: Staff to publish Findings report.**
- **Action 02 49 2021: ICANN Org (Amy) to provide list of missed SLA, using the IFRT background material. Compile list of missed SLA, if course was definition in days.**
- **Action 03 49 2021: Chair CSC and Kim Davies: prepare joint webinar during or around ICANN71.**
- **Action 04 49 2021: Chair CSC to execute action 04 46 2021**

Agenda and Notes
1. **Welcome & Roll Call**
   Meeting is quorate & Agenda adopted
2. **Meeting ICANN Board Technical Committee – CSC (30 minutes)**
   a) *Introduction CSC*
      Chair of the CSC presents CSC. Presentation can be found at:
      https://www.icann.org/en/csc/documents
   b) *Introduction BTC*
      BTC was established technical matters in ICANN's remit. Broad perpective. Anchored with OCTO (David Conrad). Board liaisons and look at Advisory. BTC is starting with public webinars (next week) informing community what Board is doing.
   c) *Q&A, discussion*

3. **CSC regular meeting- roll call**

4. **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 Completed**
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 48 2021	**Adopt Finding report February 2021 online**	**Completed**
Action item 02 48 2021	**PTI to express view whether or not to adjust thresholds measurement basis (change from calendar days to business days)**	**To be discussed under item 6 a**
Action item 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.**	**To be discussed under item 6 b**
Action item 04 48 2021	**Chair to invite Jamaes Gannon and Elaine Pruis to share view whether to change the threshold RZ-LGR related SLA from days to business days**	**To be discussed under item 6 a**
Action item 05 48 2021	**CSC members to select a chair and vice-chai**	**Completed**

Action item 06 48 2021	**Secretariat to schedule upcoming CSC meetings and send invites**	**Completed**

5. PTI Performance March 2021
      a) PTI report to CSC March 2021.

     No issue. 100 % no exceptions. No complaints
      d) CSC Findings PTI Performance March 2021.
        Adopted.
        Action 01 49 2021: Staff to publish Findings report.

6.   Review Thresholds SLAs
      a) Need to adjust (calendar) days to business days?
        For discussion
               Follow-up discussions on SLA thresholds. Initial analyses shows manual thresholds are recorded in days. Assumption is that they are defined as calander days. Discussion whether suggesting a change from calander days to business days adds value. Explanation by Chair of background.
        Kim Davies: is it worth to go through change process?
        Received request on Friday, X-Mas was not considered.
        Not automated, better defined in business days. Single instance. CSC open and receptive. No great concern. Just single instances may impact reporting. Not a great urgency. Change would create work. Assuming CSC will keep open channel of conversation and stays reasonable, no need to embark on effort to avoid incident.
        Persomanl hat: in the DT A: design team was specific. Did not make it in the CWG proposal. Unless pressing need, personal advise not to change.

        CSC: Statistics very wide-spread, typical mistake. If is does not work change it. Usually always corrected to business days. If it does not work change it

        Chair CSC: Go through historical reports to check if other thresholds were missed due to same reason (definition in clander days versus business days. Change duration of measurement, instead of look at specific SLA. Stay away from generic change
        Action 02 49 2021: ICANN Org (Amy) to provide list of missed SLA, using the IFRT background material. Compile list of missed SLA, if course was definition in days.

      b) Need to adjust process creation or redelegation gTLD/contractor review?
        For discussion
        See action item 03 48 2021
        Is this problem? Business rule for ccTLDs and GTLD are the same. However implementation is very different. ICANN and gTLD have a contractual relation. The validation for transfer etc. is internal: Have the contractual changes been validated.
        For ccTLDs validation is different and involves other, external parties as well. More analyses is requried.
        With respect to gTLD creation process or redelegation, there are no emerging problems
        The Chair concludes that no further discussion is needed on this topic.

7. Update CSC membership
    Informational
    ICANN Org will initiate the CSC membership selection process before ICANN71

Alejandra Reynoso announced that as she was appointed as chair ccNSO she will step down, however she will remain on the CSC until replacement is appointed by Council.

Replacement of CSC members and liaisons: update by Amy on next steps. In May ICANN Org will reach out to appointing organisations to invite them to start the selection process.

8. **Joint CSC / PTI webinar to update and inform community?**
   For discussion
   ICANN71 may provide an opportunity to inform and update direct customers through a webinar.
   Joined effort. Annual engagement opportunity with PTI
   Action 03 49 2021: Chair CSC and Kim Davies: prepare joint webinar during or around ICANN71.

8. Next meetings
   - **Meeting 50, Monday 17 May 2021, 02.00 UTC**
   - Meeting 51, Wednesday 16 June 2021, 10.00 UTC
   - Meeting 52, Wednesday 21 July 2021, 18.00 UTC

CSC agreed to limit the August CSC meeting to approve the Findings report PTI performance July 2021 online

9. AOB
   IFRT has submitted its final report last week (week 5-9 April 2021). Action 04 46 to be effectuated .
   Action 04 49 2021: Chair CSC to execute action 04 46 2021
10. Adjourn