

Customer Standing Committee (CSC) Meeting 45

18 November 2020 @ 18:00 – 19:00 UTC

NOTES & ACTION ITEMS

ACTION ITEMS

Action item 01 45 2020	Amy to correct the reference to reflect the October period in the report CSC Findings PTI Performance October 2020.	
Action item 02 45 2020	Amy to assist Brett with his onboarding as liaison to IFRT	
Action item 03 45 2020	Chair to draft a proposed response on the public comment to the IFRT Report, and to share the draft on the CSC mailing list. Once there is consensus, the Chair will submit the comment.	
Action item 04 45 2020	Amy to reach out to GNSO Policy Staff and see whether there are any updates and when the replacement of James Gannon will be in place.	
Action item 05 45 2020	Claudia to include the discussion regarding KSK roll-over on the CSC agenda for May 2021	
Action item 06 45 2020	Claudia to send the timezone diagram for the current membership to CSC mailing list	
Action item 07 45 2020	Group to discuss the timeslot for future meetings on the mailing list, once the person who will replace James is known	
Action item 08 45 2020	Marilia to address possible concerns regarding the PTI customer satisfaction survey with the vendor	
Action item 09 45 2020	Amy to reach out to Laxmi directly, to verify whether he receives the CSC group mail, once the November report is circulated on the CSC mailing list	

NOTES

1. Welcome and Introduction

Apologies from Holly and Bart. Joke takes notes today. We have a quorum. Welcome by the CSC Chair.

2. Action items

Action Items		
Action 01 44 2020	Secretariat to circulate Findings Report asap	Completed, CSC Findings send to the lists, 23 October 2020
Action 02 44 2020	Secretariat to send call for expression of interest to CSC on replacement James Gannon as CSC's liaison to the IFRT	Completed, see item 4 agenda
Action 03 44 2020	Chair to send letter in support of recommendations to IFRT	Completed
Action 04 44 2020	Scheduling CSC conference calls prepare proposal timing per December 2020	Ongoing, see item 7 agenda

3. PTI Performance October 2020

a) PTI report to CSC October 2020.

Selina: 100% of SLA's was met. No escalations

b) CSC Findings PTI Performance October 2020.

Amy: 100% met.

Comments? None

Anyone opposed? None

Report approved

Observation: Typo to be corrected. In the body it says September, it should be October

Action item 01 45 2020

Amy to correct the reference to reflect the October period in the report CSC Findings PTI Performance October 2020.

4. IANA Function Review**a) Appointment of Liaison to IFRT**

Current liaison stepped down as he was appointed to the Board of PTI .

Request for volunteers was sent to list. No response yet. Brett volunteers during the call.

No other volunteers. No objections to appoint Brett and procedural concerns.

Brett Carr is appointed as liaison to the IFRT

Action item 02 45 2020

Amy to assist Brett with his onboarding as liaison to IFRT and inform the IFRT leadership accordingly.

b) Progress IFRT to date & anticipated next steps relevant for the CSC

Public comment is available for initial report.

James had requested that the CSC put in a comment to the public comment, to support the recommendations.

Due date is 4 December. No telco meeting before then

Action item 03 45 2020:

Chair to draft a proposed response on the public comment to the IFRT Report, and will share the draft on the CSC mailing list. Once there is consensus, the Chair will submit the comment.

Alejandra mentioned the ccNSO Council will also submit a comment. Chair asks whether there are elements that stood out? Odd opinions that CSC should be aware of?

Alejandra: no surprises she is aware of. Draft is in support of the report

5. Membership CSC Update Replacement James Gannon**Action item 04 45 2020**

Amy will reach out to GNSO Policy Staff and see whether there are any updates and when the replacement will be in place.

6. Discussion DNSsec KSK roll-over related thresholds: Revisit in May 2021 or launch?

The discussion started in March 2020 (see presentation Kim Davies, PTI.

((<https://www.icann.org/en/system/files/files/csc-root-ksk-management-briefing-overview-31mar20-en.pdf>) The discussion was deferred due to impact of pandemic on process. CSC would revisit decision to defer in Fall 2020.

Dmitry: discussion needs to be postponed. Predictability. Current situation root signing, not earlier than May, June perhaps.

Alejandra and Brett agree with Dmitry

Chair suggests to defer it again to mid spring.

Kim D: we are currently not holding normal key ceremonies. That will continue most likely for the first half of 2021. No key ceremony operations expected until late 2021 due to the pandemic

Action item 05 45 2020

Claudia to include the discussion regarding KSK roll-over on the agenda for May 2021

7. Next meetings

- 16 December 2020. No call, approval of CSC Findings report on-line

Hopefully appointment for James Gannon to be known by then. This will be important to determine the time for the next calls.

- 20 January 2021 Time to be determined, as soon as GNSO Liaison has been appointed

Holiday season in southern hemisphere in December/January period.

- 17 February 2021
- 17 March 2021 (Invite Board Technical Committee)

Alejandra: we already have the extreme timezones. The new person will fall somewhere in the middle. Can we have an idea of the possible timeslots?

Chair thinks the person to replace will be known at the start of December. We have some time to discuss/decide then.

Chair is willing to go for a rotating schedule

Action item 06 45 2020

Claudia to send diagram to CSC list with the current membership Overview timezones.

Action item 07 45 2020

Timeslot for future meetings to be discussed on the mailing list, once it is known the person who will replace James

8. AOB

Selina reminds all that the annual customer engagement survey was sent out end October. Feedback from CSC is much appreciated. The close date is 25 November.

Dmitry has different roles and received several invitations to respond to the survey. Same for Brett and Lars-Johan. Selina will try to identify the respondents. Responses have been submitted for instance by the chair, but potentially in a different role than the CSC chair.

Marilia: clarification regarding the survey. there are different questions, especially on TCR. The links are unique links. Needs to be addressed with the vendor. Did you receive more than 1 email? if they are reminders, that is ok. If you receive more than one email with different links, that is an issue to be taken up with the vendor. Tied to the email address. Alejandra only received the final call email, no previous emails received. Marilia mentioned reminders are sent out after several weeks.

Kim: Unfortunately responses are anonymized by our vendor so we don't know specifically who answered

Action item 08 45 2020

Marilia to address possible concerns regarding the PTI customer satisfaction survey with the vendor

Reminder that the next meeting will not be a telco.

Laxmi: draft report for October is not yet on CSC website?

Chair: the draft report will be circulated on the mailing list prior to the meeting. But not yet published, prior to the meeting. The October report was circulated 8 days ago

Action item 09 45 2020

Amy will reach out to Laxmi directly, to verify whether he receives the CSC group mail, once the November report is circulated on the CSC mailing list

9. Adjourn