

## Customer Standing Committee (CSC) Meeting 57

19 January @ 10 am UTC

### Agenda and Notes

#### Action items meeting 57

- **Action 01 57 2022: Staff to forward the report to community**
- **Action 02 57 2022: Brett to alert the CSC and check whether something they consider relevant from effectiveness point of view.**

#### 1. Roll Call

Meetings is quorate

#### 2. Action Items

| Action Items           |   |                                   |
|------------------------|---|-----------------------------------|
| Action item 04 54 2021 | Secretariat to include discussion survey results in agenda February and/or March 2022 meeting               | To be included on February agenda |
| Action item 01 56 2021 | Request Holly (email 10 January 2022) to include discussion on need to review of the SLAs on regular basis. | Completed see item 6              |

All Actions completed

#### 3. Performance IANA Naming Function December 2021

##### **a) PTI report to CSC December 2021.**

100 % - complaint resolved, no comments

##### **b) CSC Findings PTI Performance December 2021.**

Redline version. No questions. Friendly amendment: final sentence should read: The PTI considers the complaint closed. Findings report approved by the members.

#### **Action 01 57 2022: Staff to forward the report to community**

#### 4. Update CSC Effectiveness Review

For Information and discussion

New Metrics: Metric 20 opportunity to discuss and introduce item 5

Plan for public consultation it or conduct webinar by end of March 2022, to introduce Initial report.

Targeted audience: ccTLD and gTLD registry operators (direct customers IANA Naming Services)

Next call RT (1 February 2022): RT to discuss and outcomes assessment metrics (achieved, not achieved, Not applicable).

#### 5. Need to review SLAs/Thresholds?

For discussion: At the last meeting there was a presentation on IANA Naming Function SLAs & Threshold. As part of the discussion it was raised that one would expect that the SLAs would be reviewed and asked whether they have been reviewed. Question for discussion: should the CSC and PTI review the set of SLAs & Thresholds? (question has been raised by Holly)

Informative discussion with PTI Board. Questions: Is there a process for review? Is there a role for CSC with respect to generic review? Goal for raising the topic is that idea should not be lost

Response: Not bad idea, Mention it to effectiveness team.

**Action 02 57 2022: Brett to alert the CSC and check whether something they consider relevant from effectiveness point of view.**

#### **6. Next Meetings**

- Meeting 58, 16 February 2022, 18.00-19.00 UTC (topics Discussion survey results, tentative meeting with RT, call for nominations chair and vice-chair)
- Meeting 59, 16 March 2022, 02.00-03.00 UTC (Chair/Vice-Chair Election)

#### **7. AOB**

#### **8. Adjourn**