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Customer Standing Committee (CSC) Meeting 60
20 April 2022 @ 10.00-11.00 UTC
Agenda & Notes

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1. Welcome & Roll Call

Agenda run of the mill. Topics
- CSC Effectiveness
- Survey
- In person meeting

Meeting was quorate

2. Action Items

Action Items		
Action item 04 54 2021 & Action item 02 58 2022, Action item 01 50 2022	**Secretariat to include discussion survey results in agenda February and/or March 2022 meeting. Deferred until April meeting**	**Included meeting 60, agenda item 4**
Action item 02 59 2022	**Staff to forward report to Committee and after approval to the community**	**Completed**

All Actions completed

3. Performance IANA Naming Function March 2022
  a) *PTI report to CSC March 2022.*
     PTI 100 % this month. Escalation was reported on March 8th
     No questions
  b) *CSC Findings PTI Performance March 2022.*
     CSC Report, includes reference to reported Escalation
     Action 01 60 2022 Staff to circulate Findings

4. Overview results PTI Customer survey

Deferred from last meeting

Method of survey explained on slide 1. New elements to report. Discussion of outliers and focus of presentation was on difference from last year

Observations PTI

Participation GNSO Council very low, ccNSO Council 6 out of 18

Results. General little bit lower (from 4.1 to 4.0), Note Accountability remained same (4.0)

Community rate higher then direct customers. Concern about reaching out: direct email address more traction then email list. Discussion outliers: possibly reaching to individual respondents to seek clarification

Overview of categories
- Innovation (towards neutral)

- Transparency: gTLD lower again then last year. Gravitating towards neutral

- Attentiveness: highest rated, trend upwards, from root server and ccNSO Council

- Fairness: Mix of results

- Timeliness: Comparison with last year 4.1 to 3.8. Frequently communicates with group

- Accountability: overall the same , but specific aspects a little lower. Perceptions: trend towards the neutral

- Relationship and quality of reporting, and working with IANA team: High

Key Ceremonies (virtual): results are very high. All remote, transparency very high

Open ended issues/topics
Majority missing f-2-f. However communication still adequate.
- 50% stay remote
- Hybrid 41%
- 9 % in person

Announced report on ICANN website

Reach out to specific groups to clarify and improve interaction

Feed-back to date: how to engage, and improve engagement. Reaching out to broader community

Issue of multiple roles & responses. Some people (for example members and liaisons) may receive survey multiple times as they are member of various groups. Because I've not used the IANA services during the last period covered by the survey and mostly because I saw myself as conflicted by being at the CSC I've refused to respond the survey this year.... would like to know others opinion regarding the (slight) leadership bias to higher results.

Conflict of wearing different hats. Leadership also in direct customer group, groups are small and some people various roles

Response: General questions to all groups + specific questions
CSC would have expected higher response rate, what need to do to make response.

Question: Orchestrate the outreach around the survey better?
Work with support staff, to approach individuals? Not directly to leadership of groups?
Observation: proportion not responding. Strategies needed to involve people.   Direct customers not very good. Higher response to individual email list with personalized email. Some groups a very small (specifically leadership), so individual approach should be possible. Participation of direct customer group rate are very low. Operators also receive direct survey (customer satisfaction) engagement driven: 30 %. Continue to look for ways to increase participation

5. Update CSC Effectiveness Review
RT is reviewing findings and working on recommendations

6. In person CSC meeting, meeting with community ICANN73 and/or ICANN74?

ICANN74 will be held from 13- 16 June 2022 in The Hague (NL) and will be a so called hybrid meeting (limited in-person attendance). CSC will meet in person, hybrid. Schedule meeting
Action 02 60 2022: Secretariat to schedule meeting during ICANN74.

Also for ICANN75, whether, virtual or hybrid: secretariat to schedule meeting also to inform the broader community.
 Action 03 61 2022: Secretariat to schedule meeting ICANN75.

6. Next Meetings
- Meeting 61, 18 May 2022, 18.00 – 19.00 UTC
- Meeting 62, mid-June 2022 TBD'ed
- Meeting 63, 20 July 02.00- 03.00 UTC
- Meeting 64, 17 August 2022, 10.00-11.00 UTC
- Meeting 65, TBD'ed

7. AOB

8. Adjourn