

# Customer Standing Committee (CSC) Meeting 32

13 August 2019 @ 18:00 – 19:30 UTC

## Agenda

### New Action items meeting 32

- **Action 01 32 2019:** PTI to present overview on how to present SLA thresholds in conjunction with charts in performance reporting.
- **Action 02 32 2019:** ICANN Staff / CSC secretariat update CSC report and recirculate 19 or 20 August
- **Action 03 32 2019:** PTI to update and adjust language Dashboard re ccTLDs to FoI language. Inform CSC on timing for adjustment
- **Action 04 32 2019:** PTI/Secretariat: provide clarity ccTLD on required language re agreement in delegation and transfer SLA document and/or adjust language accordingly
- **Action 05 32 2019:** All to suggest to chair if and what to include in retrospective
- **Action 06 32 2019:** Secretariat include chair election on September agenda

### 1. Welcome and Introduction

Meeting quorate after 15 minutes

### 2. Action items (only report on open items)

Action Items		
Action 01 31 2019	PTI (Naela) to provide update how presentation of threshold could be improved	Completed
Action 02 31 2019	ICANN Org (Amy) present how table could look like by next meeting and circulate proposal to the list as soon as feasible	Completed
Action 03 31 2019	PTI/IANA reverse engineer previous transfer/delegations to test proposed SLA	Completed
Action 04 31 2019	PTI to review language used in proposal for amending SLA creation and transfer ccTLD to map against terminology in FoI	Completed

Action 1 31 2019 Completed

Discussion, included in Naela's email and overview

Anything further to add?

Not trivial to add (fourth dimension).

Duplicate charts to include threshold in 2<sup>nd</sup>.

Display will require quite some work. Enhancement request waits for major update

Chairs perspective: reasonable suggestion.

Action item to come back implementation plan next meeting

As well commitment when develop given the CSC major consumer

Nigel: showing threshold, understand challenge to include in chart, however if just added to heading of each chart, might be as informative as threshold are fairly static.

Present threshold in or around tile. Does provide easy access, but would not require large effort nor larger report. Include in overview to be presented at next meeting.

**Action 01 32 2019: PTI to present overview on how to present SLA thresholds in conjunction with charts in performance reporting.**

Action 2 31 2019: to be Discussed under item 3 of the agenda

Action 3 31 2019: See discussion Item 4 of the agenda

Action 4 31 2019: Adoption FoI language completed see item 4 of the agenda

### 3. PTI Performance July 2019

#### a) PTI report to CSC

100 % compliance

No comment

#### b) CSC report

Mock-ups.

- No tables
  - One big table
  - Divided table: laid out will and easy to digest the information Concise : and separate
- CSC Preferred format: Divided tables. Retain first table, even if nothing pending

**Action 02 31 2019: ICANN Staff / CSC secretariat update CSC report and recirculate 19 or 20 August**

### 4. Changes to SLAs

#### a) IDN Tables

Requirement: Agreement PTI and CSC on final text

Discussed in July report. One comment. Change procedure section 2

Next steps: Adoption by CSC and PTI and CSC to seek approval ccNSO and GNSO Councils

No question

Action 02 32 2019: Secretariat to Draft resolution to be circulated to CSC for on list decision by CSC. To be circulated 19 or 20 August

#### b) ccTLDs

Document updated ( twice ). FoI language included. Will be included in the Dashboard as well

**Action item 03 32 2019: PTI to update and adjust language Dashboard re ccTLDs to FoI language. Inform CSC on timing for adjustment**

Task from June call. Stretching

3 years of data reviewed and reversed engineered. On average PTI can live up to it thresholds as proposed

For future as PTI is staffed differently: Be able to do better

60 full days to be replaced by iterations: start and end point of each iteration and include number of iterations

Comments/Questions?

Solid document

Grammatical issue paragraph 2

"ICANN/PTI and CSC need to agree". Between PTI and CSC: text suggests tripartite arrangement. ICANN advised perspective take into reconsideration due to contract. What is right wording? Understanding that ICANN needs to advised

**Action item 04 31 2019: PTI/Secretariat: provide clarity ccTLD on required language re agreement in delegation and transfer SLA document and/or adjust language accordingly**

Recognize request for SLA. However major change of RZMS needed  
Next major release, 3<sup>rd</sup> quarter FY 2020. Manual good be done earlier. Preferred way is through RZMS

Objections to timeline? Concurrent with major release. Substantively ready to go

What is next? Outline for next steps. PTI worked on assumption as included in overview that proposal to be circulated to community at or around ICANN66 ( Montreal) .

CSC Agreed to follow the schedule: proceed per document. Wording in second paragraph

**5. IFRT Update**

**Comments period Bylaw change**

Fundamental Bylaw : Approval process requires approval of Empowered Community.  
ICANN66 Community Consultation process..

Reconfirm the membership on IFRT. Need to re-confirm James as Liaison from CSC. Few volunteers not to be available anymore

**6. Update CSC members & liaisons Selection Process**

SSAC is not appointing a candidate anymore.

Reconfirmation by others. ccNSO re-launch of call for Expression of Interest 15 August 2019.

**7. Next Meetings:**

18 September 2019, 18:00-19:30 UTC

October 2019 (Date TBD), 18.00 -19.30 UTC

F-2-F Public Meeting during ICANN66, Montreal - Monday 4 November, Block 3

**8. AOB**

*Montreal meeting* - Planning for CSC to meet on Monday 4 November , block 3.

All members. No need for travel funding

*PTI Budget* - Assumption customer are satisfied. Focus on PTI projects. No comments CSC.

*Former Chair Retrospective* - **Action 05 32 2019: all to suggest to chair if and what to include in retrospective**

*Chair Election* - **Action item 06 32 2019: Secretariat include chair election on September agenda**

**9. Adjourn**