

# Customer Standing Committee (CSC) Meeting 36

16 December 2019 @ 18:00 – 19:30 UTC

## Agenda & Notes

### Action items meeting 36

- **Action item 0136 2019: PTI to send latest version amended SLA creation and transfer to CSC to seek formal approval.**
- **Action item 0236 2019: CSC and PTI to approve proposed amended SLA formally.**
- **Action item 0336 2019: After CSC and PTI have approved SLA change, CSC to seek approval for amendment from ccNSO & GNSO Councils.**
- **Action item 04 36 2019: PTI to provide update implementation amended SLA creation and transfer ccTLDs by next meeting.**
- **Action item 05 36 2019: PTI to provide overview of items to consider CSC is entitled and / or should monitor under the IANA Naming Function Contract (including the SOW) by the February meeting**
- **Action item 06 36 2019: CSC secretariat to provide overview of work items under CSC charter by the February meeting .**
- **Action 07 36 2019: Chair ensure discussion on scope of performance monitoring topic of March face-to-face meeting (ICANN67).**
- **Action item 08 36 2019: Amy to draft email request, to be send by Liman to chair BTC.**
- **Action item 09 36 2019: Liman to send email request to chair BTC**
- **Action item 10 36 2019: CSC Secretariat to confirm November and December 2020 meeting dates and time after completion 2020 selection process CSC members.**

### 1. Welcome and Introduction

Update on SIFR process:

Background according to the ICANN Bylaws, ccNSO and GNSO Councils need to decide both to launch SIFR, specific conditions:

- CSC informs ccNSO and GNSO Councils systemic performance issue remains
- Remedial Escalation Process was followed and did not bring a solution (including escalation to the ICANN Board of Directors)

GNSO has adopted SIFR guideline. ccNSO in process. SIFR, is potential and only escalation for CSC if PTI performance issue remains despite escalation to the ICANN Board as envisioned under the Remedial Action Procedure. SIFR is necessary step and pre-condition to launch separation process.

No items for AOB

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

Action Items		
Action 01 35 2019	PTI to update explanation in CSC Findings PTI Performance October 2019	Completed
Action 02 35 2019	Secretariat to propose schedule of meetings 2020, taking into account Geographic diversity CSC	Completed (see agenda item 8(

### 3. PTI Performance November 2019

#### a) PTI report to CSC

Performance Excellent. Congratulations PTI team.  
No exceptions /escalation  
Clean report

No Questions

#### b) CSC Findings PTI Performance

No need to change draft CSC Findings report  
SLA tracker updated

### 4. SLA Amendments - Updates –

**Update IDN Table/LGR** - ccNSO and GNSO Councils both approved proposed SLAs IDN Tables/LGR. PTI was informed accordingly.

Noted from traffic IDN LGR table SLA have been approved by ccNSO – GNSO Council Implementation by PTI.

Naela: First collect full month of data. After data collected in December it will be included in January report In PTI report January. Currently Informational data point

PTI verified if objections to deploy per January 1st. No comments/ questions

**Update SLA change creation/ transfer ccTLD** – Public comment closed 25 November 2019. One (1) comment from chair ccNSO, which is supportive. Staff report published. Based on comments no need to update note.

Next steps: ask PTI if SLA will be updated following public comment (most likely not). Second question: When should PTI and CSC adopt / approve final text? This will imply that CSC willis time to ask ccNSO and GNSO Councils to approve? January 2020? Requires letter from CSC to respective Councils.

Public comment closed 25 November and staff report has been posted

- **Action item 01 36 2019: PTI to send latest version amended SLA creation and transfer to CSC to seek formal approval.**
- **Action item 02 36 2019: CSC and PTI to approve proposed amended SLA formally.**
- **Action item 03 36 2019: After CSC and PTI have approved SLA change, CSC to seek approval for amendment from ccNSO & GNSO Councils.**
- **Action item 04 36 2019: PTI to provide update implementation amended SLA creation and transfer ccTLDs by next meeting.**

### 5. IFRT Update

IFRT held its first meeting on 3 December 2019. Going forwards the IFRT intends to meet every two weeks. It is now focusing on ruse of engagement and next on refinement of scope and work plan. Expectation is they will rely heavily on material CSC (CSC Findings reports). James Gannon is the CSC appointed liaison. Amy Creamer is main ICANN Org support staff. Ask James to provide update/progress report, preferably on regular basis.

For the CSC meetings going forward: suggest to keep this a standing item.

James Gannon (CSC liaison to IFRT):

During Montreal (ICANN66) first team meeting. Experienced team  
First call early December 2019. Discussed working method. Embark on fact finding. Expectation to use CSC material as it is well documented. Do not foresee substantial work (yet)

Amy: Additional point is meeting CSC – IFRT scheduled for Cancun. Date and time need to be confirmed still.

Lars-Johan Liman: During meeting in Montreal met with now co-chair Frederico Neves: social lunch. Major point of the meeting engage with CSC to build on work CSC  
James Liaison

#### **6.. Work Plan: items the CSC may need to address moving forward**

Dmitry suggested that the CSC may need to take a second look at the IANA Naming Function contract and related Statement of Work to (re-) scope the work of the CSC. For example: the CSC may or may not have a role in monitoring the role of PTI with respect to DNSSec.

Suggest to cast that discussion in terms of future work items and ask PTI / ICANN Org to provide a first pass of the contract identifying potential gaps in the work of the PTI in preparation of discussion in March ( at f-2-f).

Introduction of item by Chair of short list of possible work items the CSC may need to look into.

- Dmitry: to discuss next ceremony. Periodical period PTI on DNSSec
- Written in Contract on request or periodically not relevant, but question is does CSC need to look at it?

James: Not opposed, but bring back to charter responsibilities. Currently not foreseen.

Might be worthwhile but will be wider and looser without some underlying documentation. Caution the design of CSC as reflected in Charter is focused remit, specifically on SLA. Discussion with broader community will be needed.

Liman: Agree to be cautious, but we need to look in the rear window periodically to check what is done and check if change is needed. Target is definitely not to do more work. Ties in with IFRT work. IFRT to look at broader context. Discussion needs to be had

Naela: If work is done on proposal. PTI requests to be involved. James: No decision in isolation. Caution for change. Remit to be maintained. Naela: what is in place already. Needs to be worked out. Brett: spend time doing research and discuss in person meeting

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#### **7. Meetings in Cancun**

- CSC Public Session: Monday, block 3
- PTI Board: Agenda item of the CSC Public Session
- ICANN Board Technical: TBD
- IFRT: TBD
- Update to RySG: Tuesday
- Update to ccNSO: Wednesday, block 1

Amy:

IFRT in person meeting at ICANN67

IFRT – CSC meeting Wednesday block 3

CSC intends to meet annually with BTC. Needs to be requested.

**Action item 08 36 2019: Amy to draft email request, to be send by Liman to chair BTC.**

**Action item 09 36 2019: Liman to send email request to chair BTC**

#### **8. Scheduling of Monthly Calls & Next meeting**

Schedule: there will always be conflict

Does anyone have a problem with proposed dates

Tentatively November and December early meeting. Revisit time after 2020 CSC Selection process has been completed.

**Action item 10 36 2019: CSC Secretariat to confirm November and December 2020 meeting dates and time after completion 2020 selection process CSC members.**

#### **9. AOB**

No comments/questions

#### **10. Adjourn**

Closure at 18.44 UTC