

Customer Standing Committee (CSC) Meeting 39

15 April 2020 @ 18:00 – 19:30 UTC

Agenda and Notes

Action items call 39:

- **Action 01 39 2020: Secretariat to propose Refinement of terminology of Excellent and Satisfactory Performance before next meeting.**
- **Action 02 39 2020: Secretariat and James Gannon to check with GNSO Council (support staff) progress adoption procedure SLA change**
- **Action 03 39 2020: James Gannon to discuss with relevant GNSO groups**
- **Action 04 39 2020: Secretariat to inform James of documentation shared with CSC on previous calls.**
- **Action 05 39 2020: PTI to request Kim Davies to email document for longer term approach**
- **Action 06 39 2020: secretariat to include item on agenda next meeting to start discussion longer term issue.**
- **Action 07 39 2020: Secretariat to include topic metrics again on July 2020 agenda (revisit in 3 months)**
- **Action 08 30 2020: All send additional proposed metrics, if any, to the list**
- **Action 09 39 2020. Secretariat draft statement based on key words to be provided CSC.**

1. Welcome and Introduction

Meeting is quorate
Welcome by the chair

2. Action items (all actions completed)

Action Items		
Action 01 38 2020	PTI's performance in its role as the operator of the Key Signing Key for the DNS Root Zone	Completed, to item 6 on agenda
Action 02 38 2020	CSC membership think-up relevant metrics to monitor PTI performance re KSK roll-over.	Item 6 agenda
Action 03 38 2020	CSC Secretariat to circulate PTI slides to CSC list.	Completed

All action items noted as completed

3. PTI Performance March 2020

a) PTI report to CSC March 2020.
PTI: Over March all 65 met.
No escalations.
CSC congratulates PTI on 100 %
No questions

CSC thanks PTI for adding metrics of SLAs met in the list

b) CSC Findings PTI Performance.

ICANN Org: same report as over February 2020
 Table of SLA changes dependent on progress ccNSO & GNSO Councils approval (item 4 on the agenda) .

Request CSC to include sentence that all metrics have been met (all 65 SLAs)
 Action ICANN Org: adjust the terminology as

Action 01 39 2020: Secretariat to propose Refinement of terminology of Excellent and Satisfactory Performance before next meeting.

Report adopted

4. SLA Amendment Updates

Awaiting confirmation of approval by the ccNSO and GNSO Councils
 On the ccNSO Council agenda.

Action 02 39 2020: Secretariat and James Gannon to check with GNSO Council (support staff) progress adoption procedure SLA change

5. PTI's performance in its role as the operator of the Key Signing Key for the DNS Root Zone

See action item 01 38 2020: Ask to provide overview of potential metrics. PTI provided document with initial proposals.

List of possible thresholds natural addition to the list of Thresholds/SLAs

PTI: Focus on Ceremony. Four times a year, may change going forward given current environment.
 See document for details. Need to find a way to gather the data

Proposal reasonable, but suggest to postpone adding new metrics. Now is not the time to add metrics. Currently different time then a few months ago when first discussed. Useful draft but wait until situation has normalized. Others propose to revisit state of affairs every 3 months to understand whether further discussion is warranted.

Document is not final draft, expect to modifications and corrections

Concern about process going forward, question whether in current mandate CSC to be involved in monitoring PTI performance monitoring of as the operator of the Key Signing Key for the DNS Root Zone and developing related metrics.

Concern raised that not discussed what is happening as replacement of current process, in environment as currently facing.

Chair to lists point for actions:

Check whether underlying documents relating to role of CSC need to be amended.

Action 03 39 2020: James Gannon to discuss with relevant GNSO groups

Action 04 39 2020: Secretariat to inform James of documentation shared with CSC on previous calls.

Action 05 39 2020: PTI to request Kim Davies to email document for longer term approach

Request is to send what is available and share/include CSC in future distributions of documents

Action 06 39 2020: secretariat to include item on agenda next meeting to start discussion longer term issue.

Action 07 39 2020: Secretariat to include topic metrics again on July 2020 agenda (revisit in 3 months)

Action 08 30 2020: All send additional metrics, if any to the list

6. IFRT Update

James Gannon / Amy Craemer on progress to date IFRT

- Progress to date and presentation
- Meeting CSC with IFRT: 28 April 2020. Question IFRT to CSC:
In CSC's opinion, has PTI acted in good faith to resolve any performance issues the CSC has identified in the past?

James Gannon: IFRT is progressing, roughly on schedule. Intelligence gathering phase using existing metrics. Topics to do qualitative side first.

Scheduled CSC-IFRT. Tuesday May 12. 17.00 or 19.00 UTC TBC'ed

If IFRT wants a more detailed response then to be provided. Hardcore statement not necessary.

Action 09 39 2020. Secretariat draft statement based on key words to be provided CSC.

7. AOB

James: Endeavour to attend next meetings. Monitoring what is going on.

8. Next meetings (confirmed)

- i. Wednesday 13 May 2020, 18.00 UTC
- ii. Wednesday 17 June 2020, 18.00 UTC
- iii. Wednesday 15 July 2020, 18.00 UTC

9. Adjourn