**Customer Standing Committee - Meeting 13**

**17 August 2017 @ 20:00-21:30 UTC**

**Action items meeting 13**

* **Action 13 2017 01:  PTI to report back on drop of data identified in PTI report by next July 2017 at next meeting (Meeting 14)**
* **Action 13 2017 02: Kim Davies (PTI) and Kal (CSC) to go over procedures around IDN Tables. Kal to report back at next meeting (meeting 14), also with update of SLE’s in mind.**
* **Action 17 2017 03: Jay/ Kal in cooperation with PTI to produce a list of suggested changes to SLE based on discussions to date, with exception of IDN Tables. Draft to be presented by next meeting (Meeting 14).**
* **Action 17 2017 04: Elaine / Allan to update CSC internal charter review document, preferably asap, but by meeting 14**
* **Action 17 2017 05: Secretariat to reach out to liaisons to check if their groups wants meeting with CSC.**
* **Action 17 2017 06: Liaisons to inform their respective groups on public CSC charter review team meeting.**
* **Action 17 2017 07: Byron to look into possibilities travel funding members. Report back as soon as possible.**

**Attendees:**

CSC: All members (meeting quorate)

Liaisons: Elise Lindeberg, James Gannon, Jeff Bedser

PTI: Elise Gerich, Marilia Hirano, Naela Sarras

Staff: Amy Creamer, Maria Otanes, Bart Boswinkel

**Apologies:** Lars-Johan Liman

**Agenda:**

**1. Welcome and Introduction**

Full some agenda

Any questions/comments?

None

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

Action 12 2017 01

Elise G going forward PTI reports should be based on new methodology. Agreed to start with update June PTI report

Completed

Action 12 2017 02

Bart come up with scenario's for SLE change procedure

Ongoing

Agenda item 5

(closed at the end of the meeting)

Action 12 2017 03

James, Byron and Bart to work on logistics for ccNSO and GNSO Council approval of changes to SLE

Ongoing Agenda item 5

(closed at the end of the meeting)

Action 12 2017 04

Elaine to circulate to CSC proposed changes to CSC charter

Completed, see Item 6

Action 12 2017 05

Byron to put forward sketch of first year annual reporting framework (August meeting) to present to community in Abu Dhabi

Ongoing, to be discussed under Item 7

Questions / comments?

**3. PTI Performance July 2017**

***a. PTI report to CSC***

Byron: 100 % mark

Draw attention to Addendum.

Dififculties with collection tool

Issue with storing information in action tool. Reported. Data was restored.

Question: Confident the 90 hour period is restored?

Elise: Different categories captured. Confident no anomalies.

Byron: Understand the underlying issue?

Elise: Still under investigation.

Naela: Issue with event collection. Only micro seconds events dropped off. Fix: Dash Board to alert if no events are recorded for 6 hours.

Suggestion Naela to provide further info at next call.

**Action 13 2017 01:  PTI to report back on drop of data identified in PTI report by next July 2017 at next meeting (meeting 14)**

Kal: would be useful if Kim could provide idea of processes on recording IDN tables, to start working on Services Levels

Elise: would this be action? How to proceeed?

Kal: follow up offline is fine with Kim

**Action 13 2017 02: Kim Davies (PTI) and Kal (CSC) to go over procedures around IDN Tables. Kal to report back at next meeting (meeting 14), also with update of SLE’s in mind.**

***b. CSC report***

Byron: Any questions?

Comment: proposed wording on escalation (page 2)

Suggestion: identify if closed. Include finality langauge.

If resolved then state it, other wise include language still pending

Byron: ask Staff to propose suggested wording

Sugested langauge No new escalations have been received, and the past two escalations (from date, from date) have been closed."

Agreed:**Amy to send updated text after the meeting (completed)**

**4. Update from Remedial Action Procedures Working Group**

Update by Byron:

Work in progress.

James provided language, new iteration to proceed by 23 August. Workflow proposal. Match narrative and process flow.

Next WG later this month. Goal to bring it to full CSC by September meeting.

**5. Update on Procedure for SLA Amendment**

CSC charter review

Comment Kal:I think this group here will have a few SLA updates to make over the duration of our tenure, but in the future I don't see this as a regular occurence.

Byron: Looking at from timing

Jay and Kal involved about proposed changes together with PTI.

Questions: how to prepare paper?

Jay: List of topics to be included, now have a deadline

will work Kal. By September clear idea if we met date in October

Kal: Concern. IDN changes are furhter away. In face of scrutiny.

Concern, second round of change needed. Kal: members of RySG would like IDN SL to be included.

Any value will be guess work.

Elise: IDN table will be an issue. Need to discuss what needs to be included and how to translate into SLA.

Jay: Is there a case to be made that structure needs to be consulted

Byron: Kal and Jay list over time on current list of items

**Action 17 2017 03: Jay/ Kal in cooperation with PTI to produce a list of suggested changes to SLE based on discussions to date, with exception of IDN Tables. Draft to be presented by next meeting (meeting 14)**

As to IDN: do it in the sense of DT-A? Include with best guestimate.

Recognition it needs to be included, and make it very generous. How to justify it?

Be transparant, consistent and reasonable.

Elise: concern with approach. No understanding what could be measured and how to measure.

PTI and CSC are not a stage to assume a number.

Jay: Agrees with Elise

Develop a light weight process: Definition process and then measurement process

Develop as standard process.

The definition of the value (numeric) could be delegated to CSC

Naela: Support Elise and Jay. Use next meeting to refine and inform on steps. Concern about what needs to be measured.

James: Process that CSC could agree without going over fullsome process. Effectively change of agreed upon transition process.

Chronology issue: need to change the charter.

Kal:  Earlier suggestion to discuss IDN table off-line was done developing SLE on “IDN tables” in mind to understand the procedure and understand whether it is reasonable to include IDN tabel SLE or not.

From process

Overhanging issue, how to make changes. Requires changes to CSC charter.

**6. Update on CSC Charter Review**

***a. Confirmation adoption terms of reference CSC charter review process (adopted, see email)***

***b. CSC review of its charter***

See suggested changes

James: IANA Function Operator was specifically incliuded as part of the transition discussions.

Agreed to maintain IANA Function Operator in text.

Allan: action review text to check where RySG and where GNSO, take into account James G comment.

Comments / questions?

Add discussion on SLE changes.

**Action 17 2017 04: Elaine / Allan to update CSC internal charter review document, preferably asap, but by meeting 14**

**7. ICANN60 Abu Dhabi (28 October - 3 November)**

Presentation of sessions CSc and CSC charter review team

Timing CSC meetings accepted.

**Action 17 2017 05: Secretariat to reach out to liaisons to check if their groups wants meeting with CSC.**

**Action 17 2017 06: Liaisons to inform their respective groups on public CSC charter review team meeting.**

1. Outline Annual Update/Report (action 05, see above)

Action 17 2017 : CSC members and liaisons to provide feed-back and input on outline for annual report by August

b. Proposed Meetings schedule

c. Outline Presentations: What needs to be included?

i. Topics

ii. Full-deck and Summary deck?

**8. AOB**

Kal: Travel support for CSC to be brought up

**Action 17 2017 07: Byron to look into possibilities travel funding members. Report back as soon as possible.**

**9. Adjourn**

Closed at 23.39