**Customer Standing Committee (CSC) Meeting 21**

15 May 2018 @ 20:00 – 21:30 UTC

Action Items

* **Action 21 01 2018: Staff to include in CSC report that PTI expects to deliver the RZMS technical check module by Q1 2019: to be included in CSC report**
* **Action 21 02 2018: PTI provide expectation on date when to include data in report**
* **Action 21 03 2018 Staff: Add sentence to CSC report that manual data on recording IDN table is now include in Dashboard and will no longer be provided in report (and include link to Dashboard)**
* **Action 21 04 2018: Secretariat to include ICANN legal in conversation around effectuating SLA changes.**

**Agenda**

**1. Welcome**

Meeting is quorate, all members and liaisons present

No changes to circulated agenda, however two topics added

* Jay: changes statement of Interest
* Elaine: changes to Monthly report on LGR labels to be added to agenda item 3. From point of philosophy etc. definite need to be discussed.

Change of Statement of Interest Jay: Recently contract as Interim contract with gTLD registry. Issue raised with Chair of ccNSO and Chair of CSC.

**Byron:** Appointed in personal capacity by ccNSO. Recommendation, that given end of term in 1 October and personality, not an issue.

Others

Kal, left registry, spoken to registry stakeholder group stay until end of October. It should be fixed. Elise: Sustainable as short term measure. Only months, however would have an issue if long-term.

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

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| --- | --- | --- |
| Action 20-01 2018 | Secretariat. If Zoom used for next call, open Google doc and share link with CSC membership to take notes in parallel. | Completed |
| Action 20-02 2018 | Include message adoption of RAP in cover letter to community, in CSC report, and publish RAP on website. | Completed |
| Action 20-03 2018 | PTI to explore effort needed to extract regional data on performance against Service Levels, initially only for ccTLDs, and report back at the next meeting. | Completed |
| Action 20-04 2018 | Secretariat to include suggested wording in CSC Findings report. | Completed |
| Action 20-05 2018 | Include discussion CSC Charter review team report on agenda next meeting. CSC to read document ahead of time and think about possible comments. | Completed |
| Action 20-06 2018 | Secretariat/ICANN org to circulate draft document on Selection process by mail for feedback. CSC feed-back up and until Friday 20 April COB. | Completed |
| Action 20-07 2018 | Secretariat to circulate by 26 April final documents on selection process to CSC to distribute across appointing SOs and ACs | Completed |

 No Comments

**3. PTI Performance April 2018**

**a.** PTI report to CSC

Naela: Same percentages as March. Second and third well discussed

First issue is queuing issue, in particular in case registry with portfolio makes a general change that affects all TLD in portfolio. Changes are queued, but measured in different manner.

Further, No escalation to bring to attention CSC.

Finally, include IDN data from dashboard directly into report

CSC: No comments on PTI report itself

Jay: explanation in report. To resolve some of the measuring, awaiting new version RZM?

Actions:

* Total rewrite technical check module
* Awaited early part of 2019 (calendar)

Should CSC make a note in its report? Add something in CSC report on date availability Q1 date?

**b.** CSC report

**Action 21 01 2018: Staff to include in CSC report that PTI expects to deliver the RZMS technical check module by Q1 2019: to be included in CSC report**

No additional comments. Expectation to send it shortly after conclusion of the meeting

Specific AOB re PTI and CSC reporting: addition of IDN table statistics in reporting.

Currently complete loose addendum in PTI report. In near future include data from dashboard. Note there is no SLA, as PTI is still collecting data. IDN Table related services were not measured until recently. Not discussed when point will be.

Question about timeline to include Dashboard data in report

**Action 21 02 2018: PTI provide expectation on date when to include data in report**

When will SLA be defined?

Need more data. Original data for current SLAs setting based on 9 months.

Kal: One of the challenges of LGR data is that requests vary, makes it is difficult to measure meaningful. At this stage may not have consistent set of data, to build a SLA which is reasonable. Any objection to collect 12 months?

Semi generic process: length of data capturing one of the major issues originally. The longer the more accurate. However in this area outside of expertise. No concern for waiting 12 months.

Dashboard shows erratic data..

Kal: support 12 months. Concern was it falls between the cracks. Satisfies concern that data is recorded. Similar challenges with new SLA, need to define SLA workflow.

Add sentence to CSC report metric is included in Dashboard?

To be included:

**Action 21-03 2018 Staff: Add sentence to CSC report that manual data on recording IDN table is now include in Dashboard and will no longer be provided in report( and include link to Dashboard)**

Agreed PTI 12 months to capture data.

**4. Discuss CSC Charter Review Team Report**

Elaine + Allan to hold pen. Identify issues to capture and highlight.

1. Risk of over reviewing
2. RAP. There is no particular text about it. RAP do provide text to be reviewed. Suggest that CSC RT refers to review of RAP.
3. Thoroughness
4. Outside of scope topics
5. Support on scope of CSC should remain limited (not extended): avoid mission creep.

Elaine: no comments were submitted to date.

**5. CSC Members and Liaisons Selection Process**

SO/AC were informed. Next step up to them

ccNSO and RySG, and GNSO Council working together.

**6. SLE Changes**

Once updated charter is amended, changes to be made effective. Method still under discussion.

Kal &Jay , to assist

In terms of next what is preferred method to make changes, that is consistent. Slight concerns about material change of contract.

**Action 21-04 2018: Secretariat to include ICANN legal in conversation around effectuating SLA changes.**

**7. Next Meetings**

Next meeting 15 June

No meeting in Panama (ICANN62)

**8. AOB**

None

**9. Adjourn**

20.45