Customer Standing Committee (CSC) Meeting 2, F2F Hyderabad
8 November 2016 @ 8:30-10:30 am IST

Dear Customer Standing Committee,

Apologies for the delay in getting the recordings. Technical issues have now been resolved. Please find the meeting notes and recordings below.

Adobe Connect Recording
https://participate.icann.org/p1tkrwef9wa/

Audio Recording
http://audio.icann.org/meetings/hyd57/hyd57-OPEN-2016-11-08-T0207-mr103-pBv2v0YF8hrHIiSeeVyGxATyDOg83fft-en-02.mp3

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Agenda
1. Welcome and Introduction
2. Overview of SLE
3. Beta of PTI Dashboard
4. Monthly Performance Reporting Format
5. Items from Previous Meeting
       a. Determination of member terms (2 or 3 years)
       b. Assessment of resources available from PTI, ICANN e.g. support, developer
6. Forward Work Planning
7. Other Business
8. Adjournment

Action Items
- Draft operating procedures
- Make sure the communications are stating the flow of website, reporting and summaries
- Proposed content for website
- Short term – initial report from PTI so that CSC can add component and publish third week of November
- Review the bylaws that are associated with CSC
- Draft document that states all requirements that CSC will fulfill
- Make sure the CSC is clear on any entity that may impact or have related requirement of the CSC
- Create a template/draft to see what makes sense for various reports
- CSC to provide ICANN staff a list of needs so support could be provided
- Ask PTI to provide language for graphics
- A calendar of calls need to be scheduled

Open Discussion Items
- Report could be a snapshot to capture meeting the SLA, with the dialogue
- Have experiment to see what data to get
- Indicator to show how long a function would take to be answered. An aggregation of response time for different actors. Broken down for what that function is.
- What are we look for generally for reporting
- What kinds of things will be published on the CSC website
- What needs to be done to maintain the CSC website
- Distinguish what is urgent, medium, or low priority
- How will CSC communicate to the world what responsibilities we have outside of the community beyond what CSC is required. Are there other channels of distribution
- What is a reasonable time for PTI to provide report
- Another call scheduled shortly after November 15th when the proposed report is provided
- What do we want on the report before we decide on the date for when the report is due
- What does the CSC have to deliver on
- What is the interface for IFRT, make sure there is no overlap

Decisions
- CCNSO 3-year term Byron Holland (Chair)
- GNSO 3-year term Elaine Pruis
- Almost all open meetings unless there are things that would need to be closed
- CSC will be the author of the procedures. ICANN can help create the format, but not content
- Release first report asap – disclaimer might need to be added
- Send proposed report for October by November 15th to CSC
- PTI to provide CSC with first report, preferably by the end of week of November 14th
- Address complaints – broader sweep of complaints to see if there is a trend
- Provide report no later than the 15th the following month

Please let me know if you have anything to add or change.

All the best,
Ria

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