

**Customer Standing Committee (CSC) Meeting 3**  
**21 November 2016 @ 22:00-23:00 UTC**

**Attendees:**

*Members/Liaisons:* Byron Holland, Jay Daley, Elaine Pruis, Elise Gerich, Elise Lindeberg, James Gannon, Jeff Bedser, Lars-Johan Liman, Kal Feher

*Staff:* Ria Otañes, Kim Carlson, Bart Boswinkel, Trang Nguyen, Glen de Saint Gery

*Observers:* Allan MacGillivray, Bernard Turcotte, Jonathan Robinson, Marilia Hirano, Naela Sarras, Sabrina Tanamal

*Apologies:*

No apologies received.

All members present.

**Notes:**

**Action Items:**

1. Elise: Confirm that program can do. need to confirm if the exceptions will be interleaved as proposed.
2. Action PTI staff: include Glossary of Terms in first report. Terms to be used from DT-A
3. Trang: include commentary section in CSC Findings template ( Jay and Kal comments). To send out to membership CSC 21 November (completed)
4. Trang to check IANA Function Agreement on changes SLEs.
5. Secretariat: Doodle poll next meetings: End November, mid December

**Open Discussion Items:**

**Decisions:**

1. Distinguish between the two reports going forward:

PTI report and CSC report.

Description:

- PTI report is the monthly report the CSC will RECEIVE from PTI re performance
- CSC Report is the monthly CSC report for the community.

2. Include Glossary of terms in Reports. Glossary of DT-A ( CWG-Accountability SLE group) could be used.

3. PTI should not put in resources that CSC knows and indicated will change.

4. Distribution of Final Monthly Performance Report

All TLD managers,  
regional Organisations  
SO/AC chairs  
All CSC members  
Recipient in ICANN

Webpage and should go in pair with PTI report

**Agenda:**

**1. Welcome and Introduction**

Attendance: listed as in Adobe room, no phone only attendees

Proposed agenda Agreed

**2. Review of Draft Monthly Performance Report provided by PTI Overview of SLE**

Talk about report and review draft report. Goal of the meeting is to be comfortable with first version of draft report. Report needs to be reasonable.

Some sort of description is helpful, either in CSC or PTI report (TBD'ed)

Jay Daley suggested that is this first one, first addition intro, including introduction on CSC.

Comments

Jay: Level of detail as expected

Exception are at the end of document. Not easy to read. Should be aligned with issue, metrical item or at the start?

Exception should be with table to which it refers. Easier to interpret report. Second point has to do with narrative

Elise (from chat): it may be that our program to create the report may not be able to do what he is asking.

Additional comments on PTI report (Jay)

Change of some expectations to 10 minutes. No impact on customers

Kal: SLE derived from previous performance. Is this trend?

Elise: Some SLE are set on data, others on aspirational level

ccTLD delegation and transfers are set lower because of influence and separation of ccTLD managers actions

Jay suggestion: In CSC report, the CSC notes in the commentary and agrees that in principle it needs to follow process.

Kal: Surprised it was so polished, so it was already solution.

Raw information is better at this stage, until agreed on format. Looks like need to re-engineer solution.

Elise: What is tried in exception area, is narrative to explain what has happened.

Report is more finished than anticipated. Need to go back to solution on how to include exception narrative.

Byron questions:

What needs to be done in immediate future to get report out that is reasonable, and what needs to be done for longer Term?

Agreement on current version?

Jay: one MUST to be included: glossary of terms utilized in the report, one off work.

Agreed.

Could Glossary be terms be used by DT A

Kal: Question: Does CSC need to reprot on monthly basis or on quaterly basis.

Trang: on monthly basis provide reprot and on quaterly basis to direct customers.

Kal: this report is possible appendix, but not from CSC. Understanding the report should be CSC report.

Jay: Distinguish between report received and produced by PTI and Report to be published by CSC.

At this stage, no need to publish report.

Quarterly report more time.

Byron: CSC monthly report could be very simple. Only reviewed PTI reprot, and CSC is satisfied.

Quarterly reprot could be more extensive.

Elaine/ James: monthy report could be limited to a scorecard with some minor commentary if needed.

Kal question: Does CSC need to report on monthly basis or on quarterly basis?

Trang: on monthly basis provide report and on quarterly basis to direct customers.

Byron: An analysis and comment need to be made by CSC, and included in CSC report.

Share report from Trang on CSC reporting (done)

Kal: Need to include language around need to escalate or not

Items that need to be changed

Jay: need to include items for for tracking and watching, and items that are not considered problems by CSC

Also Items that need to be changed.

Byron summary: Kal and Jay comments are qualitative comments that need to be included in report as commentaries

Elise: what will be included in tracking section? Wil this be discussed on this call?

Byron: Some of CSC will take a crack and try to include this

Jay: Have already raised topics on list about PTI report see above)

Kal: If we are to make changes to SLE, as suggested by Jay, need for formal process,

Lars Liman: Is it up to the CSC to change the SLA? Do we have that mandate?

Trang: CSC may SUGGEST changes to ccNSO and GNSO. In addition, changing SLE may be subject to public comment. Trang to check whether that is part of and guided by IANA Function Agreement.

Jay: very unusual ccNSO and GNSO will not accept. Complexity taking CSC word or

Need to tidy up contractual issue.

PTI should not put in resources that CSC knows and indicated will change.

### **3. Distribution of Final Monthly Performance Report**

- All TLD managers,
- Regional Organizations
- SO/AC chairs
- CSC membership
- Recipient in ICANN ( to be confirmed who, most likely Akram Atalah, President GDD
- Webpage: CSC Report and should go in pair with PTI report

### **4. Update on Action Items from Last Meeting**

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

Deferred to next call late November

### **5. Other Business**

### **6. Adjournment**

Next meeting

Call before the end of November and in December.

Action: Staff to send out Doodle poll

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