

Customer Standing Committee (CSC) Meeting 3

28 November 2016 @ 20:00-21:30 UTC

Attendees:

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

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

Apologies:

James Gannon

Absent: Elaine Pruis

Observers: Allan MacGillivray, Jonathan Robinson, Naela Sarras

Documents shared before the call

- Definition of terms (taken from DT-A)

Decisions

D 04/2016 1:

Reconfirmation decision making all Members need to agree

D 04/2016 2:

October Report In table on SLA: Rename Actual SLA to actual performance (3rd column)

D 04/2016 03: Changes to the SLA the CSC is recommending or considering should be included as text, and included in section on SLA

**D 04/2016 04: Accept proposed document (including suggested changes) as first report
Agreed by members on the call, report can be send pending acceptance by Elaine**

D 04/2016 05: Format email to be send

Covering note with CSC report. Covering note should include

- First report,
- report will evolve over time
- reminder why this is done

D 04/2016 06: Agreed distribution list:

- **TLD Operators/**
 - **ccTLD: ccTLD World List, other email list**
 - **Regional Org. Are included**
 - **gTLD through GDD customer system. RySG mailing list**
- **Chairs of SO/AC**
 - **SO/AC chair (SO/Ac list or individually)**
- **CCG (through their mailing list)**

- Rot Server Operators through the RSSAC co-chairs

D 04/2016 07: Update of CSC website with content suggested as by Trang in her note accepted

D 04/2016 08:

**PTI will on the 12th of the month or (if on week-end) first business day there after.
Agreed**

**CSC will have a review meeting within 3 or 4 days of receipt of report
call on the 15th or first Monday/weekday thereafter**

Action Items

A 042016-1

Action Trang: change text in October Report and template heading third column: rename "Actual SLA" to "actual performance".

A 042016-2: Action Trang: Include note in report as narrative around changed language re. minimum targets (was already adjusted in Annex to IANA Naming Function Agreement) Include in section on SLA, in narrative form.

A 042016-3 Action Trang: Rename the section on SLA table altogether to Changes to the SLA the CSC is recommending or considering

A 042016-4 Action Elaine: Accept or disagree with proposed report

A 042016-5 Action Byron: Draft covering note and send out note and report

A 042016-6 Action Bart: get back to group in week on boiler plate for internal procedures CSC and introduce person

A 042016-7 Action Trang: Follow up with product group to implement suggested changes to website

A 042016-8 Action Byron: Share additional document with group on review of Bylaw's that are associated with CSC

A 042016-9 Action Bart: Add CCG to list to receive CSC report

A 042016-10 Action Maria: Schedule calls at agreed time.

Have a CSC review meeting within 3 or 4 days of receipt of report.

At or around the 15th of each month or first Monday/weekday thereafter.

Time for call 20.00 UTC

Agenda:

1. Welcome and roll call

Reminder: Actual members need to be present (100%) for decision

2. Review draft report (October version)

Correspondence. Further input

Action item Trang completed

Kal Comment: Call it actual performance rather than Actual SLA

Agreed

Action Trang: change text in October and template heading third column

Lars: Elise send explanation of terms. There is a typo in the terms

Terms define " logic error" in paragraph

"Whether the target is minimum target compliant must be no less" is correct

Elise: Not a typo, but copied fro DTA-A /SL working group. But in original document

Action Feed-back to original document

Action: Trang to provide to original group

Include change in PTI report

Action Trang: Include note in report as narrative around changed language re. Include in section on SLA, in narrative form

Elise: create a new heading?

Preference CSC to keep in SLA section

Changes to the SLA the CSC is recommending or considering should be included as text, and included in section on SLA

Agreed

Action Trang: Rename this section altogether to

Changes to the SLA the CSC is recommending or considering

Decision: Accept proposed document as first report

Agreed by members on the call

Action Elaine: agree or comment on the final version of the October report

Distribution of report

Appropriate list:

- TLD Operators/
- Chairs of SO/AC
- ccTLD: ccTLD World List, other email list

- Regional Org. Are included
- gTLD through customer system. Require a little of notice
- May start shorter, may create a little of delay. Needs scheduling.
- SO/AC chair (SO/Ac list or individually)

Email lists are full some

Include a covering note with CSC report

- First report,
- report will evolve over time
- reminder why this is done

Accepted by all on the call

Action Byron: Draft covering note and send out note and report

4. Update on Action Items from Last Meeting

a. Draft operating procedures

Person identified, operating procedures

Basic boiler plate

Putting together strawman/ cover the basics

Agree on the inside and then outside

Action Bart: get back to group in week on boiler plate for internal procedures CSC and introduce person

b. Make sure the communications are stating the flow of website, reporting and summaries

c. Proposed content for website

Update website with content suggested items

Agreed.

Action Trang: Follow up with product group to implement suggested changes to 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

Document by Trang send out last week to the group

Byron's supplementary item to be share das well

Action Byron: share additional document with group on review of bylaw's that are associated with group

Defer this item to a call focused on Bylaws related points.

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

Trang: Connection not clear between CSC and CCG

CCG might be consumer. No memo yet from Greg

Jay: After Greg meeting. Other CC member had a different expectation. Might be an internal CCG discussion. Suggestion leave to it to them at this stage

Elise: Conversation at IETF, different perspective on role CCG, confirming CCG internal different understanding what needs to happen.

Should report be send to CCG?

Jay: CCG has an email list, Jay is subscribed,

Should CCG be added to entities?

Action Bart: Add CCG to list to receive CSC report

h. Create a template/draft to see what makes sense for various reports

Agreed: October template provides a basis for future reports, to be amended as needed

i. CSC to provide ICANN staff a list of needs so support could be provided

Group satisfied at this stage with support provided

j. Ask PTI to provide language for graphics

Elise G: Put narrative to section to which it is related

Other requests?

Byron: Suggestion for PTI to

include on Dashboard layman language, to explain to broader community, lay consumers

Elise: How and where to include it?

Byron: There is audience like CSC, and interested audience.

Byron referred to for example the GAC example Elise Lindeberg raised.

This is important, but not urgent

k. A calendar of calls need to be scheduled

When regular meeting?

- PTI on the 12th of the month or (if on week-end) first business day there after.

Agreed

**- Have a CSC review meeting within 3 or 4 days of receipt of report
call on the 15th or first Monday/weekday thereafter**

Agreed

Lars: Rotation of timing, but if common ground for call

Use this time (20.00 UTC) as consistent time. Based on Doodle polls it appears to work for all

5 AOB

No other business