**Customer Standing Committee (CSC) Meeting 6**

**16 January 2017 @ 20:00-21:00 UTC**

1. **Attendance**

Members/Liaisons:

All members present. Meeting quorate to also to take decisions.

Members and liaisons present recorded in ADOBE room. Apologies: Jeff Bedser

Staff present: recorded in ADOBE room

Observers: recorded in ADOBE room

1. **Action items**

**Action 062017-01 Staff to include distribution list on CSC website and note that if group want to receive CSC report contact staff**

**Action 062017-02: Elise G: Check whether to include average time in narrative of report (by 6 February).**

**Action 062017-03 Elise G: Provide clarification on required scope of adjustment needed to adjust manner how checks are done to date by February or March meeting. Action 062017-02 temporary measure as part of the overall package.**

**Action 062017-04 Elise G: Will check if there is better way to perform the test under discussion and report back.**

**Action 062016-05 Elise G: include word “previously” in text to read: The CSC has previously recommended that the 3 minutes limit will be revised.**

**Action 062017-06: Trang: discussion on 3.1 and 3.2 will be included Refer with sentence to PTI report +  reference to timing**

**Action 062016-07: Staff (Maria) to launch CSC-Announce list on website in conjunction with distribution overview (Action 062017- 01)**

**Action 062016-08: Staff to build repository of action items (open and closed). Present first outline at February meeting.**

**Action 062017-09. Staff (Bart) to circulate internal procedures by 20 January 2017. To be discussed at February meeting**

**Action 062017-10: Byron / Staff include survey discussion on February meeting for more fulsome discussion.**

**Action 062017-11: Byron/Staff to include discussion on Complaint and Remediation on February agenda.**

**Action 2062017-12 Staff (Bart): Provide basic presentation frame for public meeting in Copenhagen. Should be available at February meeting.**

**Action 062017-13. Staff (Maria) circulate draft of calendar of meetings. Members and liaisons to review proposed schedule. To be discussed and agreed at the February meeting.**

**3. Agenda and notes**

**1. Welcome and Introduction**

Meeting quorate

Welcome by chair

Agenda: Addition or comments to agenda?

Addition: brief discussion on PTI Budget discussion for awareness ( under AOB)

**2. Feedback on November Report**

    a) Content

    b) Distribution

Any feed-back from community?

Byron: no comments/feed-back received, others?

Elaine: question from RySG chair (Paul Diaz) to provide more color to explanation if metric is not 100 %.

Byron: To be discussed on this call

Walk through the report during a meeting to understand the report and explanation. Most likely in Copenhagen (to be further discussed under item 5)

Distribution: Staff provided overviews of groups/mailing list to which reports are distributed

Suggestion to include overview of list on the

**Action 062017-01 Staff to include distribution list on CSC website and note that if group want to receive CSC report contact staff.**

**3. Review of Performance Report for December**

***3.1 PTI Report December***

PTI delivers what is expected: 99.4 % Rank as Satisfactory

Elise G:  Two deviations from SLE. Two different reasons, but discussed before.

*First issue: Queuing checks, as a result of queuing missing the SLE.*

The individual steps are within range. To address a substantial re-write of way checks are done is needed

Question: How long does it take to understand scope of required re-write?

Elise G: Expect to have report by February or March meeting.

Lars-Johan: Would it be better to measure the execution time then queue +execution time? Make this apparent in report for the time being?

Jay: include as a narrative to understand. Include average execution time in the narrative.

Elise G: go back and see if can be included in narrative

Byron: Concludes that narrative could average time. Until know what is needed to do.

**Action 062017-02: Elise G: Check whether to include average time in narrative of report (by 6 February).**

**Action 062017-03 Elise G: Provide clarification on required scope of adjustment needed to adjust manner how checks are done to date by February or March meeting.**

**Action 062017-02 temporary measure as part of the overall package.**

*Second issue: Technical retest*

Elise G: Was done on incorrect information. Retest was run on incorrect nameserver. After customer corrected information, test worked in 3 minutes

Question Jay: Did test show kind of time-out?

Elise G: Kind of re-running over and over.

Jay: not CSC problem but customer issue (suggest a time-out if test re-runs over and over)

Elise G: actual testing time, not clear how to prompt the customer. Will take back suggesting for time-out to team after two or 3 tries.

Elise G: General question What is process to make changes as PTI and then get back and report on it. How could contractually defined positions be revised.

Byron: Process CSC is on the one-year mark, with the different reviews

Lars-Liman: With respect to test performing is one, to conclude is another. In support of time-out

Jay: Anything discussed here not contractual issue. Details are within remit of PTI

A contractual change would be around the allowed duration.

**Action 062017-04 Elise G: Will check if there is better way to perform the test under discussion and report back.**

Elise G: nothing more to report

Byron: Discussion around narrative of text:  The CSC has recommended that the 3 minutes limit will be revised.

Suggestion: change this text to include “previously” to express no surprise.

**Action 062016-05 Elise G: include word “previously” in text to read: The CSC has previously recommended that the 3 minutes limit will be revised.**

***3.2 CSC report***

Trang: Need to expand text around SLE? Need more text?

Jay: Add more text, include timeline for more resolution

Elaine: refer to text PTI report. Short and piffy reporting.

Jay: In CSC report, explain why need to change. and why new item is suggested with focus on customer impact and When anticipated change will be discussed.

For details refer to PTI report

Agreed.

**Action 062017-06: Trang: discussion on 3.1 and 3.2 will be included Refer with sentence to PTI report + reference to timing**

**4.  Update on Action Items from Last Meeting – (Status in Bold)**

052016- 01 Action staff: CSC/liaisons to be copied in on SO/AC email going forward; Forward CSC email to SO/AC to the list. Completed – and ongoing **(Operational Staff Procedures)**

See below item 5 .a

052016 – 02 Staff: Check feasibility and implement asap CSC- Announce list publications of CSC **(Ongoing)**

**Action 062016-07: Staff (Maria) to launch CSC-Announce list on website in conjunction with distribution overview (Action 062017- 01).**

052016 -03: Jay Daley to contact Elise G directly and off-line about minor remarks PTI report on metrics section. **(Follow up w/Jay)**

*Closed*

052016 04: Action PTI. PTI report should be updated to adjust reference to time zone (is LA should be PST) and time should be recorded for the party responsible for action, once completed and handed over clock should stop. **(Follow up w/Elise)**

Time zone

PST centric (not LA centric)

*Closed*

05201605 Action PTI: look at section on manual lodges, and get back to CSC **(Follow up w/Elise)**

Part of bigger picture. Can Not be done. Bundle this with other changes Other small changes. Measurement change, execution of technical check Action Elise: bundle all changes (record them see above action 03). Repository of action items (open and closed). Ensure actions for CSC are addressed through overview (See Action 062017-03).

**Action 062016-08: CSC Staff to build repository of action items (open and closed). Present first outline at February meeting.**

052016 06 Action staff: Include language to explain satisfactory level. Language should reflect to date minor issues, ongoing discussions with PTI to mediate in future, no indication of trend *(Completed by Trang, included in draft)*

052016 07 Action: staff to update CSC report for month November according to agreed points and submit to CSC *(Completed – sent out)*

052016- 08 Byron: include review PTI survey on agenda for next meeting (to be discussed under item 5)

 05201609 PTI: provide basic metrics on complaints before next meeting

*(Follow up w/Elise) Completed*

 052016-10 Action Bart: organize one open f-2 f meeting CSC(to be discussed under item 5)

*Ongoing*

05201611 Staff to arrange meetings with GNSO, GAC and Board

(to be discussed under item 5) *Ongoing*

**5. Other Business**

***a) Update on drafting of operating procedures***

Discuss draft at February meeting.

**ACTION 062017-09. Staff (Bart) to circulate internal procedures by 20 January 2017. To be discussed at February meeting**

 ***b) PTI Survey***

        PTI to provide background on the existing survey

Person who deals with survey is on the call to address questions

Byron: 4000 customers, who are they?

Elise: protocol parameter customers. Far more transaction with protocol parameter community then with others. Protocol parameter community largest group. In addition: RIRs (new gTLD/ccTLD)

Jay: Note fantastic result and congratulates IANA. Include in the notes of the meeting.

Incentivize with gift card to increase response rate.

Elise G: interesting idea, in past prohibited because of contract.  Also notes that ccTLDs are group with no response, the second year running.

Welcomes Ideas on how to incentivize ccTLD community to respond.

Byron: Only 2014 shows response. CSC may offer support broader participation in upcoming years. Segmentation by community may be interesting. Any other comments?

Elise: See Elaine’s question is the survey released during an ICANN meeting? Maybe the

ccNSO can ask attendees to answer the survey during one of their sessions

Advertise survey has been done at ccNSO and ccTLD regional organizations meetings

**Action 062017-10: Byron / staff include survey discussion on February meeting for more fulsome discussion.**

*ii. CSC to discuss overall approach and timing of next survey*

deferred to next meeting

***c) PTI Complaints***

*i. PTI to provide information on existing complaints and process for handling these*

*ii.      CSC to discuss adequacy of process and any need for change*

Byron: Need to drill down on process. Comments: outline process what is happening right now (complaint process). Need to Understand if there is ticketing system and understand history. Sense of magnitude. What is number of complaints over last 24-36 months

Other members: No additional comments

Elise G: Website page (shown in ADOBE room) reflects CWG proposal on handling complaints and escalation. In CWG proposal also workflow included (ANNEX I: CWG proposal). No formal complaints registered to date.

Byron: CSC should also have a handle on it. Elise G:  Remediation process needed. Byron: have information available and need for more detailed overview.

**Action 062017-11: Byron/Staff to include discussion on Complaint and Remediation on February agenda.**

***d) Approach to Copenhagen meeting***

Byron: Organizing a public and f-2-f meeting (90 minutes). First 30 minutes provide information to community. Last 60 minutes internal focus

Critical February report in hand. Implies PTI report on February 2017 should be available before in time before 13 March meeting.

Elise G: PTI will do its best to provide in time.

To prep for meetings slide deck needed.

**Action 2062017-12 Staff (Bart): Provide basic presentation frame for public meeting in Copenhagen. Should be available at February meeting.**

Other communities: ccNSO has asked Byron and Jay, all others are welcome and are invited. Elaine and Kal to do same for RySG

Byron: reached out to GAC. Board to be determined later. GNSO as well tbd’ed. Lars Liman: make sure we have an agenda

***Additional topic: PTI budget***

Byron: Not in CSC remit. PTI budget, is in interest of all. Approval process not clear.

Elise G: Public comment closed in December, no fundamental changes to proposed budget.  PTI Board to meet to approve.

Byron: reason what happened, in budget itself, see 24.2 of Bylaws they are prescriptive. SO/AC need to be consulted on approval i.e. no rejection. CFO not aware of Bylaw requirements. Need clarified

Note this is not remit of CSC, but all are also individual members of SO/AC as such look at issue.

**6.       Next Meeting**

Appreciation for Americans that they were on call despite holiday.

Staff been requested to nail down meetings for the rest of 2017. To be discussed and confirmed at February meeting. Staff to circulate proposed schedule.

**Action 062017-13. Staff (Maria) circulate draft of calendar of meetings. Members and liaisons to review proposed schedule. To be discussed and agreed at the February meeting.**

No objection on CSC meeting 15 February meeting. Agreed duration 90 minutes going forwards.

**7.       Adjournment** 21.21UTC