Notes meeting CSC wrap-up session 2 November 2017, ICANN60

Informal Feed-back: What have heard, what have we learned?

Standing items: RAP & SLA
Jay: SLA Differential change process

Received advice from Sam, External threshold, consultation process.

Next meeting: Key to understand what is appropriate threshold support

Action Bart: Arrange call with Sam, Kal and Jay on advice and remarks on threshold

Action secretariat: include update and discussion as agenda item 15 November.

Understand current SLA change process
Submission to CSC review team, change process
At the same socialized change current SLA to community no remarks, questions. Clarify relation between

Update RAP discussion
Conversation, wit Sam when back. 15 November update from Trang and/or Sam
15 December full discussion.

Action Secretariat: Include update Trang and/or Sam on agenda 15 November & 15 December 2017.

Update meeting with ccNSO and RySG
ccNSO: comfortable with work CSC.
Regular recurring question/ item around DNSsec: not in scope CSC
Other topic raised: Non-participation in survey. Urgent request to participate.

RySG: Sentiment similar, no outstanding issue. First time Kim participated.

Customer satisfaction survey
Feed-back format changed at CSC request. From CSC only Kal received invite to respond to survey. Will look at it.

Other topics
Expectation some customers to influence technical road map.
Talk directly to Kim, on influencing roadmap

In formulating feed-back on ops plan and budget ask for input on R&D. Reaching out around June meeting

Set-up of inbox to provide feed-back. However discussions around Operational issues / Authorization model, better process to get broader input. Make it more obvious.

RySG: technical sub-group, focus on technical operational issues. Natural counterpart for discussion PTI on road map etc. ccNSO may help to facilitate could be constructive path. CSC facilitation role, not in remit.

Annual survey and after service survey are in process of being introduced. CIRA has introduced after service survey about year ago in addition to annual survey. After service survey much shorter.
Action Byron: provide response rate on after service survey to Naela

Hide names behind roll accounts. PTI needs more feed-back, but be careful
Issues not in remit CSC.

Timing of reviews and progress CSC charter review
Upcoming Reviews with focus on IFR + CSC effectiveness
ccNSO and GNSO may need to agree that CSC effectiveness subsumed in IFR review. Duplication of effort

PTI Board – CSC review team: discussion of the risk for over reviewing. However both are hard coded in the Bylaws. Longer term consequence.
CSC review team very aware.

CSC charter review team works against agenda that CSC charter review completed by ICANN61.
Intention CSC review team will have a document with initial observations etc. by early December. CSC charter review team will share with CSC and other stakeholders. Appreciate to talk with CSC through around 15 December 1 Hour

12 December PTI and draft CS report reschedule meeting 15 December to 14 December call 20.00 UTC.
Action secretariat: Reschedule 15 December meeting to 14 December usual time.

Action secretariat: Schedule additional hour for meeting on 14 December to discuss initial findings CSC charter review team.

Note: Pre-warning SLA will not be 100 % met