**Customer Standing Committee (CSC)**

**14 December 2017 @ 20:00-22:30 UTC**

Attendees:

As recorded in the ADOBE room

Apologies received:

Jeff Bedser, Mohamed El Bashir

**Action Items meeting 17, 14 December 2017**

**Action 172017 01 Jay and Kal: provide letter for CSC review to include mechanism in charter. To be completed as soon as possible to allow CSC review team to include in draft report and draft update of charter.**

Additional Action (Post meeting)

**Action 172017 02**

**Include CSC chair election agenda next meeting**

**Agenda**

1. Welcome and Introduction

Meeting is quorate. Review team is welcomed

Announcement: Jay Daley is planning to move on, advised ccNSO Council, to stay on for term of his appointment. ccNSO Council had preliminary discussion, most likely to conclude before seasonal holidays.

Question Jay: follow-up note about change procedures. See item 2

**2. Update SLA change process**

Proposal send by mail after call with Trang and Sam Eisner from ICANN Org. Goal is to get to a change process, that avoids a charter change: Include in charter a delegation of power to change to members and principles for change:

Members can make changes themselves if so warranted. Include Draft change procedures and mandate the group to change without certain constraints. For more details see email Jay to the CSC.

Comments?

Pragmatic and reasonable approach. Include light weight adjustment mechanism Elaine: public consultation on proposed changes?

Donna: timing of public comment is to start it end of January. When can review team expect the letter? To be included in draft report.

Base line text is available. Would you be able to finesse it?

Kal: Ask for mandate to write change processes, if change processes do not need to explanation.

Jay: CSC review team use wording in report and charter and then implement charter in procedures. Fundamental sentiment is available, and make it available to CSC charter review team

**Action 17201701:**

**Jay and Kal to provide letter for CSC review to include mechanism in charter**

**3. Discussion with the CSC Charter Review Team**

Observations to date and questions.

Conversation with CSC

Overview to RySG and ccSNO

Public meeting at ICANN60

Conversation with Lise and Jonathan ( members Board PTI)

Elise Gehrich

***Slide 1- 5.***

Some issues will be/might be out of scope. However, review team will mention them in report

***Slide 6*** Summary slide

CSC view if selection criteria still hold? Re-think criteria given changing circumstances ( two of 4 members moved)

**Slide 7.** Focused Scope

Byron: bullet on feed-back. PTI has proactively feedback, in charter there are elements CSC needs to do, for example  consult community, and this drove interaction with PTI on survey. IANA survey is a customer survey. Beneficial and better document role. CSC input in survey better documented in charter. For CSC the survey provides opportunity to seek additional input and feedback, and is part of the remit of the CSC.

Q: when results come back, does CSC look at result? Feed-back is important data-point to understand relation of customer with PTI.
See also link with Function contract: The IANA Naming Function also requires PTI to consult with the CSC on the survey. Quote from Section 3.e of the IANA Naming Function Contract says: "Customer Service Survey. In accordance with ICANN’s Bylaws, Contractor shall collaborate with the CSC and ICANN to maintain and enhance the annual customer service survey consistent with the performance standards for Root Zone Management. "

**Slide 8.** Changing circumstances re members to be checked in charter

**Slide 9.** Monthly meetings.

Distinguish between monthly reporting and meeting itself?

Thoughts CSC on monthly meeting going forward? Regularity be adjusted?

Kal: Regularity of reporting. Most SLA are checked on a month by month basis. This drives generation of the reports for CSC/community. Still need calls to discuss etc.

Jay: Need to have monthly reports and meetings. Experience is that one of the reasons people do so well is because of regularly meeting. No reason to change. Clarity around reporting and meetings

CSC Charter: "The CSC shall meet at least once every month via teleconference at a time and date agreed upon members of the CSC."

Jay: Maybe differential attendance members and liaisons

Lars Liman: understand differentiated attendance, but this is a way to get information, and channel for RSSAC. Even if attendance requirement was lowered still attend. Further, important signaling function for future liaisons.

Donna: leave attendance requirement "as is".
Kal: meeting time based on members location. European liaisons possibly onerous under given circumstances (focus of meeting on members). Minimum attendance also in context of time zones.

**Slide 10** Regularly meetings with direct customers no less then 2 years. Specific meetings, make it future proof. Be generic about terminology

**Slide 11.** Discussed under item 2 of the agenda

**Slid 12.** Concern expressed by Lise and Jonathan. Interaction with PTI BOARD has been minimalCSC touch point. Value to add requirement in charter?

Byron: There should be a less ad-hoc way. Lise and Jonathan attend meeting, in capacity as individual Board members. Maybe include wording to hint at normalized meeting cadence with PTI/ICANN Board and CSC.And provide a report not in sense of reporting, but informing**.** Jay: Agree with Byron, formalized, including formally reporting/informing.

Donna; Possibly Friction between PTI Board and ICANN Board

Related is the RAP: What is current process?

Elaine/Allan: Essentially the proposed RAP was passed to Sam Eisner/Trang. Awaiting feed-back. Essentially 3 stage process. Concern expressed, around overlap of parts of role of PTI Board and ICANN CEO in RAP. No suggestion that Bylaw are a restriction. Moving forward: RAP should be stand- alone document and referenced in Charter

Naela: Confirm PTI is working on RAP.

**Slide 14/15**. Additional observations

Timing of reviews to be flagged. Byron: a lot of reviews

If at least staggered and not concurrent. Helpful to flag. Theoretically effectiveness could be dropped as driven by GNSO and ccNSO.

Trang:  Avoid that scope overlaps. Interpret the CSC effectiveness review as organizational reviews. Make them complimentary

CSC Charter review team needs to discuss further

**Slide 16** No recommendation in charter on travel funding, but need will be recognized in report.Consideration about travel funding.

Byron: CWG conceptually different from ccNSO perspective, if member needs additional ccnSO could provide.

Commentary is correct ccNSO first and foremost appointing organization.

Meeting with PTI, scheduling has prevented, but it is only a one-off (singular) activity.

Jay: ccNSO requirement actually aligned. Requirement of active support by ccTLD.

Elaine: Understands to be included in report not in charter, but notes that under specific circumstances ( for example when member stays, and no support from employer) and required to attend meetings. Also relevant for future members.

Mechanism: either as CSC or through appointing organizations

Charter requires to provide updates to direct customers. Unclear about other requirements

for members to attend in person. Socialize changes another example.

**Next steps CSC Charter Review Team:**Drafting report and mark up charter in preparation of public comment. May need to circle back to CSS and others, before posting.

**4. Action items (only report on open items)**

No comments all actions completed.

Action 16 2017 01 Arrange call with Sam, Kal and Jay on advice and remarks on threshold

Action 16 2017 02 Include update and discussion as agenda item 15 November (November call cancelled; deferred to December call)

Action 16 2017 03 Include update Trang and/or Sam on agenda 15 November & 15 December 2017.

Action 16 2017 04 Provide response rate on after service survey to Naela

Action 16 2017 05 Reschedule 15 December meeting to 14 December usual time

Action 16 2017 06 Schedule additional hour for meeting on 14 December to discuss initial findings CSC Charter Review team

**5. PTI Performance November 2017**

***a. PTI report to CSC***

Two metrics missed. Same as last month.

Naela: Change of technical check result in missed metrics. To be resolved by anticipated adjustment of the metric.

Escalations? Two escalations, reported already. No further issues. Events provided in report.
No new escalations. No additional comments

***b. CSC report***

No comments on draft. Agreement to publish report as stands

CSC report will be send out 15 December.

**6. Update from Remedial Action Procedures Sub Group**

Allan: Covered with CSC review team. Meeting with Sam, Trang and Naela (ICANN Org / PTI)

* Overlap between PTI Board and CEO as point of escalations
* 10 days could be too limiting Elaine: 10 - day thought it was too tight. CSC Emphasized point it is crisis mode. ICANN Org to propose wording
* RAP should be reviewed 12 months after it is used: seems to be accepted
* Sam requested to undertake legal "scrubbing"

Awaiting specific feed-back

**7. ICANN61 Puerto Rico**

Tentatively Scheduled Meetings of CSC itself:

CSC Public Meeting, Block 5, Sunday, 11 March

CSC Wrap Up Meeting, Lunch, Thursday, 15 March

Additional meetings to be scheduled with specific groups.

**8. 2018 CSC Schedule** See:  <https://community.icann.org/x/kNbRAw>

Proposed date 15 January might prove to be challenging

**9. AOB**

No points raised

**10. Adjourn 21.27 UTC**