**Notes 20th CSC meeting 16 April 2018**

**Action Items meeting 20, 2018.**

**Action 20-01 2018: Secretariat. If Zoom used for next call, open Google doc and share link with CSC membership to take notes in parallel.**

**Action 20-02 2018: Include message adoption of RAP in cover letter to community, in CSC report, and publish RAP on website.**

**Action 20-03 2018: PTI to explore effort needed to extract regional data on performance against Service Levels, initially only for ccTLDs, and report back at the next meeting.**

**Action 20-04 2018: Secretariat to include suggested wording in CSC Findings report.**

**Action 20-05 2018: Include discussion CSC Charter review team report on agenda next meeting. CSC to read document ahead of time and think about possible comments.**

**Action 20-06 2018: Secretariat/ICANN org to circulate draft document on Selection process by mail for feed-back. CSC feed-back up and until Friday 20 April COB.**

**Action 20-07 2018: Secretariat to circulate by 26 April final documents on selection process to CSC to distribute across appointing SOs and ACs**

Agenda and notes

1. **Welcome and roll call**

No apologies received. Meeting Quorate

Not present: Mohammed Al-Bashir,

Guests CSC RT members, ICANN Org and PTI staff

Change to proposed and published agenda: RAP Approval item will be considered as item number 3 on the agenda.

1. **Introduction Zoom**

Overview provided Kimberley Carlson ICANN Org/ ccNSO secretariat

**Action 201-01 2018: Secretariat. If Zoom used for next call, open Google doc and share link with CSC membership to take notes in parallel.**

1. **RAP Approval**

Guest Kim Davies, President PTI.

Overview in San Juan, no substantive comments. PTI needed to defer decision on formal agreement to consult with ICANN and PTI Boards. Update by Kim

Following the final Rap as provided. Circulated to both Boards and they reflected on logistical questions. All are satisfied with explanations provided and text as written

No questions for Kim. No outstanding substantive issues

Kim Davies to represent PTI in formally agreeing to RAP on the call.

Members CSC Approve Remedial Action Procedures formally and unanimously. Kim Davies also approved formally. Concludes main block of work.

Publication on both websites and include in cover letter, joint (CSC/PTI) blog post in time.

**Action 20-02 2018: Include message adoption of RAP in cover letter to community, in CSC report, and publish RAP on website.**

1. **Action items**

All action items completed

1. **PTI Performance & CSC Report**

***PTI Report***

Naela Sarras (PTI):

March 95.3%, missed 3 Service Levels. Two are familiar (technical tests). The

Third is about staff time review time of ccTLD change. The threshold is 60 days and was missed almost 19 days. Explanation. Parties involved from a French speaking country. There were issues with translations, Holiday period. This is also in category of Service Level that need to be looked as discussed on previous calls: one of the SLA which may need to be looked at.

Question: was ccTLD in question concerned about duration?

Helpful and cooperative. Additional aspect there was a need to reconstruct the history

In March no exceptions/escalations

Jay: Is there plan to use other languages?

Response: Providing documentation in other languages is considered. To date extensive documentation on IANA processes only available in English.

In addition, Staff is not hired for knowledge of languages. Rely on colleagues from other departments, in particular Global Stakeholder Engagement (GSE) group. From PTI perspective language attribute nice to have.

Broader question, if all customer groups fall under same Service Level, some groups may take longer to be serviced because of factors like language.

James: language department in ICANN (Euro 7,9 million), potential for assistance

Whether to ask for break-down is another matter?

Lars: Statistical captures the discrepancies from general measure. Refinement needed. Ask for geographic or other breakdown? On an annual basis?

Byron: Ask translation department to do translations

Naela: Which data points?

Jay: all of them, to understand if there is an issue. Maybe yearly too frequent.

Assumption is database records region. ccTLD is relative easy to understand region. So limit in first instance to ccTLDs.

Kal: The ccTLD SLAs are not as intuitive to some on the call. Someone remind me how we were going to re-define the ccTLD delegation metric?

**Action item 20-03 2018: PTI to explore effort needed to extract regional data on performance against Service Levels, initially only for ccTLDs, and report back at the next meeting.**

***CSC findings Report***

No escalations

Include Note of the RAP’s in CS report and cover letter

Change wording in CSC report. Currently terminology to be met

Suggested language:

“*All three missed service levels are subject to a CSC recommendation that would re-categorize this month’s performance for the first two metrics as ‘met’. The third metric would require a year’s worth of data under the recommended change, which is not yet available.”*

**Action 20-04 2018: Secretariat to include suggested wording in CSC Findings report.**

1. **Discussion CSC Charter RT**

Donna: Would be helpful if CSC would provide comments.

Byron: No specifics on CSC review of charter. Not clear if input needed. However expects, acknowledge etc. review, but no substantive issues

Elaine: Encourage to read the report. Important to comment, based on comments from group Suggest to Include on the agenda next meeting

Jay: good report no comments or concerns. James: read it, it is good and fair. Agree with findings

**Action 20-05 2018: Include discussion CSC Charter review team report on agenda next meeting. CSC to read document ahead of time and think about possible comments.**

Donna:

Executive Summary. Major finding: Do not tinker with scope of CSC too much. Further explained in body. Some community members appear to want to expand role: make CSC responsible for other efforts as well. Pointed recommendation not to expand.

Not changed selection process/ some editorial changes

Changes:

* Scope of responsibilities. Gaps are more tied up. Discussion around changes of Service level requirements in charter, and in IANA naming function. First Language differs and not consistent across the documents. Second mechanism to change Service Levels. CSC to check current language, whether it captures what CSC intended.

Proposed Charter pre-empted adoption and approval of RAP, now confirmed.

Having Liaison from CSC on team (Elaine Pruis) was really helpful

Discussion with CSC and Lise Fuhr and Jonathan Robinson. Now included in charter meeting between CSC and PTI Board at least twice a year.

Change of positions of members. Helpful, if CSC makes comments to CSC changing circumstances

In current charter ambiguity on role of GNSO, GNSO Council, RySG, ccNSo and ccNSO Council. Where possible (without need to change the ICANN Bylaws) made consistent. there is GNSO, were there GNS Council , ccNSO and ccNSO Council

Check with ICANN legal to check references to PTI or IANA Function Operator

Issues outside scope: travel support requirement be relaxed & occurrence of Effectiveness and IFR, seek efficiencies.

Donna and Phillipe GNSO reach out to ccNSO Council

Elaine: Suggest that Jay and Kal look at services level language

Jay: captures it very well

Byron: consistent with messages along the way. Pragmatic and enhances the charter

Scheduled for next meeting and think through feed-back. No additional comments

1. **CSC Selection**
	1. ***Confirmation term of CSC members***

Elaine: 2-3 terms

Charter provides staggered terms (2-3) years. Is there need to confirm current terms? Kal: Charter will allow changing circumstances. Tinkering with terms now, left to stakeholder groups

Agreement to leave terms as they are and published.

* 1. ***Selection Schedule***

Proposed process builds on experience first selection (concluded 2016)

October 1, 2018: hard deadline. Backwards tracking to meet this deadline

Lars Liman: When can we share documentation. Response when finalized. Final check

Action Item to check with ICANN Org.

**Action Item 20-06 2018: Secretariat/ICANN org to circulate draft document on Selection process by mail for feed-back. CSC feed-back up and until Friday 20 April COB.**

**Action item 20-07 2018: Secretariat to circulate by 26 April final documents on selection process to CSC to distribute across appointing SOs and ACs**

1. **Next meeting**

For Panama f-2-f tentatively scheduled however, there no quorum for Panama meeting, Also regular meeting June 15th

Next meeting May.

1. **AOB**

No comments

1. **Closure 21.26 UTC**