Customer Standing Committee (CSC) Meeting 29

15 April 2019 @ 19:00-20:30 UTC

Action Items
Ongoing previous meetings

- **Action 03 28 2019:**
  PTI Staff to introduce proposal for ccTLD create Service Level by May meeting.
  Due in May

- **Action 08 28 2019: Secretariat to propose method to provide on-boarding for next CSC by May meeting. Due in May**

New items
- **Action 01 29 2019: PTI to provide background documentation to document how CSC handles individual complaints.**
- **Action 29 02 2019: Secretariat to prepare letter for notification of appointing organisations, when member or liaison does not meet attendance requirements as included in Charter and for annual update, prior to selection process.**
- **Action 03 29 2019: Secretariat to prepare next iteration of CSC Membership requirements document.**
- **Action 04 29 2019: All top provide comments on next version CSC Membership requirements document by 1 May 2019.**
- **Action 05 29 2019: Secretariat to prepare consolidated overview by May Meeting.**
- **Action 06 29 2019: ICANN Org circulate deck to Brett prior to circulate to CSC. On-boarding to be discussed at the May meeting.**
- **Action 07 29 2019: PTI to provide update of documentation on SLA changes taking on-board results of discussions.**
- **Action 08 29 2019: CSC to discuss how it intends to accept Specific SLA change documents.**
- **Action 09 29 2019: Byron to seek clarification with chair ccNSO on status and next steps establishing IFRT. To inform CSC on the list.**
- **Action 10 29 2019: Secretariat to check with ALAC where they are in selection process.**

Agenda

1. Welcome and Introduction
Meeting is quorate (all members present).
Focus of meeting on SLA change process. Reverse order of item 4 and 5 on proposed agenda.

2. Action items previous meetings

Action 01 28 2019: Staff to circulate CSC Findings to community. **Complete**

Action 02 28 2019:
ICANN Org to provide update Implementation of Amended IANA Naming Function Contract Completed; refered to agenda item 5 (SLA change).

Action 03 28 2019:PTI Staff to introduce proposal for ccTLD create Service Level by May meeting Due in May

Action 04 28 2019:Secretariat to ensure that item is on ccNSO meeting days agenda (part of PTI/CSC update slot) **Completed**

Action 05 28 2019:Secretariat to check how "effective date of change" is defined/structured in amended agreement. **Completed**

Action 06 28 2019:PTI to update documentation around update specific Service Level Agreement (the template) and for LGR. **Completed**

Action 07 28 2019:Secretariat prepare proposal on how to deal with individual complaints for discussion by CSC in April Ongoing; refer to agenda item 4a.

Action 08 28 2019: Secretariat to propose method to provide on-boarding for next CSC by May meeting. Due in May

Action 09 28 2019:Staff prepare overview of selection skill set Members and Liaisons to date as starting point for discussion for April meeting Completed; refer to agenda item 4c.

3. PTI Performance March 2019

a) PTI report to CSC

One metric was missed. SLA that possibly will be addressed after implementation of SLA change process. PTI: no additional comments to report.
Question Brett online: response PTI was to satisfaction of Brett.

No additional comments.

b) CSC report

Draft report: circulated before the call. Confirmation no escalations.
No objection, ready to be published.

4. Implementation CSC Effectiveness Review Recommendations

Four recommendations CSC Effectiveness RT
1) How to deal with individual complaints

Process how to deal with it to be documented and published for reasons of transparency.
Natural that individuals on CSC are approached to deal with individual complaints.
Basic process to discuss at next meeting. PTI should provide input on process
Mechanism to bring the PTI process and role of CSC together, keeping the role of CSC as is.

Action 01 29 2019: PTI to provide background documentation to document how CSC handles individual complaints.

Messaging between PTI and CSC needs to be consistent. Elaine: Effectiveness
RT asked where process it that is recorded.
Lars: This should minimal effort: provide transparency. Do NOT create
heavy handed process. Elaine: During review RT was of the view that it should be clear that
if you have a complaint this is where you go. Also referred to CSC Charter.

2) Attendance requirements and overview

Appointing organisations need to be informed about attendance record, which
is available and compiled

Action 29 02 2019: Secretariat to prepare letter for notification of appointing organisation, when member or liaison does not meet attendance requirements as included in Charter and for annual update, prior to selection process.

c) Skills and expertise overview
Map of current skill and expertise requirements. to build skills matrix
Additional requirements?

Elaine: Knowledge about relevant policy development processes
Membership needs to be aware

Nigel: What is considered knowledge and direct experience IANA Naming Function?

What is needed? Does Membership need to be familiar with PTI Naming Functions.

Would it be sufficient to have direct experience OR knowledge of PTI Naming Function?
Include and/or in requirement. Some people do not have direct experience.
James: The current requirement **(including the word "and")**
was targeted mostly at members but highly desirable for liaisons

Understand CSC is expert based committee.
Essential: knowledge of ICANN Policy as pertains to IANA related Naming Function

Actual operational expertise. Currently and in past operational people.
Broaden current pool of potential membership.

Understanding how ICANN works is considered relevant,
but also understanding how IANA works from different perspectives.

Knowledge of naming function. Add technical expertise + ICANN experience.
Direct knowledge or experience of the IANA naming function would work for both
aspects. Topic for May meeting also in light of the upcoming membership selection process.
To be included in May meeting. Continue discussion on list

Action 03 29 2019: Secretariat to prepare next iteration of CSC Membership requirements document.

Action 04 29 2019: All top provide comments on next version CSC Membership requirements document by 1 May 2019.

Action 05 29 2019: Secretariat to prepare consolidated overview by May Meeting.

d) Induction Program new members and liaisons
On-boarding programme. Least urgent
Amy: On-boarding deck when selection process starts. By May finished deck
Brett: Provide review of deck.

Action 06 29 2019: ICANN Org circulate deck to Brett prior to circulate to CSC. On-boarding to be discussed at the May meeting.

5. Changes to SLAs

Discussed as Item 4.

a) Update on Revisions to IANA Naming Contract

Amy: Currently with ICANN legal Counsel. By mid-week (around 18th) some small, non-material changes
before webpage is going live. Concern are practical/logistical. Target End date goal will still be met. No questions

b) Moving Forward with SLA Changes

Recap of Kobe: proceed with Technical check and LGR recognizing
different procedures. LGR needs to follow public comment., Technical check only requires informing community of change.

Naela: By May meeting approve the explanatory document. How does CSC informs   customers open issue.

CSC to use existing communications channels to report findings:
- Email lists to ccTLD community
- gTLD registry and registrar info channels
- CSC Web and wiki space
- Cover note chair to communities

- Meetings at ICANN events.

Timeline for inclusion SLA LGR still needs a timeline, including public comment period,
To be completed by May.

ccTLD timeline creation: May meeting first draft for discussion with CSC. See Action item
previous meeting (Action 03 28 2019)

Byron: Estimate number of days that needs to be put in. Currently.
Overall duration, but not level of work. Response: discussion will be
wrapped up this week, to be circulated to CSC.

Question to PTI: No direct need for further assistance.

PTI will finalize the documents. and provide to CSC.

Action 07 29 2019: PTI to provide update of documentation on SLA changes taking on-board results of discussions.

Action 08 29 2019: CSC to discuss how it intends to accept Specific SLA change documents.

6. IFRT Update

Amy: Latest news ccNSO send request to change Bylaw change. ICANN legal to
shepherd. IFR is still on pause. James: No additional news

**Action 09 29 2019: Byron seek clarification with chair ccNSO on status and next steps
establishing IFRT. To inform CSC on the list.**

7. CSC Member Selection Process

Presentation of schedule and steps in selection process. Porcess to start by mid-May. On-boarding material + qualification to be send out with package

8. ICANN64 Kobe Review

Opportunity for improvements and comments?

Nigel: Not present in person.How did meeting with Board go? Brett: From
remote participation perspective meeting with BTC went very well. This meeting
should be repeated in future. Lars: Schedule went well

PTI-Board meeting and BTC meeting.

Meeting with Board PTI
important to maintain strong independent realtion with them. Designed to be separate and

distinct from ICANN (Org). To remind all PTI is independent entity. Symbolic nature to it: maintain relationship.

First meeting with BTC: in past with full membership of Board. Meeting with BTC precisely right level of interaction. Understand IANA Function, been around and understanding role of CSC in relation to PTI.
Builds confidence in eyes of BTC . All feedback recevied very positive. Agreed to meet on a nnual basis (right cadence). Only in case of emergency/ high level issue more meetings ma y be needed.

James: Many in community believe that separation PTI/ICANN and independence of PTI is critically important to the correct functioning in the post IANA transition world

Any feed-back from GAC?
GAC apprecitative, special update session. Feedback was quite good.
Naela was in the room. Presentation went very well.

Byron: Continue to meet with PTI Board, independent of who is on the Board. Further annual cadence with BTC.

Ay GNSO meetings feedback? CSC is very appreciated. CSC is looked at as potential model for other areas.

ccNSO: By and large positive about work of committee. Are their lessons to be drawn for other committees. However unique characteristics of CSC.

9. Next Meeting: 16 May 2019, 18:00-19:30 UTC

10. AOB

Progress ALAC appointment?

Action 10 29 2019: Secretariat to check with ALAC where they are in selection process.

Registrar: bootstrap information published by IANA.
How does PTI understand its new work?
Naela: Requirement registrars log into RDAP server link, will get imported into registry that i s maintained by IANA. To that registry IANA will add link. Question whether this is a naming Function topic? James: not in scope of IANA NAming Function Contract SOW. Will there will be a SLA, and whose SLA that is, is unclear.

Byron: material earlier (two business days)

11. Adjourn