

Customer Standing Committee (CSC) Meeting 30

16 May 2019 @ 18:00 – 19:30 UTC

Agenda

1. Welcome and Introduction

2. Action items (only report on open items)

Action Items From March Meeting		
Action 03 28 2019	PTI Staff to introduce proposal for ccTLD create Service Level by May meeting. Due in May	Deferred to June
Action 08 28 2019	Secretariat to propose method to provide on-boarding for next CSC by May meeting. Due in May	Completed
Action Items From April Meeting		
Action 01 29 2019	PTI to provide background documentation to document how CSC handles individual complaints.	Completed
Action 02 29 2019	Secretariat to prepare letter for notification of appointing organizations, when member or liaison does not meet attendance requirements as included in Charter and for annual update, prior to selection process.	Completed
Action 03 29 2019	Secretariat to prepare next iteration of CSC Membership requirements document.	Completed
Action 04 29 2019	All to provide comments on next version CSC Membership requirements document by 1 May 2019.	Completed
Action 05 29 2019	Secretariat to prepare consolidated overview (of CSC membership requirements) by May Meeting.	Completed
Action 06 29 2019	ICANN Org circulate deck to Brett prior to circulate to CSC. On-boarding to be discussed at the May meeting.	Completed
Action 07 29 2019	PTI to provide update of documentation on SLA changes taking on-board results of discussions.	Completed
Action 08 29 2019	Clarification on how CSC accepts Specific SLA change documents.	Completed. See item 4c on the agenda
Action 09 29 2019	Byron to seek clarification with chair ccNSO on status and next steps establishing IFRT. To inform CSC on the list.	To be completed week 6-10 May. Item 6 agenda
Action 10 29 2019	Secretariat to check with ALAC where they are in selection process.	To be completed week 6-10 May. Item 8 agenda

3. PTI Performance April 2019

- a) PTI report to CSC
- b) CSC report

4. Changes to SLAs

- a) Update on Revisions to IANA Naming Contract
- b) Moving Forward with SLA Changes
 - I) Technical Amendments
 - II) LGRs
 - III) ccTLDs (deferred to June meeting at request of PTI)
- c) How will CSC accept Specific SLA change documents/proposals?

The CSC does not have procedure in place to accept certain documents. However it has a procedure for decisions, which was used for accepting the RAP, SLA change procedure and amended SLA.

1. The chair calls for discussion/comments on the final proposal, by full membership
2. If no comments, there is a formal vote by the appointed members at a quorate meeting (all members are present).
3. The chair designates the outcome of the vote. A proposal is accepted if 3 of the members vote in favour.
4. The outcome of the vote is recorded in the notes and published, with a reference to the proposal, which is published on wiki space.

See the Internal Procedures of the CSC section 6

(<https://www.icann.org/en/system/files/files/guideline-csc-practices-24mar17-en.pdf>)

5. Implementation CSC Effectiveness Review Recommendations

a) How to deal with individual complaints

Included in background material is proposal documenting and the practice of the CSC on how it deals with individual complaints. It also includes proposed language for the CSC website.

b) Attendance requirements and overview

Included in background material are templates for letters to be send out by the secretariat at the direction of the Chair of the CSC. The first template is for a letter to the member / liaison, to be send out after missing two consecutive meetings. The second template is for a letter to the appointing organization if the member/liaison has missed 3 consecutive meetings (according to the charter "*CSC appointeesmust not be absent for more than two consecutive meetings.*") The third letter is to all appointing organizations to inform them about the attendance record of their appointee.

c) Skills and expertise overview.

Included in the background documentation final version of the skills and expertise overview matrix. This document has been circulated on list before and this is final update. For adoption by the CSC. If adopted next step is to fill in the table.

d) Induction Program New Members and Liaisons.

Included in background material slide deck for induction purposes.

Proposed way for induction of new appointees is to invite them to a webinar when they have been selected but before they take their seat on the CSC (most likely this will be in September, if feasible before the CSC September meeting).

This webinar will focus on the practices of the CSC, the PTI Report and related CSC Findings, the SLA change mechanism and documentation, and the Remedial Action Procedure. The webinar will be provided by the secretariat.

The slide deck will be posted on the CSC web-site as reference material, and updated at least once a year.

6. IFRT Update

7. Status Travel Funding Request

8. CSC Member Selection Process

9. Next Meeting: 14 June 2019, 18:00-19:30 UTC (Alternative: 17 June 2019, 18:00-19:30 UTC)

10. AOB

11. Adjourn