

Customer Standing Committee (CSC) Meeting 33

18 September 2019 @ 18:00 – 19:30 UTC

Agenda

1. Welcome and Introduction

Meeting quorate. All members present Apologies Naela Sarras, PTI liaison, however PTI represented by Selina Herrington and Kim Davies

Change of proposed agenda: Changes to SLA before PTI report

2. Action items (only report on open items)

Action Items		
Action 01 32 2019	PTI to present overview on how to present SLA thresholds in conjunction with charts in performance reporting	Completed
Action 02 32 2019	ICANN Staff / CSC secretariat update CSC report and recirculate 19 or 20 August	Completed
Action 03 32 2019	PTI to update and adjust language Dashboard re ccTLDs to Fol language. Inform CSC on timing for adjustment	Completed
Action 04 32 2019	PTI/Secretariat: provide clarity ccTLD on required language re agreement in delegation and transfer SLA document and/or adjust language accordingly	Completed
Action 05 32 2019	All to suggest to chair if and what to include in retrospective	Ongoing
Action 06 32 2019	Secretariat include chair election on September agenda	Completed

Remark re Action 03 32 2019: Adjusted language PTI Dashboard was send out last week and is fine

Action 05 32 2019 to be discussed under item 8&9

3. Changes to SLAs

a) IDN Tables

Largely finished. Timing on implementation needs to be clarified.

With respect to introduction of SLA LGR tables, seek approval from GNSO and ccNSO per requirement under agreed SLA change procedures. Before seeking approval PTI needs to express agreement.

Kim: changes to SLA IDN tables. Part of process to concur SLA. Follow Capabilities is ready to go no delays

Action 01 33 2019. PTI to send an email to CSC to concur with proposed SLA changes.

Action 02 33 2019: The secretariat to draft note to seek approval from Councils, for approval at the October meeting

Action 03 33 2019: Secretariat to seek information about ccNSO and GNSO Councils approval schedules, to be presented to CSC.

b) SLA ccTLDs transfer

Revised to reflect discussion.
Update on approved version

Formal Decision:

Proposed changes to SLA ccTLD Transfer: Approved by all four members

Socialization in community. Public comment to remain open during ICANN66 (Montreal). PTI to provide update.

4. PTI Performance August 2019

a) PTI report to CSC

Overall is 98.4 % one metric missed. One exception.

Essentially received routine nameserver request, which was misconfigured. Test suite failed on all test due to test methodology. Test run request was kept open and test run counted as different events. Issue was identified and test methodology needs to be improved: if nameserver not reachable, time out and re-run at later stage. To be further explored by PTI

Questions/ comments:

Is test suite available for community to look at?

Code is not public. New system will have separate library. Test suite is not confidential, code is not public. If more of interest to something like Tech Day

Next iteration of test suite: Goal is customers can run test prior to submitting change request to PTI. Currently not possible. Supported by CSC

Note: some ccTLD have similar kind of public pre-test. Advise is to run from PTI site, so shows result from PTI perspective. Domains are run for other Domains

With respect to missed metric: CSC has no concern, it understands explanation

b) CSC report

Discussion status

Remove reference to tech check going forward.

LGR Reflect status of the meeting and next steps

Expected date of implementation

Effectively ccTLD reference

Action 04 33 2019: ICANN Org Staff to resend updated CSC report for approval

5. IFRT Update

IFRT membership is completed. Full slate only appointed two weeks ago.

ccNSO & GNSO Council to appoint co-chairs.

Next steps: Trying to run in parallel Kick-off meeting and organization of IFRT.

Supportive of idea to get IFRT up and running

6. Update CSC Members & Liaisons Selection Process

Action 05 33 2019: CSC to inform RySG of potential candidates

Note: secretariat: this action overtaken by events. The RySG and ccNSO Council have selected the four members by 27 September 2019.

During meeting the RySG had expression still open

Not required membership of the RySG. If know someone who has interest and meets qualifications this person is potential candidate.

People who have been on the team. CSC worked well because of quality of people

7. Update internal rules CSC

Update CSC internal Quorum rule, section 5.2 internal procedures needed as there have and will be challenges to meet quorum. Individual members change jobs, vacancies etc. If a member is no longer member, so there is a vacancy the CSC needs to be able to carry on business.

Recommendation to change Quorum rule to: **appointed members of the CSC**

Concern, one member CSC might capture the decision making

Main concern: full slate needs to be in place

If limited to only Appointed full members, capture from happening

James: broadly in alignment, bad from a Governance perspective.

Friendly: all appointed for approval report. Not lock down for more risky business

Brett: limit to normal business

Lars: would put pressure on ccNSO and GNSO to avoid a denial of service tool

Why this implemented both Councils have to both agree to slates, balance broadly defined CSC.

Strong reason why requirement is needed.

Outside of remit: suggest to bring back to ccNSO and GNSO

Friendly amendment, monthly PTI report, need to continue business. avoids that CSC is to be gamed.

Action 06 33 2019: Chair to propose alternative and update quorum rule (section 5.2) , For limited purposes all appointed member

Off line to list to be approved by all members before 1 October.

8. Chair & Vice-Chair Election

As the CSC will not be fully complete and elected by 1 October 2019 suggestion is to appoint Interim, temporary chair and vice chair until all members are appointed, at which point the full CSC can decide on election as foreseen.

Role of chair is facilitator with intimate knowledge of industry. Not important to have stakeholder decision power. Support for model

Byron Holland nominates Lars-Johan Liman (liaison to serve as interim chair, until full committee has been selected and approved. Liaisons are eligible to serve as chair according to election procedure.

Summary: Until two new members are appointed, the CSC meeting Lars would act as chair for the interim period. The CSC defers appoint of vice-chair

No objections of CSC members and liaisons present.

Decision 02 33 2019: As off 1 October until full CSC has been appointed and will decide on appointment of the new chair and vice-chair, Lars- Johan Liman is appointed as interim chair, and Brett Carr will assist in the interim.

Lars thanks for support

Retrospective

Well worth when new members on Board and will benefit

Value worthwhile to carry on. Note that none of the original members is left on CSC.
Potential retrospective

Also in context inform broader community as well

Lars thanks for support

Byron: Thank Elaine for her service and as partner
Kal and Jay:

Staff and PTI:

Early days PTI staff apprehensive, over last years collaborative

Secretariat

Liaisons: quality discussions

Honor to be part of it:

Strong and steady state

Lars: thank Byron for managing so well and showing

9. ICANN66 Montreal: CSC Public Session, 04 November 2019, 15:15-16:45 EST

11. Next Meeting: 15 October 2019, 18:00-19:30 UTC

12. AOB

Retrospective

Well worth when new members on Board and will benefit. Values worthwhile to carry on. Note that none of the original members is left on CSC. Potential retrospective. Also provides context to inform broader community as well.

Byron: Thanks Elaine for her service and as partner & Kal and Jay from the original team.

Staff and PTI: Early days PTI staff apprehensive, over last year's collaborative.

Liaisons: added to and ensured quality of the discussions. Honor to be part of it. CSC is in strong and steady state

Lars: thank Byron for managing the CSC so well

13. Adjourn