

Customer Standing Committee (CSC) Meeting 40

13 May 2020 @ 18:00 – 19:30 UTC

Agenda

1. Welcome and Introduction

2. Action items

Action Items		
Action 01 39 2020	Secretariat to propose Refinement of terminology of Excellent and Satisfactory Performance before next meeting	Completed
Action 02 39 2020	Secretariat and James Gannon to check with GNSO Council (support staff) progress adoption procedure SLA change	Completed, see item 4.
Action 03 39 2020	James Gannon to discuss with relevant GNSO groups CSC role with respect to monitoring PTI's role as the operator of the Key Signing Key for the DNS Root Zone	See item 6
Action 04 39 2020	Secretariat to inform James of documentation shared with CSC on previous calls re monitoring role of CSC	Completed
Action 05 39 2020	PTI to request Kim Davies to email document for longer term approach	Completed.
Action 06 39 2020	Secretariat to include item on agenda next meeting to start discussion longer term KSK roll-over	Completed, However in lieu of lack of new developments deferred until further notice.
Action 07 39 2020	Secretariat to include topic metrics again on July 2020 agenda (revisit in 3 months)	Ongoing
Action 08 39 2020	All, send additional proposed metrics, if any, to the list	Completed
Action 09 39 2020	Secretariat draft statement for IFRT based on key words to be provided CSC	Ongoing

3. PTI Performance April 2020

a) PTI report to CSC April 2020.

b) Approval standard language to qualify monthly performance PTI (excellent, satisfactory, needs improvement).

c) CSC Findings PTI Performance.

4. SLA Amendment Updates

ccNSO Council approved SLA update. GNSO Council is pending.

5. Update discussion with relevant GNSO groups on adjustment CSC role with respect to monitoring PTI's.

6. IFRT Update

- a) James Gannon / Amy Creamer on progress to date IFRT
- b) Draft statement CSC

7. AOB

8. Next meetings (confirmed)

- Wednesday 17 June 2020, 18.00 UTC
- Wednesday 15 July 2020, 18.00 UTC

9. Adjourn