

## **Customer Standing Committee (CSC) Meeting 44**

14 October 2020 @ 18:00 – 19:30 UTC

### **Agenda and Notes**

#### **Action items:**

**Action 01 442020: Secretariat to circulate Findings report asap.**

**Action 02 44 2020: Secretariat to send out call for expression of interest to CSC membership (members and liaisons) to replace James Gannon. Appointment by CSC to be scheduled as item on agenda next meeting. ( November 2020)**

**Action 03 44 2020: Chair CSC to send letter in support of recommendations in IFR draft report to IFRT.**

**Action 04 44 2020: secretariat to circulate and suggest times on rotational basis for upcoming meetings, starting December 2020.**

#### **1. Welcome and Introduction**

Meeting is quorate, all 4 members participate in the call. All attendance is taken in usual manner from zoom -room.

Special welcome to PTI Board members and observers.

#### **2. Joint meeting with PTI Board**

Lise Fuhr, Chair PTI Board:

Meeting once a year. This is update on informal basis, and opportunity for PTI Board to get feedback from CSC. Hear from CSC about performance from PTI

PTI Board has developed strategy document with a 4 year time horizon. This is not aligned with ICANN Strategy

Time-horizon. PTI Strategy will be evaluated once a year.

Draft PTI FY 22 Operating plan and Budget: no increase in costs. Deadline for comments 30 November 2020. From planning perspective business as usual.

IFRT report. PTI Board might meet with IFRT, to date no dialogue with IFRT during the actual review.

New Board member: James Gannon, he replaces Wei Wang

Outreach: Given the current circumstances ( the impact of the Covid pandemic) need to change outreach strategy. Kim Davies looked into outreach PTI efforts. Kim Davies:

Until recently PTI's Engagement & Outreach strategy dependent on f-2-f meeting, either during ICANN meetings or at regional events. In absence travel, and absence of same kind of meeting in virtual environment, need to understand what is the "new normal" and identify improvements

- For ccTLD managers: Used to be ccNSO meeting + individual contact during f-2-f meeting. Evolved in providing updates through ccNSO secretariat and invite individual ccTLDs. This did not provide full visibility on emerging issues. To address this PTI has increased its engagement with GSE group.
- gTLD operators: similar and additional special virtual meeting with back-end providers
- CSC: no major changes, exception is the virtual meeting with PTI Board
- Root server operators: no major changes
- In context of DNSSEC, Trusted community members: little activity post April 2020 due to pandemic, major change procedures key signing ceremonies. Lacking the direct interaction, needs to be replaced.
- Budget and Strategy development: limited to webinars / zoom session.

- Broad community: Annual PTI report and CEO operational report
- PTI Board meeting: planning virtual meeting

#### CSC comments

PTI learned to adopt to current circumstances. Question on FY 22 Budget: Operating plan not changed, but outreach efforts has changed. Why is FY 22 budget not adjusted? Response: As Budget is for FY 22, need to work under assumption that travel will be back. From PTI perspective, potential more traveling, planning to go back to usual. Planning is well ahead for period starting 1 July 2021.

#### CSC Updates:

Process to make changes to SLAs. Process established in 2019. Afterwards, changes of 3 SLA completed in June 2020 and fully implemented. Since February this year (2020) all Thresholds fully met. PTI performance up to standard. Looked ahead a little: CSC started to look at areas where no Thresholds/SLA not in place ( before pandemic started) However for the time being fruhter discussion deferred until more clarity on impact of current circumstances on PTI's processes and procedures. When clear discussions will re-convene discussion.

James Gannon moved on to PTI Board, Naela Sarras moved to other job in ICANN.

CSC had good dialogue with IFRT.

Issue in Bylaws: initiative to start SIFR. Initiative should be with ICANN

### 3. Action items

Action Items		
Action 01 43 2020	Approval CSC findings report	Completed
Action 02 43 2020	James/Amy to write a summary of IFRT report recommendations and the related task for the CSC, and to send the summary to the CSC mailing list.	Completed
Action 03 43 2020	Prepare draft statement on IFRT report	Completed
Action 04 43 2020	Support staff to schedule on-boarding session with Laxmi	Completed
Action 05 43 2020	Scheduling CSC conference calls prepare proposal timing	Completed

### 4. PTI Performance September 2020

#### *a) PTI report to CSC August 2020.*

Selina Herrington (PTI):

September 100 % . Note with respect to LGR section in PTI report: Increase in processing LGRs. Reflects PTI processed 1200 tables.

#### *b) CSC Findings PTI Performance August 2020.*

No changes to last reports

No Comments and Findings report was adopted.

**Action 01 442020: Secretariat to circulate Findings report asap.**

### 5. IANA Function Review

#### *a. Progress to date IFRT*

Amy discussed finishing report. Report out for public comment close 2 December. IFRT presentation on Thursday 22 October 7.00am UTC. Presentation will be similar to webinar. Expected there is a Meeting of IFRT with PTI Board

Post Public comment: update report if necessary. Aspiration to publish final report to Board by February.  
Comment: CSC needs to appoint new liaison to IFRT for post public comment work if any.

**Action 02 44 2020: Secretariat to send out call for expression of interest to CSC membership (members and liaisons) to replace James. Appointment to be scheduled as item on agenda next meeting.**

Expected time commitment: 4-5 meetings ( every two weeks one meeting)

***b. Preparation draft statement CSC on IFRT report***

No comments

Letter to be sent to IFRT by Chair

**Action 03 44 2020: Chair CSC to send letter in support of recommendations in IFR draft report to IFRT.**

**6. Membership CSC**

***a) On-boarding new liaison from GAC***

Onboarding Laxmi: presentation on CSC and dialogue is concluded.

***b) Replacement James Gannon and Naela Sarras***

Selina replaced Naela on interim basis

James to be replaced by GNSO non-contracted parties. See also above (item 5a) on need to replace James as Liaison to IFRT.

**7. Next meetings**

- November 18 November 2020, 18.00 UTC
- December 16 December 2020, Time to be determined

**Action 04 44 2020: secretariat to circulate and suggest times on rotational basis for upcoming meetings, starting December 2020.**

**8. AOB**

No other business

**9. Adjourn**