

Customer Standing Committee (CSC) Meeting 48

17 March 2021 @ 10:00 – 11:00 UTC

Agenda

1. Welcome and Introduction

2. Action items

Action Items		
Action item 03 46 2020	Amy to Inform CSC when IFRT has submitted final report to the Board	Pending decision IFRT
Action item 04 46 2020	Liman to send note endorsing the recommendations to the Board	Pending closure Action item 03 46 2020
Action item 01 47 2021	Amy to circulate Findings Report to the list for approval by members of the CSC	Completed
Action item 02 47 2021	Chair and secretariat to follow-up and initiate on-line discussion and topic to be included on the agenda of next meeting	Completed, see item 4
Action item 03 47 2021	Chair to reach out to chair BTC to invite for meeting between CSC and ICANN Board BTC on next CSC meeting.	Completed. See item 5
Action item 04 47 2021	Circulate call for nomination chair and vice-chair. Include appointment process on Agenda meeting 48	Completed

3. PTI Performance February 2021

a) PTI report to CSC February 2021.

b) CSC Findings PTI Performance February 2021.

4. Review Thresholds SLAs

Follow-up discussions on SLA thresholds Initial analyses shows manual thresholds are recorded in days or 72 hours, not in business days. For discussion.

5. Update scheduling Meeting with Board Technical committee

Meeting to be scheduled in April, date and time 14 April 2021 at 14:00 UTC, in conjunction with the regular meeting (first half hour).

6. Appointment Chair and vice-chair of CSC, March 2021-March 2022

Lars-Johan Liman has been nominated as chair, no other nominations. Brett Carr has been nominated as vice-chair, no other nominations. The Internal Procedure can be found at:

<https://www.icann.org/en/system/files/files/csc-appointment-procedure-04nov19-en.pdf>

7. Next meetings

- Meeting 49, Wednesday 14 April 2021, 14.00 UTC (**Amended time**)
- Meeting 50, Wednesday 19 May 2021, Time be determined at the April 2021
- Meeting 51, Wednesday 16 June 2021, Time to be determined at the April 2021

8. AOB

9. Adjourn