Customer Standing Committee (CSC) Meeting 49
14 April 2021 @ 14:00 – 15:30 UTC
Draft Agenda

1. **Welcome & Roll Call**

2. **Meeting ICANN Board Technical Committee – CSC (30 minutes)**
   a) *Introduction CSC*
   b) *Introduction BTC*
   c) *Q&A, discussion*

3. **CSC regular meeting- roll call**

4. **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 48 2021	**Adopt Finding report February 2021 online**	**Completed**
Action item 02 48 2021	**PTI to express view whether or not to adjust thresholds measurement basis (change from calendar days to business days)**	**To be discussed under item 6 a**
Action item 03 48 2021	**Discuss process with PTI, whether this process (Creation or redelegation gTLDs/contractor review) needs to be rewritten to only measure actions of PTI.**	**To be discussed under item 6 b**
Action item 04 48 2021	**Chair to invite Jamaes Gannon and Elaine Pruis to share view whether to change the threshold RZ-LGR related SLA from days to business days**	**To be discussed under item 6 a**
Action item 05 48 2021	**CSC members to select a chair and vice-chai**	**Completed**
Action item 06 48 2021	**Secretariat to schedule upcoming CSC meetings and send invites**	**Completed**

5. PTI Performance March 2021
   a) PTI report to CSC March 2021.

   b) CSC Findings PTI Performance March 2021.

6. **Review Thresholds SLAs**
   a) *Need to adjust (calendar) days to business days?*
   For discussion
   Follow-up discussions on SLA thresholds. Initial analyses shows manual thresholds are recorded in days. Assumption is that they are defined as calander days. Discussion whether suggesting a change from calander days to business days adds value.

      b) Need to adjust process creation or redelegation gTLD/contractor review?
      For discussion
      See action item 03 48 2021

7. **Update CSC membership**
Informational
ICANN Org will initiate the CSC membership selection process before ICANN71

8. **Joint CSC / PTI webinar to update and inform community?**
For discussion
ICANN71 may provide an opportunity to inform and update direct customers through a webinar.

8. Next meetings
- **Meeting 50, Monday 17 May 2021, 02.00 UTC**
- Meeting 51, Wednesday 16 June 2021, 10.00 UTC
- Meeting 52, Wednesday 21 July 2021, 18.00 UTC

Proposal is to limit the August CSC meeting to approve the Findings report PTI performance July 2021 online

9. AOB

10. Adjourn