

Customer Standing Committee (CSC) Meeting 72

19 July 2023 | 18.00 UTC – 19.00 UTC

Agenda & Notes

Action items meeting 72:

- **Action 01- 72-2023: Align action 03 70 2023 with table top exercise**
- **Action 02 72 2023: staff to circulate CSC Findings report June 2023**
- **Action item 03 72 2023: Staff to circulate updated version Internal Procedures to list for approval and include change log**
- **Action item 04 72 2023: Staff to organize meeting at ICANN78**
- **Action item 05 72 2023: Staff to circulate documentation re SLA change process by meeting 73**

1. Welcome & Roll Call

Meeting is quorate

2. Action Items

Action Items		
Action item 02 70 2023	Schedule table top exercise at next community forum (ICANN79) or 2024 AGM (ICANN81)	Pending
Action item 03 70 2023	CSC to develop formal communication templates. Goal is to discuss first strawman by ICANN78 (Hamburg meeting)	Pending

Action 01- 72-2023: Align action 03 70 2023 with table top exercise

Question Milton: what is table top exercise?

Response: Simulation of remedial action procedure. Exercise to understand and be prepared on how various situations evolve under the remedial action procedure, and assess results and identify areas for improvements.

Explore different paths. Plan for post Hamburg

We need allocate more time to run it, and allocate more time planning

3. Performance IANA Naming Function June 2023

a) PTI report to CSC June 2023.

Amy circulated PTI report on 6 July 2023. During the month of June, PTI met 100% of the SLA thresholds.

Amy: June 100 %. No questions

b) CSC Findings PTI Performance June 2023.

Jennifer circulated draft Findings 7 July 2023

No comments

Findings approved by Members.

- **Action 02 72 2023: staff to circulate CSC Findings report June 2023.**

4. Progress CSC membership selection process (Jennifer, members and liaisons)

Membership appointment in progress. Coordination ccNSO Council and RySG scheduled end July. ccNSO and GNSO Councils scheduled to approve full slate in September 2023.

5. Update CSC Internal Procedures

To accommodate potential appointment of alternates for members and liaisons the Internal procedures need to be updated. Strawman for update has been prepared and circulated for discussion.

Strawman circulated to CSC. No comments on proposed changes.

Rick: include change history

Distribute version on list for approval. Include change log

- **Action item 03 72 2023: Staff to circulate updated version Internal Procedures to list for approval and include change log.**

6. Upcoming work items

- Review/Update of remedial action procedure: see Google doc:<https://docs.google.com/document/d/1ZacojWJXYvjzVyEKJWPCxj27itvfTupz/edit>
Membership requested to read through and propose changes
- Continue Table top exercise remedial action procedures (ICANN79 or ICANN81)
- Per CSC effectiveness Review: Develop Framework for Review of SLAs: start discussion with PTI & PTI Board (ICANN78)

CSC Effectiveness Review: To start discussion ICANN78, new CSC
How to do develop Framework for SLA

Introduce existing procedures + relevant sections Final report 2nd CSC Effectiveness Review Team

- **Action item 04 72 2023: Staff to organize meeting at ICANN78**
- **Action item 05 72 2023: Staff to circulate documentation re SLA change process by meeting 73**

7. Meet at ICANN78 (Hamburg) Confirmed

- CSC meeting
- Meeting with PTI Board (start discussion on developing SLA review Framework)

Invite: PTI and PTI Board to start discussion framework

8. Proposed Next Meetings

- Meeting 73 | 23 August 02.00-03.00 UTC (Confirmed)
- Meeting 74 | 14 September 2023 10.00-11.00 UTC (Confirmed)
- Meeting 75 | During ICANN78- time to be confirmed (tentatively, Sunday 22 October 2023)

9. AOB

No additional topics

10. Adjourn