

## Customer Standing Committee (CSC) Meeting 73

23 August | 02.00 UTC – 03.00 UTC

### Notes and Agenda

#### New Action items:

Action item 01- 73-2023	Staff to circulate CSC Findings report July 2023
Action item 02-73 2023	Include technical test procedures in substantive review of SLAs
Action item 03-73 2023	Schedule On-boarding membership (include alternates)
Action item 04-73 2023	Formal vote on new Procedures on-line
Action item 05 72 2023	Staff to circulate documentation re SLA change process by meeting 73

#### 1. Welcome & Roll Call

Meeting is not quorate

Frederico chaired the meeting

#### 2. Action Items

Action Items		
Action item 02 70 2023	Schedule table top exercise at next community forum (ICANN79) or 2024 AGM ( ICANN81)	To be scheduled for ICANN81
Action item 03 70 2023	CSC to develop formal communication templates. Goal is to discuss first strawman by ICANN78 (Hamburg meeting)	To be completed by ICANN81
Action 01- 72-2023	Align action 03 70 2023 with table top exercise	See above
Action 02-72 2023	Staff to circulate CSC Findings report June 2023	Completed
Action item 03-72 2023	Staff to circulate updated version Internal Procedures to list for approval and include change log	Completed see item 6
Action item 04-72 2023	Staff to organize meeting at ICANN78	Ongoing, see item 7
Action item 05 72 2023	Staff to circulate documentation re SLA change process by meeting 73	Completed

Actions complete

Agreement to agree

#### 3. Performance IANA Naming Function July 2023

##### a) PTI report to CSC July 2023.

Amy circulated PTI report on 8 August 2023. During the month of July, PTI met 98,3 % of the SLA thresholds (missed one (1) SLA).

Note email conversation between Rick Wilhelm and Kim Davies on list (emails 9 and 10 August)

Measure missed technical recheck

Basics, nameservers were unresponsive, due to customer nameserver

Rick: comments on email. No rough and ready

If it comes up frequently, might warrant discussion , but if not happens often. May not be worth additional effort.

Amy: Technical test lower threshold. No really good threshold. Since change when procedures changed, Additional technical check, increase time  
May need additional conversation

Frederico: May need to change Need Dig further into, wrong measurement.  
To be revisited as part of review.

**b) CSC Findings PTI Performance July 2023.**

Jennifer circulated draft Findings July 2023 by email on 10 August 2023

Jennifer: redline

Standard text,

Defer to the list. As Brett is not present.

**4. Progress CSC membership selection process (Jennifer)**

ccNSO and GNSO Council to approve full slate  
including Alternates  
Staff action- schedule On-boarding

**5. Adoption CSC Internal Procedures**

To accommodate potential appointment of alternates for members and liaisons the Internal procedures was updated, recirculated including the change history. No additional comments were received.

Final version for adoption

Action: formal vote on mailing list

**6. Introduction Framework for Review of SLAs: start discussion with PTI & PTI Board**

Background material:

- [CSC Effectiveness Review Final Report](#) , section 5 Additional Topics
- [Process for Amending IANA Service Level Agreements](#)
- Procedure to change Process (same document)
- [IANA Naming Function Contract](#)
- IANA Naming Function Service Levels | [IANA Naming Function Contract Annex A section 2](#)

Issue with technical check and discussion mailing list

Would like to discuss, what do you want to do? Take it seriously

It would be nice, common view to get to table.

Members to look at SLA

Look what you want to fix, not make

Where the SLA is problematic

Some SLAs are meaningless. Look at them closely

Comment: don't touch if it works, be conservative

If opportunity to measure

Amy: note that measurements are done automatically, removal costly

Consequence need to Redo report, all statistics.

Suggestion is to organize a Measurements primer in prep of review

Action” Schedule primer by Kim Davies

Issue pointless to measure, take a good look at SLAs

Measure what is important, measure should be meaningful

#### **7. Next Meetings**

- Meeting 74 | 14 September 2023 10.00-11.00 UTC
- Meeting 75 | 22 October 2023 , Block 5 (16.30-17.30, LOCAL, CET), meeting with PTI, PTI Board.  
Kick-off discussion Framework for general review IANA Naming Function SLAs

#### **8. AOB**

No AOB raised

#### **9. Adjourn**