

## Customer Standing Committee (CSC) Meeting 76

22 November 2023 | 18.00 UTC – 19.00 UTC

### Draft Agenda

#### 1. Welcome & Roll Call

#### 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)	Start date July 2024 - to be completed by ICANN81
Action item 01- 75-2023	Staff to circulate CSC Findings report September 2023	Completed
Action item 02-75 2023	Schedule meeting CSC and PTI Board in next 6 weeks	Proposal is to invite PTI Board December meeting (meeting 77)
Action item 03-75 2023	Staff to prepare strawman amending SLA process	Completed, see item 5

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

**a) PTI report to CSC October 2023.**

Amy circulated PTI's performance report 8 November 2023 by email. Over the month of October, PTI met 100% of the SLA thresholds.

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

Jennifer circulated draft CSC Findings October 2023 by email on 8 November 2023.

#### 5. Discussion SLA Amendment Process

Strawman to focus discussion to change process to amend IANA Naming Function SLA's:

<https://docs.google.com/document/d/1BanPdncC-cygTCzkZnAiBDUmGyRg2mEQ/edit>

and included in the pack as word/pdf doc.

Note that according to [procedure to change amendment process](#):

**Section 2.** The CSC, PTI, and ICANN\* should meet to discuss the proposed need to modify the Process and mutually consider if it is advisable to continue to explore a potential modification, as well as identify the portions of the Process requiring modification.

**Section 3.** Unless otherwise appropriate, PTI or ICANN\* shall draft the proposed modification for consideration by CSC, PTI and ICANN\* to determine if the modification achieves the desired impact. Once there is agreement on proposed text, PTI and/or ICANN\* will publicly post the draft change recommendation for public comment through ICANN's Public Comment process.

Further, The CSC effectiveness RT already identified that the direct customers will need to be informed of the CSC and PTI intent to review the SLAs, be consulted and the ccNSO and RySG/GNSO Council need to sign off on proposed changes, before formal adoption.

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](#)

#### **6. Continue conversation review of SLAs**

- Review and recap discussion in person meeting Hamburg
- What are next steps to get to full discussion at two sessions during ICANN79 ( March 2024) as discussed.

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

- Meeting 77 | 20 December 2023 | 02.00 – 03.00 UTC Proposed: formal meeting with PTI Board to discuss matters of mutual interest
- Meeting 78 | 24 January 2023 | 10.00-11.00 UTC
- Virtual Meeting (email) in February to discuss PTI Performance and approve CSC Findings PTI Performance January 2024
- Meeting 79 | Sunday 03 March 2024 90 minutes meeting & Wednesday 7 March, Chair & Vice-chair selection, continue discussion SLA review.
- Virtual Meeting (email) mid-March to decide on Findings PTI performance February 2024 (under assumption in person meeting too early to discuss PTI performance over February 2024)

#### **8. AOB**

#### **8. Adjourn**