Customer Standing Committee (CSC) Meeting 77
24 January 2024 | 10.00 UTC – 11.00 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 02- 75-2023	**Schedule meeting CSC and PTI Board at in person meeting in Puerto Rico during ICANN79,**	**Open, TBC'ed on the call, see also item 7**
Action item 04 76 2023	**Include survey item agenda March meeting: PTI to present results of survey**	**Pending for meeting March 2024, see item 7**
Action 01 77 2023	**Staff to circulate CSC Findings PTI performance November 2023**	**Completed**
Action 02 77 2023	**Staff to update SLA change procedure taking into account discussion December 2023**	**Completed, see item 4**

3. Performance IANA Naming Function December 2023
   a) *PTI report to CSC December 2023.*
   Amy circulated PTI's December performance report 3 January 2024 by email. During the month of December 2023, PTI met 100% of the SLA thresholds.

   b) *CSC Findings PTI Performance December 2023.*
   Jennifer circulated the CSC Findings report by email on 4 January 2024.

4. Discussion SLA change procedure
a. Continue discussion on SLA change procedure - Review the proposals in the Strawman:
https://docs.google.com/document/d/1BanPdnsC-cygTCzkZnAiBDUmGyRg2mEQ/edit

b. Next steps – Assuming the CSC agrees on the proposed changes to the Strawman, what's next?
According to the procedure to change the SLA Amendment Process:

Any modification to SLA Change Process must be agreeable to ICANN and PTI as a proper mechanism through which PTI and its customers can develop, modify or delete contractually required SLAs. The Process may only be modified through the following procedure:

   1. *The Process for Amending the IANA Naming Service Level Agreements (SLAs) may be reviewed at the request of the CSC, ccNSO Council, RySG, PTI or ICANN. The review will be conducted by the CSC, PTI and ICANN*
   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. 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.

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](#)

5. **Update IANA Function Review**
   The second IANA Function review is now underway. Part of the review also looks at the CSC and its monitoring of the PTI performance.

6. **Chair, Vice-Chair Election Procedure**
   According the internal chair, vice-chair election procedure the CSC is expected to select its chair and vice-chair at or around ICANN79
   Background material - https://www.icann.org/en/system/files/files/csc-appointment-procedure-04nov19-en.pdf

7. **Next Meetings**
   - Virtual Meeting (email) in February to discuss PTI Performance and approve CSC Findings PTI Performance January 2024. If needed, regular on-line meeting to conclude strawman (tentatively 15 February 18.00-19.00 UTC)
   - Meeting 79 | Sunday 03 March 2024, block 5 - Meeting with PTI Board to discuss matters of mutual interest. Chair & vice-chair selection, possibly results of survey
     Proposed: Tuesday 6 or Wednesday 7 March, CSC and PTI meeting with community to introduce SLA change process and other matters of relevance review.
   - Virtual Meeting (email) by mid-March 2024 to decide on Findings PTI performance February 2023 (assumption in person meeting too early in month)

8. **AOB**

9. **Adjourn**