

Customer Standing Committee (CSC) Meeting 58

16 February 2022 @ 18.00 UTC

Agenda

Meeting with CSC Effectiveness Review Team

1. Welcome

From RT: Donna Austin, Jonathan Robinson (RySG), Sean Copeland (ccNSO), apology Maarten Simon (ccNSO)

Discussion helpful for the group

General observation: CSC is in good shape as anticipated

2. Discussion CSC-Effectiveness RT

Brett spokesperson CSC.

Topics:

- ***Chair of the CSC: Should Chair be a member of the CSC or is it just "preferred"? Does language in Charter need to be updated ?***

Background: Developed charter, preference member of Recognize. Lars- Liman is liaison

Brett: limited number of members may at times require flexibility.

Discussion that members need to be present. Issue that because limited number of member both be a new member and churn does not leave the CSC in comfortable place. Fall back to liaison. Good flexibility ensure to have same kind of approach.

Liman concurs with Brett,

Observation Jonathan: current experience, useful language: language feels about right. Formulation quite to the point.

No further comment

- ***Frequency of meetings***

In developing the charter, and importance of the role, especially taking into. Account possibility of escalation, monthly meeting was needed, welcomed, foundation document

Most of business in 20-30 minutes: is frequency needed?

Also in relation with scope. If CSC would like to take on larger role?

Brett: on monthly basis limited time

If that would be the case.

If report does not need any discussion. If scope needs to be expended, more work to be done

No need to become more agile, about fallback.

Liman: current balance is good in light of scope. There was time low work load. Keeping current cadence Meeting rotate through time zones.

Number of meetings: if fewer meetings with same issue. Monthly update that does not require discussion. If not meeting in zoom. People need to confirm

Absolute minimum to maintain relations at least every two-months

Is work affected by pandemic? Need for cohesion, some of the members never met in person.

Pandemic has not affected direct work: it naturally affects relationship, not just CSC but all groups.

Attending from Sydney is a long haul. Meet during ICANN meeting good thing do, does not preclude participating in zoom.

- ***Will the CSC be able to keep attracting qualified members and liaisons?***

Need to line up people. Thankful everyone has expressed willingness to continue.
Have all appointing organizations assigned people to the CSC?

How interesting is the work: Is there a need to market what the CSC is doing and its value
Anybody?

Responses:

Not all organizations have assigned people. SSAC declined structurally after first term. Lesser priority cannot find commitment. Low level of nominations

Observation Sean: look at how I came to be here, I found the work interesting, but I found the description of qualifications were excluding, so I would not have normally applied even though I had interest.

- ***Scope of CSC activities***

Result of initial conversation with CSC. From RT perspective: During the Stewardship transition process there was a point in creation of CSC it was discussed whether the CSC should take on broader role. In the end the CSC was tasked with a limited role: monitor PTI performance.

What would happen if role of CSC would be broadened?

Brett: suggest to this question in context of next question.

- ***Regular Review of adequacy of SLAs and related thresholds?***

Liman: Compared of the work of the CSC with maintenance program for car.

Certification gap IDN. Focus should remain limited.

Issues emerge over long-term. Review may help for long-term and to be approved

Nuanced distinction: existing accountability mechanism. What value would broader scope CSC add in wider context?

Example: CSC identified gap in IDN related process and discussion around monitoring DNSsec key roll-over (discussed by the CSC in 2019). In latter case already extensive accountability mechanism in place, additional role add hardly any value, if at all.

Appropriate to check accountability. Structure may need to be reviewed. Brett: defer until future. The CSC is not seeking additional work i.e looking for things to do. However a regular review (whatever regular means) might be appropriate.

Kim Davies: Adequacy of current SLAs. CSC is well placed to be familiar with current are constructed set. However, CSC is small, broader input needed given number of direct customers.

Note: At the same time there is a process in place for consultation related to Amendment 1 IANA Naming Function Contract.

3. Next Steps RT

- Conversation with PTI Board
- Draft report
- Webinar to speak customers and alert to report

4. Closure

Regular meeting CSC

- **Action 01 58 2022:** staff seek approval of the Findings report and send to the lists.
- **Action 02 58 2022:** Reschedule presentation results survey to March meeting (meeting 59)
- **Action item 03 58 2022:** Staff to circulate question to CSC list for option 1 and 2

1. Welcome & Roll Call

Meeting was not quorate (apology Dmitry Burkov)

Agreed to defer item 4 (discussion survey results to next meeting # 59)

2. Action Items

Action Items		
Action item 04 54 2021	Secretariat to include discussion survey results in agenda February and/or March 2022 meeting	To be included on February agenda see item 4
Action item 01 57 2022	Staff to forward report to the community	(to be) Completed
Action item 02 57 2022	Brett to alert the CSC and check whether something they consider relevant from effectiveness point of view	Completed see item 2. Meeting with RT

Actions completed

3. Performance IANA Naming Function December 2021

a) *PTI report to CSC January 2022.*

PTI met 100 % of thresholds. No escalations

Congratulations:

Questions: none

b) *CSC Findings PTI Performance January 2022.*

Findings redline against 100 %

Escalation no escalation received

To be approved online.

Send to community

Action 01 58 2022: staff seek approval of the Findings report and send to the lists.

4. Overview results PTI Customer survey

Action 02 58 2022: Reschedule presentation results survey to March meeting (meeting 59)

5. Call for Nominations Chair and vice-chair CSC

For discussion and decision

According to the internal procedure Chair and Vice-Chair appointment the Chair and Vice-Chair are appointed at the March meeting (Internal Procedure: <https://www.icann.org/en/system/files/files/csc-appointment-procedure-04nov19-en.pdf>)

Note that if you want to nominate the current leadership team to continue for another year, Lars- Johan has to step down on 1 October 2022 as he will have served 3 consecutive terms by then. Also note that Brett will have reached the end of his second term and may have to step down if he is not re-appointed.. Also note that Gaurav and Laxmi will have reached the end of their terms.

For the appointment there are 2 options:

Option 1. As in the past the CSC could decide to defer the appointment of its new chair until it is clear who of the current members and liaisons will stay on the CSC. It is expected that this will be clear by the end of August 2022.

The CSC had to follow this procedure in 2019, when Byron Holland stepped down.

Option 2. Appoint the new chair as planned by the March meeting, knowing the new chair may need to step down by 1 October 2022.

Please note that one of the items the Effectiveness Review Team will want to discuss with you is who is eligible as chair and vice-chair.

For decision:

1. Should the CSC defer its chair and vice-chair appointment procedure until September 2022 and re-confirm Lars -Johan and Brett until the 1 October meeting

Or

2. The CSC starts the nomination for chair and vice-chair after meeting 57 and appointment the chair and vice-chair at meeting 58.

Background: Chair and Vice-Chair appointment procedure:

<https://www.icann.org/en/system/files/files/csc-appointment-procedure-04nov19-en.pdf>

Lars Johan Liman will have to step down in October 2022 as his has reached the end of his third term. Brett Carr will have reached end of his second term.

Discussion

Liman: to confirm now inclined to go with option 2.

Brett: My preference to defer until September 2022

Action item 03 58 2022: Staff to circulate question to CSC list for option 1 and 2

6. Next Meetings

- Meeting 59, 16 March 2022, 02.00-03.00 UTC (Chair/Vice-Chair Election, survey results)
- Meeting 60, mid-April 2022

7. AOB

No AOB

8. Adjourn