ICANN81 | AGM – Customer Standing Committee & Public Technical Identifiers
Sunday, November 10, 2024 – 16:30 to 17:30 TRT

CLAUDIA RUIZ: Hello and welcome to the CSC and PTI Board Session. My name is Claudia Ruiz, and I am the participation manager for this session. Please note that this session is being recorded and is governed by the ICANN Expected Standards of Behavior and the ICANN Community Anti-Harassment Policy. During this session, questions or comments will only be read aloud if submitted within the Q&A pod.

If you would like to speak during this session, please raise your hand in Zoom. When called upon, virtual participants will be given permission to unmute in Zoom, on-site participants will use a physical microphone to speak. Please state your name for the record and speak at a reasonable pace. Thank you. And with that, I will now hand the floor over to Frederico Neves, Chair of the CSC. Thank you.

FEDERICO NEVES: Welcome, everyone, to the 87th meeting of the CSC. My name is Frederico Neves. I'm the chair. And this is our regular CSC meeting. And we will go through a regular agenda, not too many items today. We have one apology from Joabli, but we have an alternate here. It's really good because for a long time we didn't have any participation from the SSAC. So, it's duly noted.

And for the actual items, we will have a scheduled table top exercise during our session, second session this week on Wednesday. Actually, we will talk a little bit about that further in the meeting today. And we have another actual item regarding introducing a red line on the procedure to the SLA changes that will be discussed in our upcoming meeting with the PTI Board. And with that, we'll pass to Item 3, actually, that is presenting all of our regular meetings. And I will hand over the mic to Amy to go ahead.

BART BOSWINKEL: You're not correct. Pablo is not around. Niklas, can you take his place as the alternate? Thanks.

FEDERICO NEVES: Dima is online.

BART BOSWINKEL: You know where he is, and he's around, but I haven't seen-- He's not at the table, nor on the--

DMITRY BURKOV: I'm here.

FEDERICO NEVES: Hi, Dima.

BART BOSWINKEL: Pablo.

FEDERICO NEVES: Pablo?

BART BOSWINKEL: Pablo Rodriguez.

FEDERICO NEVES: Yeah, I know. I saw him today. But yeah, that's true. Anyway, but we could go on with the reports. And if we're not fully cored, we will postpone the voting to the mailing list anyway. So, the performance of AINA functions of October. Amy, can you be so kind to do the performance report for us, please?

AMY CREAMER: Yes. I don't know, Claudia, if you want to pull it up. But for the month of October, we met 63 of 64 SLAs for 98.4%. The SLA that we missed was for LGR, the implementation time. We missed it by like half a day due to a processing delay. So, the processing was stalled while we were waiting for an update in the root zone database on who could authorize hosting that LGR. And the LGR was formerly known as the IDN tables. So, are there any questions?

FEDERICO NEVES: Go ahead, Hiro, please.

HIRO HOTTA: This is Hiro from RSSAC. I have a question about the reason of the stall. So, does it mean that the information on who can post the LGR was not current? Well, is that the reason or some other reason?

AMY CREAMER: Right. When we received the LGR request, the backend provider on the LGR table didn't-- we found that it did not match who the authorizer was for the LGR within that customer's delegation record on the root zone database. And so, we had to wait for them to update their delegation record to the appropriate backend provider that would match the LGR. And so, that was the delay. So, it was just having matching authorizers on the LGR with their data and the root zone database.

HIRO HOTTA: So, thank you. Does it mean that the information given by the originator was not correct?

AMY CREAMER: I can't say it was not correct. I mean, it was just that they had failed to update it in a timely fashion and the root zone database is what it was. So, that was what the mistake was.

FEDERICO NEVES: Go ahead, Rick, please.

RICK WILHELM: Thanks. And a really good question, Hiro. Amy, it sounds like, and maybe this is sort of what Hiro was getting at, that there's a defect or an optimization or something like that. Because when the request came in, this is something that could have been validated on the request prior to it getting passed along such that it wouldn't have gotten to the point where the SLA was missed when it got approved.

If I'm understanding the flow of the LGR request, because by the time that it got ready for the posting to happen, it sounds like some consistency check said that, oh, who could authorize it? Well, Rick could authorize it. Oh, but Rick's not listed. I'm being hypothetical, of course. And because Fred was the one that submitted it, oh, well, we need to update that to make sure that Rick is the one that's doing it and that that sort of thing should have gotten caught earlier in the thing.

And I think that's where Hiro was going with this. And so, it sounds like there's somewhere between a bug or a feature request that needs to go in to sort this out before it gets and causes an SLA violation. Because the SLA violation was caused by a data mismatch that could have been prevented had it been detected sooner by the unless it was the case that whoever was doing this LGR thing made that change while the request was in process, which also theoretically could have happened, but is highly unlikely, right?

So, I don't know that we-- and you might not even have the facts to be able to respond to this here, so it's okay if it's an action item, but this sounds like it's an SLA that PTI is getting hung on PTI, but it really sounds like either a process or a software fix that needs to get addressed so that this SLA can't get violated again for what is a data consistency issue for requests that came down the pipe. Thank you.

AMY CREAMER: Thank you, Rick. So, we are, because of this miss, we are looking at what we can do to prevent this in the future. It is going to be manual, not a system fix. LGRs are handled in a completely different manner by a different team than those who are in RZMS, but yes, we're trying to see how we can continually fix the process of the LGR process. Thank you.

FEDERICO NEVES: Just a last comment, Amy, because in the end, if you look at the situation, this is actually not a fault of IANA or even the process, so it's not fair to put the burden of not meeting SLA on IANA in a situation that actually is not his fault, basically. But I understand that could be on the line that Rick said that it's probably a process fault, but anyway, it's really clear, at least for us, that it's a fine situation, no problem at all. Any more comments? Oh, Kim, please.

KIM DAVIES: I just wanted to add an observation, which is that I think we run into these kinds of issues in different edges of our process from time to time. I think IANA could be very strict and close out that request saying it doesn't technically meet the requirements and ask the customer to resubmit when they're ready. I think we make judgment calls in day-today operations that that's not customer-friendly and we're willing to wear some slight misappropriation of blame in the SLAs, et cetera, just so the customer gets a good outcome and they're satisfied by the process. So, I think sometimes we just make those evaluations just in the name of customer service. And I'm very thankful the CSC can see the perspective around that and we can all agree it's not an area of concern.

FEDERICO NEVES: Go ahead, Rick.

RICK WILHELM: Just for clarity, agree that it's not area of concern, capital A, capital C, right? Just that there's a blip, not a big deal, not an area of concern, because I also haven't heard anything about anyone complaining about this. So just to be very clear about that. And I think that these suggestions here that we're making are things that we can-- are mutually made in the spirit of helping the process. And because like Fred said, we don't think that even here that the CSC, that the PTI should be getting an SLA mishung on it. But I also appreciate, Kim, the point that you made about like is that PTI IANA is not like managing to the SLA, which I also think is a good point about forcing the customer to go through closing and opening, which would be bananas. So, thank you for that.

FEDERICO NEVES: And with that, we are now on the B part of number three. So, we have in the projected, the CSC performance report that basically says that in October, we have a satisfactory situation. And this is the wording that we regularly use. And there is the explanation basically copied literally from Amy's report. And as we are not cored-- Oh, Nicklas is the alternate, but oh yeah, that's true. So, if we could take a vote and approve this report, Dima, can we start with you, please?

DMITRY BURKOV: Yes, I support it. I agree.

NICKLAS POUSETTE: Support.

FEDERICO NEVES: Nicklas said support and I'm support as well. So, the report is approved. Our next item is to talk about the, actually, introduction of the table top exercise that we'll be doing during our session on Wednesday. And we have discussed this during the last few weeks. And we have decided instead of doing actually a table top exercise. We will be doing exercise among the CSC, like in a decision tree to better understand what are the situations that we will be actually calling for and triggering the RAP. So, we will do exercise to have a better understanding among the group, what are actually the situations that will have a performance issue and that RAP will be triggered. Would you like to make any comments, Rick?

RICK WILHELM: Sure. Briefly. I'm Rick Wilhelm, Registries. So, we had started down this path because we'd done a little bit of table top exercise probably about a year ago, Bart. Was it about a year ago? Seems like actually exactly a year ago. Okay. And they were interesting. One of the things that they brought up was an action item about working on some communication templates.

We did that. We've got drafts of communication templates for a variety of scenarios related to remedial action templates. Those have been built and they're sort of in our CSC library in the event that we would need to exercise them for the remedial action program. We were going to do an exercise regarding the exercise in the remedial action program if we needed it. But then we came up with the problem of it's really challenging to think of a scenario that would cause the RAP to be exercised.

So, in thinking about this, we came up as an alternative actually going through the process of Article 7 or Article 8 in the IANA agreement, which actually is about the steps that if all else fails lead up to the remedial action process. And Article 8 is about the about the complaints process and what happens if the complaints and escalation and going through that. And so, we're going to go through that, those steps in our exercise next week, on Wednesday, which technically is next week depending on how you count it, but it's actually just in a couple of days. Did we start the week on Sunday? Is today Sunday? Yes. I've kind of lost track. It's been a long week already. So yeah, it's been, yeah, counting the days.

So, we're going to go through that with hopes of helping to illuminate Article 8 because the process by which the remedial action templates get exercised is not immediate. There's a bunch of steps that happened before that. And so, we're going to walk through that. So hopefully that's going to be helpful for the group. Thank you.

FEDERICO NEVES: Thank you, Rick. Any questions or comments? I hope we will have a good session on Wednesday and could get in a better group understanding of what are actually the situations that we'll get to that point. And with that, any other business for today? Seeing none, we can see now here that we have already our, the schedule approved for our upcoming meetings. And with that, I would like to adjourn this CSC meeting and just start the-- Oh yeah, we are eight minutes late, actually. Yeah. Start our meeting, joint meeting with CSC and the PTI and PTI Board.

And I would like to welcome everyone to this joint meeting of the CSC and PTI and PTI Board. And we have here from PTI Board, Kim and John Crain and-- Oh, hi, sorry, John. Yeah. And who else?

KIM DAVIES: So online, we have two directors who are here in person, Tobias Sattler and Anupam Agrawal.

FEDERICO NEVES: And thank you very much for the presence. I would hand out the mic actually to Kim. If we can go to Agenda Item 2, we have been circulating a proposal for the SLA change procedure and as noted in our previous meeting a few minutes ago, Kim just circulated a red-lined document. We didn't have time actually to read and as Kim just said in his message, but I would ask if he could comment on the proposed changes.

KIM DAVIES: So, while the document's being put on the screen, firstly, apologies. It was delivered to you so late prior to this meeting. It was not the intention, but we're at where we're at. But I did want to thank you again for the opportunity to take the pen on this document because I felt it was a relatively straightforward process, but didn't come across that way in the way the document was drafted. So, I think, I thought there was a great opportunity to simplify the language so it's much easier to read and more importantly operate so that in future years, future iterations of the CSC and the PTI and ICANN teams have no problem in executing the procedure.

So, there's only one, I guess you could say material change that has been recommended from ICANN Org, which is that the previous iteration only recognized PTI and the Customer Standing Committee. And ICANN had requested essentially that it would be appropriate that ICANN has standing to initiate such a review. PTI can act as an agent of ICANN, but bear in mind CSC is a committee of ICANN, so it seemed appropriate that ICANN had a role here. May not choose to execute that role, but having standing to do so seemed appropriate.

Beyond that, the document, just to briefly walk through the structure, as revised, part one is simply how it's initiated, either on request, on demand, or periodically every five years. Section two is the determination that a change is needed. Here is a simplified language around that process. If you could scroll down. And then should there be a finding that a change to the SLA is warranted, section three explains that process as well. I think I've captured the essence of what was proposed here, but my understanding was there are certain types of changes that do not merit a full public comment period and consultative process, but for the majority it does involve a consultative process through a public comment proceeding that has been captured, and then at the discretion of CSC it might do even more outreach beyond that, and really that's captured here.

And then section four, I think, pertains to implementation. So, sorry, section four is about the periodical review. Just straightforwardly, I think key is that it will be invoked by the CSC, and the CSC has latitude to do that based on its own work plan and so forth, and that should the periodical review assess that an SLA change is needed, then it follows the process described in section three. Beyond that, a lot of the front matter material that was more explanatory in nature just moved it to the tail of the document. Yeah, that's it. I think it, hopefully, it would serve the purpose. But I leave it for the CSC to review when you have the opportunity and we can collaborate further. Thank you.

FEDERICO NEVES: Thank you very much, Kim, and we will definitely put that in at least in our agenda for the December meeting. And one of the steps that we have been putting in all the reviews that we have done in the last year is like taking care of not putting fixed dates between upcoming reviews, like at least once every five years. Because we normally are including texts like at least once every fixed period of time after the end of the last one, because then we don't get in situations that we have actually been doing reviews one after the other, as it happened in the past. But anyway, thank you very much. We will do a full observation of all your propositions and we'll probably get back to you as soon as maybe December. Thank you. Go ahead, Bart.

BART BOSWINKEL: Just maybe, would it be advisable that you-- I think it's a reasonable time, I'm not sure, the December, no, not for you, depending on where you are, but it's at 10:00 am UTC. So, that you are available at least on that meeting to answer any questions, because otherwise we lose, again, a lot of time.

KIM DAVIES: Wearing the guilt on my shoulders that it took so long to get this to you, I will absolutely make a call no matter what time of day.

FEDERICO NEVES: Thank you very much, Kim. And with that, I would like to hand the mic to Marilia to give us a PTI presentation of its five years draft strategic plan.

MARILIA HIRANO: Thanks, Fredje. Hello, this is Marilia Hirano. I am the director of IANA Strategic Programs. And we're going to talk a little bit about how we are coming up now with our second dedicated strategic plan and the development process and what are some of the key areas that were identified by staff, PTI staff and the Board through this process.

Just a quick timeline there for background. Last year from August through this year, earlier this year, there were strategic outlook sessions with the organization, the ICANN organization, the community and the ICANN Board to gather trends while they were developing the ICANN strategic plan. Then from April through July, the ICANN organization was drafting their own strategic plan. And then from May through November, which is now, we began drafting our strategic plan.

And the reason I'm saying this is our vision and our objectives are very closely aligned with ICANN's priorities for the next five years. So, we were working closely with that team to make sure that we weren't defining priorities that were completely out of what the trends identified by the ICANN exercises were. So, it was very closely tied to the ICANN draft.

Here at ICANN81, we will have a dedicated session tomorrow at 3:00 pm where we'll go more into detail on what our key achievements were from the past five years, the strategic plan covering '21 through '25. And so, please, if you can join us, there will be more discussion on this coming period, too. Then from November 26 to January 28 is when the next strategic plan will go out for public comment. And then by May of next year, that's when the PTI Board would adopt the next five-year strategic plan. So, that's just to highlight the key dates there.

The next slide, please. Okay. So, as I mentioned, we did work together with the ICANN organization and ICANN Board and the PTI Board in order to come with the three focus areas that will be in the draft plan. The first one, the first key area, focus area will be on innovation. Here, our main goal will be to enhance our agility on reduced time to market for new features within their systems and the new systems that we're developing. We want to be able with that to adapt to technological advancements and meet the needs of our customers in a quicker way that doesn't take so long to launch.

The next one is operational excellence. And here the focus is on staff development and streamlining our processes. We have been focused on continuous improvement best practices for over a decade and will continue to have that as a priority for the team. And then last but not least is community engagement. And the difference, what we're adding here is not only to maintain our relationships with the communities and the stakeholders that we normally engage with, but to improve our communication strategies that are targeted at non-traditional stakeholders, particularly in underrepresented areas, regions of the world. We want to make sure that we build that awareness. So, that's a key priority for us for over the next five years.

So now just a few initiatives that will touch on innovation, operational excellence, and community engagement. The first one, and this is always, this is going to be a multi-year project, the Root Zone

Management system evolution. The latest version of the system, the major upgrade launched in 2022. And very recently we have released the features that actually make us mark complete the SSR2 recommendation to include two-factor authentication and know your customer features. And that was launched actually a week ago, couple weeks ago now. So, it's very new and you should be getting notified if you're a TLD operator of what that means for you as a user.

And then what's next? So, we're going to continue working on updating the system. And then what I have here listed are the areas of work that will be the focus areas for fiscal year 26, because we are also needing your feedback on that operating plan, which marks year one of our new strategy.

Next slide. Okay. So, this is an important one. It's a very big priority for us. I'm pretty sure a lot of you or all of you in this room are aware of our website and how outdated it is. So, we have been working diligently to change that and bring the website to this era. So, what we'll see next, not only a modernized design, but more accessible site-wide search and the ability to search and filter data within the registries, which is something that our customers have been asking for a while.

Then we have DNSSEC, the Root Zone DNSSEC management work. The first one there is the second key rollover, which is expected to occur in October of 2026. But we are working on all the prep work required before we actually roll the key by doing outreach to all of the stakeholders. So, I did put in there the mailing list if you want to stay updated on the project and you're not yet signed up. You can sign up for the key rollover mailing list.

Second, the priority will be to make updates to both the key management software and systems and also related policies and procedures. That is in preparation for a future algorithm rollover, which is not anticipated to happen until the next key rollover, which is not the 2026, but 2029 because this is the rollover where we'll start the three-year cadence. So being operationally ready in the event of changing the algorithm rollover is what we're focusing on right now.

And last, the new certificates, so the known as the ICANN CA. And this is also a project that we're kicking off in fiscal year 26. So, you'll see that as a priority in the operating plan and budget. And of course, I can't not mention the Next Round of gTLDs, even though the delegation process won't happen until later in the process. We are estimating to start in quarter three of 2027, the delegation, and it will span over multiple years. So, that's also on our radar, even though we're not directly implementing anything right now, we are dedicating staff to follow the program and the updates that are being made by ICANN Org and the groups working on this.

Okay. So, then the targeted outreach, as I mentioned, this is part of focusing on raising awareness of our role. And particularly with non-traditional stakeholders. So, we engage a lot with the IETF, the RIRs, and the TLD communities. But we want to focus on broader groups to educate and raise the awareness of the importance of the IANA functions. And then focus on underrepresented communities. Those are the two main areas. And that doesn't necessarily mean just travel. It's creating communication strategies and then more of a targeted outreach to raise that awareness.

Okay. And of course, I'm going to plug this in here because it's that time of the year. You guys are all used to this already at this point. But yeah, so those are the key focus areas. And that's just a call out because we will have that session tomorrow at 3:00 pm where we want to hear feedback. We want to get if there are other priorities we need to focus on, we want to hear from the community for the strategic plan.

And then, of course, you can provide your feedback through the annual survey. And you'll see this time around it's even shorter than last year. So, that's an incentive to participate. I put the link there as well as the QR code if you don't want to take it on your phone. And I'll send the link I think in the Zoom too because some people are online only. And that is what I have today. If you have questions.

FEDERICO NEVES: Any questions online for Marilia? If you can comment a little bit, Marilia, on the improvements on the IANA website. I really like the comment regarding the search support on the registries. Not so much on the design, but anyway. People will miss it.

KIM DAVIES: Wow. When it comes to design, everyone loves or hates things. Look, I think that what is IANA in the business of doing. It's publishing authoritative information. So, it's an area where frankly we haven't paid a lot of attention to in the last while. And we think there's lots of opportunities to the experience of looking up information on the IANA website, finding it. Probably less relevant to this community, honestly. More relevant to the IETF community where the information we produce is really the bread and butter of our interaction with that particular community.

But it's an initiative where the improvements we make will help all of our customer communities. So really a data-centric view of our website, making navigation a lot more straightforward. Modern filtering, searching, sorting. New machine-readable formats like JSON, for example, which software developers will appreciate. One thing notable for this community is we don't actually have a machine-readable version of all the metadata for the root zone. And that's something we want to remediate.

So, if you want to get a definitive list of what's a gTLD, what's a ccTLD, what the associated ISO codes are, what the eligibility criteria is for an individual TLD. We intend to add original date of delegation for TLDs to our data, which we don't actually have today. For some of our older records, we don't know with confidence, so we expect to add a confidence field, so you can tell if we're sure it was delegated on this date or it's just an estimate.

For IDNs, translations, transliterations, the ability to group by script or language. Each one of these features is individually relatively minor. But I think in the aggregate, it's going to be a much more pleasant user experience dealing with the root zone database and so forth. So, that's just illustrative of the kinds of things we're thinking about as part of this initiative.

FEDERICO NEVES: Thank you for the comments, Kim. And regarding the strategic plan, I really like the focus on time-to-market that you are listing as one of the priorities. Hopefully we will have support for ED25519 soon. Any other comments for Marilia?

UNKNOWN SPEAKER: Yeah, one comment. I'm just wondering if there are any work on easing how the IETF, for example, completes its IANA consideration section. Like having templates or things just to ease the way you process that.

KIM DAVIES: I'm not sure what specific activity might be happening there, but I will note that a new working group is being created in the IETF called IANA Abyss. And its purpose is to actually take a fresh look at some of these IANA procedures and work out do they need to evolve. So, I suspect that kind of question will be addressed in that particular working group.

FEDERICO NEVES: Rick.

RICK WILHELM: A plug for the survey. So just so it's another voice that says it. There's a link in the chat. Hit the link, click on the QR code, take the survey. When the survey doesn't come back with answers, everyone always kind of loses their mind like, oh, my God, there's not enough participation in the survey. Please take the survey, make your voice heard. Thank you.

FEDERICO NEVES: Marilia has been poking us since October 1st, so it's a little time already. Any other business? Kim?

KIM DAVIES: I mean, since we have the time and haven't really heard from my fellow PTI directors, probably just a quick reminder as to why we have these meetings, because there's been a lot of turnover in the CSC and in the PTI Board. So, with the completion of the IANA transition and the establishment of the CSC, at the time it was felt that it would be good for at least once a year, the PTI Board to sit with the CSC just to see if there's any areas of mutual concern. Is there anything the PTI Board should be monitoring that the CSC wants us to be aware of and vice versa?

I think today our main message as a board of PTI is the strategic planning. It's one of the key functions of the PTI Board. It only happens once every five years. It's happening right now that the PTI Board is charged with creating a strategy for I&A. And so, for us as a Board, that's priority number one right now. I don't want to speak for my colleagues, but I think as a Board, we don't have anything else on our radar of concern from this community. But if you feel that there is something you want us to be mindful of, we'd welcome that input.

And as you contemplate the strategic plan draft that we will share in the coming weeks, we definitely are looking for your insight, what we don't see. As a Board, this is a product of a relatively small group of people. We hope it survives contact with the community, but if there are adjustments, changes, and most importantly blind spots, like what are we not seeing that we need to be mindful of, that would be very useful feedback. But if there's anything else of concern, we would love to hear it from the CSC. Thank you.

RICK WILHELM: Thanks, Kim. I think we'll get the strategic plan circulated on the mailing list and we'll talk about it and stuff like that as a group. I agree that it's an important thing, do it once every five years, revisit it periodically, blah, blah, blah. So, we'll certainly do that. For the sake of the PTI Board, the CSC do these meetings, we look at the status reports and stuff like that. Operationally, things are bumping along. There's a saying that we have in the CSC that I didn't coin it, but we're happy to repeat it, dull is good. I think Lehman said it.

FEDERICO NEVES: No news is really good news.

RICK WILHELM: Yeah, no news is good news. Dull is good. But for those of us that work in operations on a day-to-day basis know that dull happens through a lot of very, very hard work. Because if hard work doesn't happen, then you're on bridges, you're on conference calls, you're dealing with things. And it's only because you do hard work five days of the week that you are able to not be on a conference call the other two days of the week. So, we recognize that and we monitor that. And I think it's the CSC's attention to detail throughout the year that causes these monthly meetings to be nice and dull. So, we appreciate that.

But that's our function, as Kim said, since the IANA transition to be making sure that this stewardship happens. And we all pay attention so that it stays on the straight and narrow. So, for the IANA PTI Board, things are going well, as you see, and such. And CSC continues to function in its job, and we'll be definitely taking a look at the strategic plan. Fred, you can probably pile on.

FEDERICO NEVES: Yeah, definitely. And as I said, from what we have seen in the brief during the presentation, it's going in the right direction. But we will have substantive comments during the upcoming weeks. John, please.

JOHN CRAIN: Just to say hello, and I am new in this role, different hat I'm wearing today. So many of you know me, and dull is fantastic. I'm a dull person, so hopefully we can keep it this way. And as Kim said, I look forward to getting input on the strategic plan. It's one of the core documents. And as Kim said, this is that five-year cycle, so looking forward to input.

FEDERICO NEVES: And with no more comments, any other business? Hearing none, so the meeting is adjourned. Thank you very much for the presence of everyone online and in person.

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