IFRT Plenary Meeting #11

IFRT PLENARY MEETING, 12 MAY 2020
Review Team Members: If you have corrections, please email Amy at amy.creamer@icann.org

Agenda:
1. Welcome
2. Agenda Bashing
3. Administrative Items
4. PTI Survey – Marilia
5. Questions for the CSC
6. Evaluate workload and availability / how to move work along / non-public documents
7. Next Meetings:

    a. 26 May | 18:00 UTC – CSC will join us
    b. 09 June

<mark>**High Level Notes**</mark>

ADMINISTRATIVE
- **Zoom Security:** ICANN is now requiring both passwords and waiting room.
    - If you copy and paste the password into Zoom, it may add a space at the end of the password that you have to delete

CUSTOMER SERVICE PROCESSES BY PTI
● Marilia Hirano, Senior Program Manager, PTI presented on the various customer feedback tools utilized by PTI
- After Key Ceremonies, feedback from the TCRs are used to improve future ceremonies
- Upon the completion of a ticket, the customer is sent a feedback survey. Results are used in monthy reports.
- Annual Engagement Survey performed by a 3rd party
    - James confirmed that the CSC reviews survey results annually

PREPERATION FOR INTERVIEWING THE CSC
● The CSC's Chair, Lars-Johan Liman and co-Chair, Brett Carr, will attend the IFRT's 26 May meeting to answer any questions (a CSC overview was previously provided by Bart during the 31 March meeting).
- Draft list of questions for the CSC were reviewed (contained on the "CSC Questions" tab of the Contract Breakdown spreadsheet)

- Team asked to add/edit by 18 May, when the questions would be sent to the CSC for time to prepare
- As draft list of questions were prepared by Amy, the team was asked to voice any concerns regarding transparency, etc. No concerns were voiced.

IFRT'S WORK

- [Non Disclosure Document for the IANA Naming Function Review](#) was discussed. Rick is unable to sign the NDA per his employer Versign, so re-assignments were made – mostly Tomslin taking Rick's section where non-public documents are necessary to review.
  ○ Currently, Fred, Tomslin and James will be signing the NDA to access:
- Except for the re-assignment due to the NDA issue, no further requests for workload changes were made.
- Certain sections of the contract have requirements for PTI that either ICANN, the CSC, or the ccNSO/GNSO can validate.
  ○ Use "feedback" instead of requesting an "attestation"
  ○ ICANN Legal said verbal responses are fine
  ○ The CSC still has written a responsible about their relationship and findings regarding PTI
- To move work forward, subject areas will be identified, Amy will coordinate with Kim and set up working sessions via conference calls for team members reporting back on that subject. The idea is for the team member to actually perform their work while on that call-hopefully will get instant answers to any questions to enable completing their work.

Decisions:

N/A

Action Items:

- For Team Members: please add additional questions for the CSC to the [Contract Breakdown spreadsheet](#) by 18-May-20 for the 26 May meeting
- Amy to set up working sessions based on subject, for team members to attend, get questions answered, and complete their assigned sessions.