

ICANN

**Moderator: Brenda Brewer
March 31, 2015
12:00 pm CT**

Operator: The recordings are started. You may proceed.

Chuck Gomes: Thank you very much. This is Chuck Gomes. And this is Drafting Team M on IANA Escalation Procedures on the 31st of March, 2015. Welcome to everyone.

Marika's on and Berry's on from staff. Avri and I and I think Stephane said he was available, didn't he? Am I correct on that? I don't...

Marika Konings: This is Marika. Yes, it's correct. He did fill out the doodle poll and indicated he was available. But I haven't seen or heard from him yet.

Chuck Gomes: And I don't think we ever heard from (Eric); is that correct?

Marika Konings: That's correct. He didn't respond to the doodle poll.

Chuck Gomes: And I'm guessing that Marilia hasn't joined us yet; is that correct? Marilia, are you on? For those that aren't aware of that, Marilia Hirano from the - she's the Continuous Improvement Manager for IANA is scheduled to join us today.

And in fact the first agenda item really involves her. So I guess we'll hang loose just a little bit. And also give Stephane a chance to join.

Marika Konings: Yes. And this is Marika. And just to note that of course we only were able to send a confirmation this morning and I think Marilia is based in Los Angeles. So she may still be going through emails. But I've just sent her a reminder as well with the details. So hopefully she'll be able to join.

Chuck Gomes: Thank you. Okay. While we're waiting...

Avri Doria: (Unintelligible) at the NMI meeting in San Francisco.

Chuck Gomes: What was - Avri, did you say something?

Avri Doria: I was just wondering if she was one of the people at the NMI meeting in San Francisco. Was she part of that group?

Chuck Gomes: I have no idea.

Avri Doria: I think she might be. She might be.

Chuck Gomes: Yes. So take a look at the agenda please while we're waiting. I've probably put in more details than is totally needed in the agenda. But see if you have any questions on the agenda. Oh, Marilia is on. Okay. Very good.

Welcome Marilia. This is Chuck Gomes and on the phone with us are Marika, as you can see and Avri Doria and Berry Cobb. We really appreciate you joining us.

Marika Konings: Chuck, this is Marika. I don't know if Marilia is actually yet on audio. I see that she's connected to the Adobe Connect but I don't think her microphone is connected there. So we may want to wait to confirm that she's on audio either through the phone or the Adobe Connect.

Chuck Gomes: Okay. Ask her. Is the audio working on the Adobe?

Avri Doria: Yes. That's what I'm on.

Chuck Gomes: Okay. So - oh you can hear. Marilia, this is Chuck again. Are you able to speak? Thank you Marika for sending that message. While we're waiting for Marilia to connect, Avri or Berry, any questions or comments on the agenda? Go ahead Marika.

Marika Konings: Yes. This is Marika. Just to know that what is on the screen currently as a little bit of background as we wait for Marilia to connect. The first part is basically what I've taken from the high level recommendation the summary document that, you know, we shared with the group or was all on the screen as the design teams present it to the group.

And the reason being is that I think as discussed as well by the Chair is the idea is that that kind of high level recommendation would go in the actual body of the report and probably some of the more detailed information could actually move to annexes.

So it may already be something as well for the design team to think about. What do you think is essential to be in the, you know, the bulk of the document or the body of the document, you know, taking into account that of course we don't want to overwhelm people with information and what information, you know, could move to the annex.

So that's a bit - and below that is the information that was basically in the template that was shared with the group prior to Istanbul.

Chuck Gomes: Thank you, Marika. Appreciate that. A question for you. I am a little bit confused in terms of what is being planned for communication in the proposal for public comment. I heard some say that we are just going to do a light version for public comment and add detail later or is it going to be a light version in the main part of the document and the detail in annexes like you just suggested? Do you know the answer to that?

Marika Konings: This is Marika. My understand is but again, I'm not speaking here for the Chairs of the group, is that it's the latter. So indeed, the focus would probably be on the - the proposal itself, which I think, you know, if we follow the model of some of the other communities would be, you know, relatively short comparatively, you know, 20, 30 pages.

But then the detail of that would be available there where we already have it in annexes so that people can see, you know, what is the detail around each issues or what as well was some of the rationale for some of the approaches the group has taken.

That is at least my understanding. But again, that may not be what others understanding for what is going on. So may be something good to confirm on Thursday's meeting.

Chuck Gomes: Thank you. Appreciate that. That's what I thought. But I heard some people say the first way, which I'm actually glad to hear. I hope you're right on that that the detail will be there. It'll just be separated, which is - which makes sense.

Okay. Marilia, are you able to speak?

Marilia Hirano: Can you hear me now? Can you hear me now?

Chuck Gomes: Yes.

Marilia Hirano: Okay. Good.

Chuck Gomes: Excellent. Thank you. Thank you very much for joining us. We really appreciate that. And we would like to put you on the spot right at the beginning if that's okay.

Marilia Hirano: That is fine. I will - I'll answer any questions that I can about the process and anything that - I can take the questions back to Elise and probably (Leo) since he was the one who worked on this process before I joined, so.

Chuck Gomes: Okay.

Marilia Hirano: Any questions that I can't answer, I'll take back to them and follow up with you guys.

Chuck Gomes: So is it possible for you to give us a brief overview of the current escalation procedures that are in place for the IANA services especially as it relates to naming but they may overlap and that's okay.

Marilia Hirano: They do. It's we actually have one. And it's for anybody who has any issues that they want to escalate.

Chuck Gomes: Is that for not only IANA direct customers but members of the community as well?

Marilia Hirano: Yes. Yes.

Chuck Gomes: Thank you. And can you go through the steps of that process?

Marilia Hirano: Yes. So I can - and I can go over - I don't know if you can see it but I think I said that in the previous emails that we were exchanging the link to it. But I can go over.

So anybody can go in and submit a complaint through the escalation@icann.org. That's the first step. Then...

Chuck Gomes: And that is the - you - is it okay to ask questions as we go?

Marilia Hirano: Sure. Sure, sure, sure.

Chuck Gomes: And we're a small enough group. So people if you want to jump in, feel free. If you raise your hand I'll be watching that as well in Adobe. So that first step is an email step; is that correct?

Marilia Hirano: Yes.

Chuck Gomes: Escalations@iana.org I think is - I don't remember the email. But we don't need to worry about that right now. So that's an email. Okay.

Marilia Hirano: Yes. Escalation.

Chuck Gomes: Go ahead. Go ahead.

Marilia Hirano: Yes. It's escalation@iana.org.

Chuck Gomes: Okay.

Marilia Hirano: That's the email.

Chuck Gomes: And what happens if - when that is sent? And let me ask another question. Does that go to an IANA person or to the ICANN customer service team?

Marilia Hirano: It goes to the IANA customer service because the - our IANA specialists, they are the ones who receive that through our assistant through RT.

Chuck Gomes: Okay. That's very helpful.

Marilia Hirano: Okay.

Chuck Gomes: Go ahead.

Marilia Hirano: So they would receive that. That would be a new ticket. So they would acknowledge that ticket and they would try to address the issue at that first - the first level is through the - one of the IANA specialists who's responsible for that (keel) - that we call it the (keel).

That is just for feedback. Just for receiving those emails with either escalations or any type of feedback. If they are able to...

Chuck Gomes: Is...

Marilia Hirano: ...go ahead.

Chuck Gomes: Is there a service level expectation with regard to the response to the email?

Marilia Hirano: Yes. So it's the - we acknowledge the receipt of the complaint within a business day. And then they provide a response within two business days. That's the process as is it now.

Chuck Gomes: Thank you. Go ahead.

Marilia Hirano: Okay. And if they are able to resolve and the customer or the person who - I don't like to call it the customer because it limits but the requester if they're - they don't have any further issues, then the process ends.

Now if they cannot - if they cannot address it themselves, then they escalate it to the next layer, which is the function liaison. So...

Chuck Gomes: And does...

Marilia Hirano: ...for the...

Chuck Gomes: ...who does the escalation?

Marilia Hirano: The IANA specialist...

Chuck Gomes: Okay.

Marilia Hirano: ...who received it. Okay. So if they are not able to resolve, then it goes to the next layer, which is the function liaison. So if it's something related to protocol parameters, then it goes to (Michelle). And (Michelle) would be the next step to try to resolve it.

If it's in the numbers functions, then (Niala) would be trying to resolve that.
Because (Nialia) took over (Leo)'s...

Chuck Gomes: Who did you say would be for the...

Marilia Hirano: Numbers?

Chuck Gomes: ...protocol for numbers, yes?

Marilia Hirano: The - for the numbers it would be (Niala).

Chuck Gomes: Oh, okay. That's fine. Thank you.

Marilia Hirano: Okay. And so they - the functions liaison would try to resolve that issue.

Chuck Gomes: Okay.

Marilia Hirano: That's the next layer. If they are able to resolve, then the process ends. If they cannot resolve, then the next layer would be IANA's program manager, which is Elise.

Chuck Gomes: Elise. Now - and (Kim) is the one for naming, right, for the root zone management?

Marilia Hirano: Yes. Yes.

Chuck Gomes: Thank you. Go ahead.

Marilia Hirano: And then so the next layer would be Elise. If Elise is able to resolve it, then the process ends. If Elise cannot resolve it, then it goes to the President and CEO.

Chuck Gomes: Okay.

Marilia Hirano: That's the next layer. If they cannot resolve it, then there's the next step is initiate the ombudsman process.

Chuck Gomes: So the ombudsman actually comes after going as far up to the CEO.

Marilia Hirano: Yes. That's if the request comes through the escalation queue, through our - this email. But some people will complain directly to the ombudsman and some people will complain directly to Elise, you know.

So it might skip those steps because they might see Elise in an ICANN meeting and come and complain directly to her. Then she would resolve it on her level already. Or they could go directly to Fadi or Akram and make the complaint there, you know. So this is the formal process if it comes through the email that we have published on our Web site.

Chuck Gomes: Okay. And so there's no phone interaction in any of that process.

Marilia Hirano: Well it could - there could be. Yes. If - it doesn't have to be the email back and forth. If they say, you know, I can't - I don't want to do this via email anymore. I need somebody to call me. Then yes, we can give them a call. Of if it's - if they come in person in a meeting, that would be resolved right there.

Chuck Gomes: One more question.

Marilia Hirano: It doesn't...

Chuck Gomes: One more question on that. What happens - okay, if it follows the steps you outlined and it's not resolved after escalating it to Fadi, who would escalate it to the ombudsman?

Marilia Hirano: If it - if he can't resolve it?

Chuck Gomes: No. What - is it up to the person who reported the problem to involve the ombudsman or is it up to the IANA team or Fadi to involve the ombudsman?

Marilia Hirano: It's usually we guide the requester to do it. It's - and in our Web site we put that information there. The ICANN ombudsman can help resolve problems using an alternative dispute resolution. And then we put the link to the ombudsman Web page.

Chuck Gomes: Okay. And have you had any go to the ombudsman?

Marilia Hirano: Not since I think - not since I started here. We haven't had many request - may escalations come through to - through this system at all to be honest.

Chuck Gomes: So if - and I'm sorry for asking all the questions. But I will let other people talk if you'd (like). So if none of the levels could get resolution to the problem, what would the ombudsman be able to do?

Marilia Hirano: We don't usually stay involved in that communication. Once it goes to him it's because of, you know, impartial we stay out of that part. But I can get more information. I can follow up with that...

Chuck Gomes: Okay. Thanks.

Marilia Hirano: ...to see if we have an exact...

Chuck Gomes: Avri, please jump in.

Avri Doria: Hi. Yes. This is Avri speaking. It's obviously hard to say because you've never done it. But my assumption knowing how the ombudsman works is that he would listen to that tape and then he would come to you all at IANA saying hey, what can we do and try to mediate it. And then if he - I don't know there's anything he could do beyond that. But that seems to be his modus operandi. Of course never having done it, you obviously don't have...

Marilia Hirano: Yes.

Avri Doria: ...experience. But I assume he would do.

Chuck Gomes: So thanks Avri. It's Chuck again. And I guess I kind of have the same question for Fadi. If it got up to him and hasn't been able to be resolved by the IANA team, what could Fadi do other than exercise his authority I guess?

Marilia Hirano: Yes. I don't know if he has a process on how it would - they usually come back to Elise and see what happened in the process and get a better history on the situation...

Chuck Gomes: Okay.

Marilia Hirano: ...and have that conversation internally to determine the best course of action.

Chuck Gomes: Okay. Thank you. That's good. I'll let you continue if you have more.

Marilia Hirano: No, that's the end. When it initiates the ombudsman process, that's the end of the process. Now once - if it comes through internally or in a different way that is not through the email, what I'm doing - trying to get it documented if it comes in informal ways as well.

So that's what we're doing as of March, this month. We started going over - so if Elise goes to a meeting with the ICS or if she goes to a meeting at one of the RIRs and she gets feedback from there, any - it could be positive. It could be a suggestion or it could be a complaint. And she would always keep track of it and let me know so I can track it through this queue as well and put it in there so we can document any type of feedback as they come.

Chuck Gomes: Okay. Now I went to the iana.org Web site this morning. And I couldn't see any link to a problem resolution process or escalation process or whatever it might be called. Did I miss something or is that correct that there's no link to that on the home page?

Marilia Hirano: There is. One of the things - one of the improvements that we're making in IANA is with the Web site to make it easier to find the information. But there is a - there's a description of the process, who can use it, what do you need to do to escalate, what information would we need from you, the expected timeline, the ombudsman. All of that is on the - if you go to the IANA Web site, it's on the procedures tab.

Chuck Gomes: Oh, it's under the procedures tab. Okay.

Marilia Hirano: Yes. Yes. It's under the procedures. And that's - and then it's the first one because it's the customer service complaint resolution process.

Chuck Gomes: Okay. Hold on a second. So it's on the procedures tab - oops. I did - hold on a second while I click real quick. There we go. Okay. So there's - I want to iana.org. Okay. And let me see. I'm trying to find a procedures tab and I don't see one. Am I at the wrong site? Let me refresh it to see. I don't see a procedures tab on the IANA home page.

So anyway, we don't need to spend time on that right now. But I'll just call that to your attention. So and of course I'm glad to hear your improving the Web site and so forth. But you can take note of that that - unless I'm missing it, I don't see a procedures tab because I tried to get there.

No I happen to know at least one of the sub URLs. So I got to the escalation procedures directly but I couldn't get it from - get to it from this page. So that's just more information for you just - you don't need to - unless I - unless you can point out where I went wrong, you don't need to respond to that, so.

Marika Konings: Chuck, this is Marika. I actually have the link for you but I got kicked out of Adobe Connect so I can post it there as...

Chuck Gomes: It looks like you're - it looks like you're not alone. I think I was kicked out as well.

Marika Konings: Oh. Maybe it's a collective.

((Crosstalk))

Chuck Gomes: Let's see. It looks like it may be coming back up but it's not back up yet. So is anybody - well, you're not going to be able to - okay. Looks like it's back up now, so okay. Good. And...

Marika Konings: I'm not there yet. I'm still...

Chuck Gomes: Okay. I got - looks like I'm back in although some of it looks like it may not be functioning completely correctly. So now are you back in Marilia? Can you hear me?

Marika Konings: If she got kicked out, she went off the audio as well because I think she was using Adobe Connect's audio.

Chuck Gomes: Okay. Well that's great. All right.

Marika Konings: Let me go to try again because it's not letting me in.

Chuck Gomes: And so it wasn't unique to me. So I...

Marika Konings: So basically you can - before everyone gets back...

Chuck Gomes: ...I can see the notes and so forth and what's on display. And I can see the chat. Let me just see if I can...

Marika Konings: I'm coming back.

Avri Doria: This is Avri back.

Chuck Gomes: I can't enter anything in chat.

Marika Konings: I'm back.

Chuck Gomes: Avri, are you still on?

Avri Doria: Yes.

Chuck Gomes: Avri is in Adobe - are you? So Avri must be in Adobe too. So we - how about Berry? Okay. Marika, are you in via the audio but...

Marika Konings: Yes. I'm on the phone. And I just got back into Adobe Connect but I think I'm being kicked out again. Oh, it's coming back again. There seem to be some issues going on.

Chuck Gomes: Yes. Yes. It's...

Avri Doria: I just bounce up and down again.

Chuck Gomes: Oh, do I hear Avri now?

Avri Doria: Yes. I keep coming in and out. It keeps restarting on me. It keeps bouncing back and forth.

Chuck Gomes: Yes. I find...

Avri Doria: So I'm...

((Crosstalk))

Chuck Gomes: ...I can't enter anything in the chat or raise my hand or anything. Oh wait a second. I tried raising my hand but it's not showing.

Avri Doria: I see your hand up.

Chuck Gomes: Oh do you? It's not showing for me.

Avri Doria: Yes.

Chuck Gomes: I don't know to call on myself. So all right. Well, now who...

Marika Konings: Yes I'll check in the meantime if I see anyone from IT online to see what's going on although mine has just I think calmed down.

Chuck Gomes: So I can't put anything in the chat. I was going to suggest that Berry and Marilia call in on the phone lines so we could at least talk to one another.

Berry Cobb: I'm on the phone bridge as well, Chuck.

Chuck Gomes: Oh, you are. Okay. Good Berry. So that's good. So if Marilia and Avri, you're in and out; right? Can you hear me now Avri? This is frustrating. And we have a deadline of the 10th, huh?

Berry Cobb: I think likely there's an issue going on with the Adobe Connect hosting.

Chuck Gomes: Yes.

Berry Cobb: It looks like it's a systemic issue that needs escalating through IANA.

Chuck Gomes: Hopefully that's not an IANA issue but okay. Well that kind of hampers what we're doing unless the three of us want to just make all the decisions. I don't think that would fly very well.

Marika Konings: Marilia said she's calling in. So she may shortly be back.

Chuck Gomes: Good. I don't know if Avri's in a position where she can do that but that would be great if she would. Because - but I can't - I guess I could send her an email. Try that just in case she's looking at email. Okay. I fired off an email to her.

Marika Konings: And getting IT involved. I can see if they can do something but I have a slight suspicion that it's a...

Chuck Gomes: Yes.

Marika Konings: ...broader issue. Although they're saying they're not aware of an issue but as it has just started we may be the first or the only ones in the middle of a meeting.

Chuck Gomes: Now a couple chats from Avri showed up. Looks like they were chats from our previous - earlier conversation. Let's see. So Marilia, were you able to get back in? Guess not. Marika or Berry, do either one of you have visibility in terms of who has called in?

Marika Konings: Yes. Let me check. I'm on meetings. No, for now it's just you, me and Berry.

Chuck Gomes: Yes.

Marika Konings: I think Marilia said she was calling in so.

Marilia Hirano: Hello.

((Crosstalk))

Marika Konings: There's Marilia.

Chuck Gomes: Okay.

Marika Konings: Hi Marilia.

Chuck Gomes: And Marilia, you're now on the - on the telephone connection?

Marilia Hirano: Yes.

Chuck Gomes: Good. Okay. That's good. We're hoping that Avri will be able to call in on that as well. Don't know yet. I just sent her an email. But none of us are able to function in Adobe. Fortunately...

Avri Doria: Okay.

Chuck Gomes: ...(unintelligible) is still showing. And it appears you can scroll okay. So we can look at the stuff on the screen.

Avri Doria: I've dialed in. This is Avri.

Chuck Gomes: Avri. Okay. Did you dial in?

Avri Doria: Yes. I dialed in.

Chuck Gomes: Okay. Thank you for doing that. So we can at least all verbally talk to one another. And it looks like the notes are still showing, the stuff on screen is still showing. I don't know that we can - I don't think we can do any chatting or anything. But let's at least...

Avri Doria: For me they bounce up and down. The screen keeps coming and going. It keeps disappearing and then returning. So I can't really see it.

Chuck Gomes: Oh.

Marika Konings: I have the same thing.

Chuck Gomes: Okay. Well my screen is stable but I can't do anything except scroll.

Avri Doria: That's probably because you're no longer really attached. I don't know.

Marika Konings: Exactly. (You just close)...

Chuck Gomes: Probably is. That sounds pretty serious. No longer attached. Yes. So anyway. So let's try and make a little bit of use of our time. So Marilia, thank you very much for the overview. That's very helpful.

What I'd like to do and others on the call feel free to jump in and you're going to need to just do it verbally and that's okay. We have a small group. We should be able to handle that effectively.

But what I'd like to do is to walk you through what Drafting Team M created before we went to Istanbul and what we presented to the CWG Team in Istanbul. Okay.

Avri Doria: Can I ask a quick question?

Chuck Gomes: Sure.

Avri Doria: Okay. Thanks. And this is before getting into - when you said that it had never been used, did you mean just for names, just for gTLDs? And is there a different process you would follow for G names or CC names or is it all the same to you in terms of your process?

Marilia Hirano: It's all the same.

Avri Doria: Okay.

Marilia Hirano: There's not a separate process for each of the functions.

Avri Doria: Thank you.

Chuck Gomes: Okay. That's a very good question Avri. Thanks Marilia.

Berry Cobb: And Chuck, it's Berry if I could get in the queue please.

Chuck Gomes: Sure, Berry.

Berry Cobb: So Marilia, just a couple of quick questions I posted in the chat but it's difficult to see. Just out of curiosity, the inbound issues that you field is there any kind of severity assigned to the task at the - at Tier 1 based on the issue type?

Marilia Hirano: Well the special - it's the specialists when they receive it, the liaison and their managers they are able to see it - the ticket that came through. And it's usually if it's an issue, it's discussed internally before the response is sent even with the manager even on Tier 1. Unless it's something very simple that they have a link that they can send and they can address the issue right there. But most of the situations it's discussed.

And then the manager can say you can go ahead and respond or it would go to the manager to respond.

Berry Cobb: Okay. And then the curiosity question is about how many issues are submitted to the escalation at icann.org on a given month, just ballpark?

Marilia Hirano: Well I can see here that from what I - the search I - I saw your question. I was going to answer that. The - since I started, you know, I started in October. And we've had less than ten since then. And a lot of them are not actual issues. We get SEO requests - it's like (sims) messages there too and through this that we have to move it to a different location. But it's not a lot at all. Since January there were - there was one through this escalation.

Berry Cobb: Great. Thank you.

Chuck Gomes: Thank you Marilia and Berry. Berry, did you have any other questions?

Berry Cobb: I'm good for now thank you.

Chuck Gomes: Okay. And so I'm going to - some of my questions -- and Avri and Berry and Marika will this more than you will -- are not necessarily directly related to our drafting - our design team here but it's helpful for me to get the whole picture of what's going on.

So what I - I'm going to ask now is with regard to the people who respond to these emails, are they a part of the - what we have heard 12 member IANA Team at ICANN?

Marilia Hirano: Yes.

Chuck Gomes: They are. Okay. And they're - with that small a team you're still able to provide 7 by 24 by 365 service; is that right?

Marilia Hirano: Yes.

Chuck Gomes: Okay. That's good. Okay. That's efficient use of resources for customer service. That's good. Okay. Thank you. That's very good.

What I'd like to do now if I can get this thing moved - oops. I think I now lost the - okay. So I can try logging in again because - I'm going to try to enter the room again. In the meantime I'll just talk from hard copy paperwork here.

What I'd like to do is walk you through the process - the escalation process that Design Team M came up with and presented in Istanbul. Now this is - it's fairly - very early stages, okay. So - and the - we don't know the proposal that the CWG is going to send, you know, finalize and put out for public comment. So a lot of this is contingent on those kinds of things.

I see my Adobe is back up. I don't know if it's back on. It looks like it's back on. Are - everybody else in that case? So anyway...

Marika Konings: Yes. I'm back.

Chuck Gomes: So we look at it - we can look at it on the screen there. And you can see it there. We divided it into two parts. One of them is an incident management escalation steps. Okay.

And the higher level or more significant problem issue is called problem management escalation steps below that. You can see six steps in the top part and five in the bottom part.

So the first one we have - and by the way, the information you gave us may impact how we deal with these. And we'll talk about that later if we have time. But this is what we presented last week in Istanbul. And there was no big pushback from - no pushback really at all on any of this, so.

So the first step was contact the IANA Customer Service Department service. Now we put in there email or telephone. It sounds like email is first but telephone could be an option as well; is that correct?

Marilia Hirano: Yes.

Chuck Gomes: Okay. And then if the issue is not addressed, then we suggested that it be reported to the - what is called a Customer Standing Committee. And I won't bore you with all the details of that. That's just for record because at least what's envisioned right now is the Customer Standing Committee would be responsible for doing the oversight role that NTIA does now. Okay.

Marilia Hirano: Okay.

Chuck Gomes: So if it wasn't resolved at that level, it would be reported to the CSC just for record keeping at this stage. And we put in at that point that it could be escalated to the ombudsman or if sometime in the future it was not ICANN doing it, some equivalent way of escalation.

Now I don't know - understanding where you guys put the ombudsman and we will talk about that as a design team and would appreciate your input on that as well later in this call.

Step 3 then if it's not addressed yet, okay, then it would be escalated to the CSC. And what we're thinking - I think what we're thinking is that the person who reported the problem would be the one to escalate it.

It's interesting and gives us something to think about the way it's handled right now where actually it - from step to step is really escalated by the IANA team member rather than by the person who reported the problem. We can talk about that later. But it's very help information that you gave us.

And then we go to Step - and the CSC would try to intervene. Now whether that's useful or not we might want to talk to you about that and see. We would really hope that in most cases it's going to be resolved as Steps 1 or 2 and mostly one. And at least the way I envision it right now your process could fit into Step 1 with the exception of the ombudsman the way we are showing it.

So then as some people in our working group - bigger working group, the CWG, have suggested, if the CSC wasn't able to mediate a solution itself it could go to a mediator and if that doesn't work, it could go Step 5 then to - the CSC could decide that it's a critical or persistent or systematic failure in which case if they made that decision it would drop down into that problem management process below.

I'm going quickly because I just - I want you to see the overview and then I want us to talk, you included, as freely as possible and as critically as possible.

And then Step 6 is kind of a separate step that if a gTLD or ccTLD operator wanted to file an independent appeal with regard to a delegation or re-delegation they would always have the opportunity to do that independent of whether the CSC decided to do that or not.

And then you can see going down if it is a persistent issue, a systematic failure, a critical issue, Step 1 in the problem management escalation steps would be that the CSC would report it to the IANA functions operator with some sort of a time limit. In our meeting last week one person pointed out they thought 30 days was way too long. But we'll worry about those details later.

Step 2. If the response by the IANA functions operator is not adequate, the CSC would direct remedial action and confirm that action. If it's not confirmed or deemed to be unsatisfactory the CSC would involve a mediator. And if that doesn't work, again, it can go to an independent appeals panel or arbitration.

So that's what we had on there. Now I have to believe that this must seem like a - an awful lot considering what's in place now and considering that it's working quite well. And we're aware of that. So I want you to be aware of that. But let me stop talking. See if you have any questions or if somebody else wants to jump in.

Okay. Not seeing anybody or hearing anyone. So let me throw it open to Avri and Berry and Marika and see if based on what Marilia shared with us, would you suggest that we maybe should adjust our process or eliminate some step, any kind of an adjustment really. Okay. And first up is Berry.

Berry Cobb: Thank you, Chuck. This is Berry. And of course this is ultimately up to the CWG. But having heard Marilia and their kind of internal escalation procedures and how we framed it in the incident management perspective, it almost seems like it's - if we had the CSC as an intermediary step in that escalation before it gets to the ombudsman or to Fadi or the CEO, it might slow things down.

So I'm not so sure that we should probably - or the CSC should interject in the middle other than to be notified of these escalations. But that the CSC would probably be more active in the problem management area that, you know, if for some - you know, it doesn't sound like there's a whole lot of issues that are being escalated anyway.

But hypothetically let's say if there were hundreds in the future state and then problems started to merge out of all of those various issues that were being escalated, that seems more the appropriate for the CSC because if the CSC is involved more in the incident management perspective, then we're talking about, as Marilia had mentioned, you know, there is a ticketing system by which they track these escalations.

You know, so would the CSC need to have access to that system? At any rate, I think you get my point. I think it could slow that down. And certainly if it couldn't be resolved by the time that it gets to the CEO, then that's really when the CSC should probably step in because there is that systemic kind of issue that is occurring. Thank you.

Chuck Gomes: Thanks, Berry. Chuck again. And I'm going to come back to you later and ask what specific changes you would make in the incident management escalation steps later. But first I want to go to Marika and Avri. So Marika, you're next.

Marika Konings: Yes. So this is Marika. So maybe really maybe go to your question because I think what it's currently missing here is between one and two, the escalation process that IANA already has in place.

And it may make sense as, you know, as Marilia indicated that that is a set process that they have that, you know, is working as need be. But that the group may need to define at what step in the escalation process does a report need to go to the CSC.

I'm not sure if, you know, if a ticket comes in if that needed - it even needs to be reported to the CSC. But as Berry suggested, maybe you need it to get escalated up to, you know, either the manager or the CEO. Maybe that is something that the CSC should be aware of. Again, you know, the 2A report.

And I think as well we need to know then as well, you know, the ombudsman may come in as well either as part of the end of the escalation process. So I think that maybe something to consider.

And then indeed I think there's other steps you can probably still leave there but I guess at least based on the current environment it's probably more just as a kind of safety blanket. Should things really escalate to the level? But there seems to be no indication at this stage that it would ever happen. But I guess, you know, we're building here as well a process for future uses.

So I guess on those other processes they may still be less but it - I think as Berry noted as well, it's maybe more the problem management side, which would need more focus in that sense as it will also of course involve a new entity as part of that process.

Chuck Gomes: Thanks Marika. Chuck again. And before I turn it to Avri, what I heard both of you, Berry and Marika saying sounds like one thing we could consider, and we'll talk about this later, is instead of the order we've got, we might take the existing process and maybe insert the CSC in there somewhere. I don't know if that's good (unintelligible) you're suggesting that. But we'll come back to that. Avri, it's your turn.

Avri Doria: Hi. Thanks. Avri speaking. I actually think that the process needs only a little tweaking. I think if we look at 1A and 1B and basically structure it to mean that the reporter, and it's not just an operator, but it's, you know, as - I forget what word Marilia used to say that the person reporting it.

But once they've gone through the - and as they go through the IANA process as it currently exists and noting that at the end of their process if they haven't been able to fix it, it goes to the ombudsman.

Well we could just take our Step 2 and merge it to their last step and basically say they go through their process. If that doesn't resolve it, then it gets reported to ombudsman and CSC. And at that point it would just take minor wording changes to then have a second escalatory process that takes that further.

Now of course given that the results we've had to date and given everything else that's become yet another one of those processes we never use. But it strikes me that because the CSC in terms of problem management and looking at statistics and seeing what problem happened many times would be able to see that in the statistics that who eventually reported them.

So we might be able to, you know, tweak how in the problem management the CSC gets to the point of saying hey, you know, through the last two months

we noticed there were lots of things that never got escalated to us but we see looking at the stat report that there seems to be a recurring issue. Not saying there will be, not hoping for one but just saying if we've got a process.

So I actually think that what we've got assuming that IANA follows its current process in one, escalates it all the way, gets it solved or turns it to the ombudsman, we can then continue just by modifying what we've got a little. Thanks.

Chuck Gomes: Thank you Avri. Marilia, please jump in.

Marilia Hirano: Yes. I was talking on mute in the beginning for a little bit. But I think what - with what Avri said makes sense to add the CSC as a lane in the process instead of in so many layers. And because of what Berry mentioned, it could slow down the process and our intent is to have these issues resolved as soon as possible.

I also had a question about the 30 days. That seems like a long time. So that was a question. But I agree with Avri. And I think it would avoid slowing down the process as Berry mentioned.

Chuck Gomes: Thank you. Avri, did you want to jump back in?

Avri Doria; Sorry. No. I just forgot to drop it.

Chuck Gomes: Okay. All right. Thank you very much Marilia. So I want to make sure I'm clear on how this - what this would - let's just look at the incident management escalation steps right now.

So Step 1 would - would we fit all - in Step 1 would it be all the steps that Marilia outlined to us except maybe the ombudsman - in other words, all the way up to Fadi or would we insert the CSC somewhere in the middle of those steps? Somebody want to comment on that?

Avri Doria: It's Avri. I would say we move Fadi from the equation and basically up to the point at which it hits the ombudsman. The - hitting the ombudsman is the start of Step 2 that basically once - in the IANA regular process once it goes to the ombudsman, it also gets reported to the CSC. And...

Chuck Gomes: And would there be action expected on the CSC at that point or would it be like we have in there now where it's informational?

Avri Doria: I would think it'd be still informational. That basically the last step of the IANA's current process and the first step of the CSC basically getting it on its radar could indeed be the same.

Now the ombudsman and the CSC - the ombudsman could bring in the CSC if there was value in doing that. But leaving it in - as our step did, leaving it in an ombudsman hands and then continuing through.

Chuck Gomes: Thanks Avri. Go ahead Marika.

Marika Konings: Yes. This is Marika. I just wanted to echo I think Stephane who made the comment on the last meeting that we may not want to mandate the ombudsman steps because certain parties may not want to use the ombudsman and my want to have a different path of escalation.

So I just want to make - clarify with Avri that it's - that that is still the understanding that the ombudsman, you know, after all escalation steps have

failed, it's still, you know, optional to the complainant or requester to pursue but it's not a requirement and presumably the person could as well just report to the CSC even if they don't want to escalate it to the ombudsman and they still weren't happy with, you know, how the issue was addressed or not addressed.

Avri Doria: I kept my hand up intentionally.

Chuck Gomes: Avri, do you want to comment on that?

Avri Doria: Yes I did. I left my hand up intentionally this time. Thanks. Actually since the - again, we don't want to change too much that's existing. We just want a layer on top for accountability sake.

The fact that it is already the ombudsman and the CSC is also an ICANN step too so to say they're willing to go to the CSC but not the ombudsman. Now the ombudsman it can go there. As I said, this was IANA pushing it to the ombudsman.

And then the ombudsman deals with it. The ombudsman can then approach, you know, the reporter and if the reporter says go away, you're ICANNish, I don't want to talk to you, then it needs to be able to escalate. You know, then we might need another step.

But to say that they don't - and I was thinking about this before. To say that they don't want to go to the ombudsman but they're willing to go to the CSC when both of them are, you know, ICANNish type functions doesn't necessarily make sense to me anymore.

So I don't see a harm. And since the existing practice, even though it's never been played out, the existing practice would be to take it to the ombudsman. Where else could it go? For any function that ICANN's doing and in most of our scenarios, you know, IANA's still being done by ICANN in one shape or another that the ombudsman is still where problems go at the end of the day.

Now anyone has the option of saying no thank you Mr. Ombudsman or Ms. Ombudsman if we ever have a lady. But it seems reasonable to keep it the same. And because we're not - actually it's not us telling them they have to go there. It's IANA using its current process.

Chuck Gomes: So one question there before I go to Marilia again Avri. Would - who would escalate it to the ombudsman? Would it be like the current process where the IANA staff does?

Avri Doria: I would think so since they have a step to do that. Now of course the person that's dealing with them could always go to the ombudsman directly or take some other path directly. It would strike me that yes, as long as they were working together and there was still some hope of fixing it and relationships with the person that they were having the interaction with hadn't broken down, you know, they would keep doing what they do.

And it's only when nothing could fix it or, you know, it was a problem that wasn't fixable in some technical way but it needed fixing in some other way, then going to the ombudsman and reporting to the CSC seems viable to me.

Chuck Gomes: So the ombudsman is still optional in the sense that if someone didn't want to participate in that process they could decline.

Avri Doria: Sure. People can always decline to talk to the ombudsman.

Chuck Gomes: Now I see Marilia your hand went down. So was that an old hand that I was seeing earlier?

Marilia Hirano: Yes. I have...

Chuck Gomes: That's fine.

Marilia Hirano: Avri I think commented on what I...

Chuck Gomes: And feel free to jump in at any point that you have thoughts. As you can see, we're really exploring options and thinking out loud.

Marilia Hirano: Can you just...

Chuck Gomes: Go ahead. What was that?

Marilia Hirano: Can you just clarify to me - this is the first time I'm participating in these meetings. The CSC, the Customer Standing Committee, they would be similar - equivalent to what NTIA is right now to...

Chuck Gomes: Well it would look a lot different in the sense that it - and the...

Marilia Hirano: Yes.

Chuck Gomes: ...opposition is still being worked, okay. It would be a committee whereas right now NTIA probably has a half of a person working on this stuff. So it'd be a little bit different because we're trying to involve the community; certainly the direct customers but also the multi stakeholder community. So it'd look a little bit different. But yes.

Marilia Hirano: Okay. Yes.

Chuck Gomes: It would be at the oversight role. Yes.

Avri Doria: I think it's similar to one of the people now saying I've had it. I'm calling Fiona.

Chuck Gomes: Yes.

Avri Doria: Instead of calling Fiona, you would contact the CSC.

Marilia Hirano: Okay.

Chuck Gomes: That's good. Marika, go ahead.

Marika Konings: Yes. This is Marika. I'm still stuck on the ombudsman question and I put it as well in the chat because my understanding was, and, you know, Marilia can correct me if I'm wrong, that, you know, at the end of their escalation process the requester or complainant has the option to go to the ombudsman but it's actually not IANA staff that would involve the ombudsman necessarily.

So are you suggesting here that it would be different? That it would - an automatic involvement of the ombudsman at the end of the escalation process to reach then the requester and say well, actually I don't want it or are you still suggesting it should follow the existing process as Marilia confirmed that it is indeed the case that it's, you know, the option that is offered or available to the requester or complainant to go to the ombudsman if all escalation steps have been tried?

Chuck Gomes: And Marika, who was that question to?

Marika Konings: I think maybe first of all to Marilia to confirm that I understand correctly that the current process...

Marilia Hirano: Yes.

Marika Konings: And then maybe Avri to...

Marilia Hirano: I think I understood your question. And it's - you're right. I think there is probably - there's probably I didn't explain it right. It was a misunderstanding. But we take - if the customer is not - the requester is not happy - satisfied with the solutions that we proposed or we couldn't remediate the issue, we would tell them that there's an ombudsman, you know, process that they can follow.

They can take it to them. But we wouldn't go to the ombudsman directly to do it for the requester. We would give them the tools to do it. You can go here and talk to this person. But it would be up to them optionally if they want to escalate it to the ombudsman or not.

Avri Doria: Okay. This is Avri.

Marilia Hirano: It's not a - it's not something - yes. It's not something that our staff would go to him and say here is the issue. Solve it.

Avri Doria: Okay. I had misunderstood. I had misunderstood. I thought...

((Crosstalk))

Avri Doria: ...submitted a proposal to him - I mean a problem to him. Sorry.

((Crosstalk))

Marilia Hirano: ...a step that is on the (customer).

Chuck Gomes: ...important clarification. Okay. And so - okay. So what would this incident management process look like based on what we've been talking about? How would it change? So would Step 1 then - and I want you guys to, you know, respond as I go through this.

But would Step 1 then be the existing steps, which is, you know, the email first and then - and that's to IANA customer service. And then to the naming contact if that doesn't work. And then to the IANA manager, Elise in this case right now. Would that be Step 1?

In other words, let the - the first three steps of the existing process that Marilia described be in place there? Did I get that correct? I want to make sure when we finish here we've got at least for the incident management steps that we - that we're all clear on where we're at; is that right? Anybody disagree with that?

Avri Doria: I think it stays the same. I think stays the same. Yes.

Chuck Gomes: Except you would stop it before Fadi; right?

Avri Doria: I'd stop everything before Fadi, yes.

Chuck Gomes: Okay. No...

((Crosstalk))

Marilia Hirano: ...the CSC instead of Fadi.

Chuck Gomes: That's good. I just confirmed.

Avri Doria: The CSC instead of Fadi, right.

Marilia Hirano: That would be - instead of having the - after Elise. Instead of going to Fadi first you're suggesting that it would go to the CSC for mediation.

Chuck Gomes: So let's stay with Step 1 first of all. So Step 1 would be the first three steps in the process that Marilia outlined for us. Step 2 then -and of course it is - if they address this - if it's not addressed, at that point are we correct then? It would be reported to the CSC for information and the option of the ombudsman would be provided. Is that correct still on that? Okay.

And then Step 3 is where - and you could go straight from Step 1 to Step 3 if they didn't want to involve the ombudsman although it would be reported to the CSC. So Step 3 is then - is where the CSC gets involved; is that correct? And that would be in lieu of getting Fadi involved in that - at that point. Okay.

And in fact the CSC and its process - in its mediation process could go to Fadi if they thought it was useful.

So what do we do with Steps 4 and 5? I'm assuming 6 would stay the same, at least for now and what we understand. But 4 and 5, do we still leave there in the remote chance that they might be used? Or are we making too much of this? And I'm not expressing an opinion there, I'm trying to probe and get us to narrow this down. Berry, you're up.

Berry Cobb: Thank you, Chuck. Just kind of going back to Step 4, you know, kind of looking at the existing escalation process, it gets up to Fadi, you know, this is an active incident. And it's going to be very serious once it gets to this level.

So I still have reservations about including the CSE because how active is the CSE going to be - you know, how is it going to be manned and those kinds of things? Again, I think it might slow things down.

So at the very least, I'd maybe recommend that both are involved but, again, it's going to be an active incident that is of a serious nature that it couldn't be resolved and I think you're going to need that executive management air cover so to speak to ensure that it does get resolved and in the case of the CSE, you know, it's not manned 24/7/365. So that's just something to consider.

Chuck Gomes: So if I understood you correct, Berry, and this is Chuck again, would you - you would leave Fadi in there but would you put the ombudsman in before Fadi? The option for the ombudsman in before Fadi?

Berry Cobb: You know, it seems to be that - and this is, again, not having experience with any of the escalation component, when it gets to the level of the ombudsman it almost seems like the issue has been resolved, at least to returning service back to normal operation. But there's something bigger going on that needs to occur.

You know, again, I'm thinking about an active incident where - you know, I don't really have a use case but let's say - let's hypothetically assume that one of the top name servers of the DNS went down and, you know, there's resources being applied to restore services. You know, things aren't

happening the way that they should, you need more active management to come in and resolve the issue.

Once service has been restored clearly there's some kind of issue. So I'd almost view the level of the ombudsman being - falling more into the problem management side of the house as opposed to active incident.

But no doubt that the CSE should be involved in the loop but not necessarily as active per say up until the incident gets resolved. And then - you know, then invoking kind of the problem management/ombudsman aspect.

Avri Doria: This is Avri, let me get my hand up. Somebody else has their hand up, never mind, I wasn't in front of my screen. I'll wait.

Chuck Gomes: Okay, yes, let me let Marilia go and then you're up Avri.

Marilia Hirano: I just wanted to clarify because now that Berry - what Berry said about - these are - what he was mentioning now, they're active issues, they're active service failures. You know, if there's an incorrect - something incorrectly put into the root zone or things like to that - of that nature this is not the process that I'm talking about.

The escalation process that I'm describing is for complaints that if you - if a customer service related complaints. If we're talking about service failures, that's - now that you're talking about the 24/7 coverage, those are things that we address immediately. It's not within one or two business days. So - and that's a different process flow to go through.

So just so we know, we're on the same page about the - we're talking about escalations because what I was talking - what I'm talking about here, this

flow, is not for any type of failure that needs to be fixed immediately, active service failure on any of the IANA functions failing. Do you understand that that's the...

Chuck Gomes: Yes, no, that's very good. In fact, I'm wondering and I'm coming to you, Avri, I'm wondering whether we actually need to address the emergency type situations in our processes, that maybe a third process or dividing incident management into two parts or something, anyway. But I'll stop there and let Avri go.

Avri Doria: Yes, okay, thanks, this is Avri. And by the way, I don't know how long this call's going to be but I am going to have to drop off at some point.

Chuck Gomes: Yes, I know we're over time.

Avri Doria: First of all, I think of the complaint process, remember, we're thinking about an IANA that while it's within ICANN might be somewhat more independent. So you know, the escalation now. Certainly in the crisis mode, the emergency that the failure mode, I don't see Fadi getting out there with a screwdriver.

So I don't know whether he's in that loop other than, you know, people are yelling and he'd get involved just because. But in terms of the escalation of the complaint, I just don't see where in a more independent IANA that he would have that same role.

And so I don't see putting him in - as a factor before the CSE. I think if it can't be resolved then it is time for the CSE and since - as was said, we're not in that emergency crisis mode, you know, it doesn't - but yes, I'm assuming from what Marilia said that, you know, IANA's going to keep on putting it's head against the machines until it gets things working right.

And then later somebody might complain that it took them, you know, six hours instead of 15 minutes and that will become a complaint, etc. But that's not what where we're at at the moment.

And I don't know that we need an escalation procedure beyond what IANA already has for the failure other than obviously if a failure is ongoing and can't be fixed, then you've entered a different realm and, again, it won't be the CEO and let's not always assume that it will be Fadi forever, that it would be, you know, the corporate CEO that would be responsible for dealing with it at that point.

It would be a different kind of beast and, you know, I don't know what the emergency failure fixing, how that looks when things have dragged on one hour, three hours, a day. I don't even know if there's been such a thing so we may not want to hypothesize too much.

Chuck Gomes: Thanks, and I am going to wrap this up. Marilia, let me let you comment and then I want to bring it to a close. We need to talk about our next meeting too before - hopefully before everybody drops off but Marilia, go ahead.

Marilia Hirano: Okay, so yes, Berry made a good point to recommend the distinguish the type of incidents that will be escalated because one is service failure and the other one is the complaint escalation.

So - because we do have a process that our specialists need to follow if there's something that goes wrong technically with one of the IANA functions. So that's different, I think we need to distinguish both of them.

But I can dig more into the technical side of resolving these and then share - Marika, I'll check back with (Kim) and (unintelligible) and I'll share it with you.

Chuck Gomes: That would be very great, thank you very much. Now we've got a long ways to go to meet the date of the 10th, which is just - it's less than two weeks away. In fact, it's more like ten days or so away. So we've got a lot to do.

So my suggestion - and Marilia, you've been very helpful so I really would like to have you on the next call if you can. And so when I look at the options for the next call the one where she can definitely be involved is at 12:00 UTC tomorrow and I think - Stephane's supposed to be available then as well. It'd sure be nice to have somebody from the ccNSO on that. So if you could - is it okay to plan a call for tomorrow at 12:00 UTC?

Marika Konings: Chuck, this is Marika. I think we already have the design team scheduled at the same, which you're also leading.

Chuck Gomes: That's right, we do, don't we? How did I miss that one? I don't know. So it's 13:00 UTC tomorrow? Does that work? Because we really need to make more - we've got a long ways to go here. And Marilia, did you have something to say?

Marilia Hirano: No, I'm just trying to check that in Pacific standard.

Chuck Gomes: Okay, so let's shoot - no, that - but she wouldn't - wait a second, I'm mistaken there. You're not available at 12:00 UTC or 13:00 UTC tomorrow, that would be for Pacific - so that's what, 5:00 or 6:00 - wow, it's really early.

I'm used to those, you may not be, that's 5:00 or 6:00 in the morning for you, Pacific. And that's the same for me. So you would not be available at those times, is that correct?

Marilia Hirano: No, and I have meetings in the morning tomorrow. Let me check. So it's...

Chuck Gomes: Well, the only - then we - you are available at 15:00 UTC on Thursday. Shall we - now Stephane's not available the rest of the week after tomorrow so - well, we're just going to have to do the best we can. So should we shoot for 15:00 UTC on Thursday, which for you and I, Marilia, would be - what's that?

Marilia Hirano: Eight.

Chuck Gomes: Yes, 8:00 in the morning. Is that all right?

Marilia Hirano: Yes, that's fine, that's fine.

Chuck Gomes: Okay, let's do that and hope that maybe (Eric) can be involved because we really need CCs on this but it's going to be really hard to get this done if we can't get some diversity of participation here. And so let's do that.

And if - and I know Avri's got to go so if - let's all - in fact, Avri, I think we can let you go. I'd like to talk to - and you're welcome to stay on if you can but I'd like to talk to Marika and Berry about how we can draft what we've come with. It'd be preliminary so that we can start from there in our next call. Is that okay?

Avri Doria: Yes, thanks. As much as I'd like to stay because what I'm leaving to go do is go to the dentist I'm going to drop off.

Chuck Gomes: Okay, all right, thanks, Avri. You've made a lot of very helpful comments.

Avri Doria: Bye-bye. Thanks, bye.

Chuck Gomes: And I won't keep anybody too long. And Marilia, you're welcome to drop off if you want. You're welcome to stay too, it's entirely up to you. I just want to make sure that Berry and Marika and I are at least on the same page in terms of what we're going to put down for what we came up with today. Okay? All right.

Now, it seems to me that we're in agreement on - we have Step 1, which is ABC I think underneath; right? Which is the existing process; is that right?

Marika Konings: Yes, this is Marika. I'm trying to follow along in the (unintelligible), just use the one that we had there but I can update that basically following our call with (unintelligible).

Chuck Gomes: You can even update it afterwards, I'm okay with that as long as we kind of verbally - if we get something wrong we're going to have to work this a lot. And then in Step 2 if those steps don't work - now here's where I think Berry, you disagreed. You would involve the ombudsman later.

I actually see the ombudsman as a mediator and so I actually like - and not saying we have to do what I like but I kind of avoided sharing my opinion on that so far, I'll do it now. I kind of liked the ombudsman as an optional mediator if those first three steps don't work.

But I mean - go ahead, Berry.

Berry Cobb: So now that we made the distinction between a service failure verses a customer service complaint and that distinction - yes, the ombudsman at that particular step is - seems appropriate.

Chuck Gomes: Okay, good. And I think probably that does help resolve some of the differences there. Now since we're on that topic should we divide the incident response into customer service complaints and service issues that meet fast resolution?

Marika Konings: And this is Marika, and maybe that is something to call out separately and basically noting that we're dealing here with, you know - this is escalation. And I think the - how do we call it again? The active failure issues, I think that is already covered through the hotline as well or the - I think what is called, the emergency number. And again there, maybe Marilia's able to provide some further details if that is necessary.

But I'm not sure - I think we can mention it here but I'm not really sure if that requires any further consideration as part of escalation. Because presumably if that doesn't get fixed it would automatically end up in one of these two sections.

Chuck Gomes: Okay, so I'm a little bit confused. So how would you - I mean how do we deal with the complaint issue so a customer service complaint, okay. Where would we put the more emergency type action as needed? Do we have a - are you saying have a separate category for that?

Marika Konings: No, as I understand it there is currently a mechanism in place, an emergency number for which direct customers can use. So the assumption is that whatever gets to the customer service complaint level is not of nature - like,

you know, as Berry said, the whole name server is taken out. So I think that is the automatic distinction that is already made as I understand it.

Chuck Gomes: It is but I think we need to show that in our - in the process, that's the critical piece. I'm just asking how we should break it up in our proposed process.
Berry, go ahead.

Berry Cobb: Thank you, Chuck. You know, I think it's all about our introductory paragraph before we get into the process. So we need to make the distinction between an active failure versus a customer service complaint, that distinction is, you know, we define those out.

The next paragraph would be the process for an active failure is an internal IANA escalation process and we should - you know, at the very least just document it. But then make the distinction, you know, what are - we're being tasked to do in terms of a customer service complaint process, boom, here's the incident management part then here's the problem management part.

But it's - you know, it sounds like for sure we don't want to be touching an active failure escalation process other than the CSE may be gets notified of those in some fashion.

Woman: This is (unintelligible), they are now notified. So if you're considering - like, if there's any type of failure, anything of that nature, I know that they - like, we wouldn't talk to NTIA or talk to VeriSign, you know. So it's a - it does exist and just need to get the formal one too.

Chuck Gomes: So I'm not suggesting that we need to modify the existing emergency procedures, okay. I'm fine with that. But I do think that those procedures need to be part of our escalation proposal.

If we just leave them the same that may be fine but I think we need to show those because the question's going to be asked. How are those escalated? And you have a procedure, I believe, Marilia for doing that right now.

Marilia Hirano: Yes.

Chuck Gomes: So can you be prepared on Thursday to go over the emergency procedures, in other words, the active failure issue with us?

Marilia Hirano: Yes, I'm going to have to do a little more digging on that technical side and then - yes, on Thursday.

Chuck Gomes: And if you can provide Marika a brief outline of those so that we can put it up that would facilitate it nicely I think.

Marilia Hirano: Okay.

Marika Konings: And this is Marika, I think on that note (David Conrad) already shared some slides that I think were shared a while back and I think (Kim) did confirm that the same still apply.

So Marilia, I can send those to you and you can confirm if that's still relevant. Because I think as well - and that's why I have my hand up, I think it's nice to, you know, document but again, I think that's all things that can move to the annex. Because I think basically what, you know, the proposal asks for or the RFP asks is what needs to change.

So I think, you know, all the things that stayed the same I don't think we should, you know, have too much language around - could you say, look, the -

we know that there's currently an active failure trigger mechanism available, that should stay as it is. If you're interested, you know, here you can find further information.

I think what we really want to document in the proposal is what needs to be changed as a result of NTIA changing. So are the - you know, leaving the equation. So again, on the active failure and maybe if, you know, the NTIA's notified if someone calls emergency number, while maybe, you know, the CSE should now be notified if that happens or not.

Chuck Gomes: Yes, that makes sense. And we may even want to color code to show the things that are new or - and the things that are existing just so it's real obvious to people.

Now let me ask, Marika, you and Berry, do you have enough that you think you can write up what we did - what we - obviously we didn't finalize a lot of things but I think we did make some progress.

And are you comfortable writing something up so that for a starting point at our next meeting and communicating to the people that weren't on the call?

Marika Konings: Yes, this is Marika. What I'll do already is I'll send out the notes of the call and confirm the next meeting. And I can work with Berry on kind of reworking this and maybe we first share it with you and maybe Marilia as well some time tomorrow.

And then we'll hopefully have something together for the call on Thursday that we can start from.

Chuck Gomes: That's great, okay. Thanks. I'm sorry for going so long. But - and Marilia, thanks again. It really is critical for us to have you involved in this so we thank you very much.

Marilia Hirano: No problem, thank you. I'm sorry I got it last minute but hope I could help, thanks.

Chuck Gomes: You are already so that's good. Okay, everybody have a good rest of the day.

Marika Konings: Chuck, just one small note, I probably won't be able to make it for Thursday's meeting but Berry will be there to cover.

Chuck Gomes: So we can just do whatever we want then.

Marika Konings: Exactly.

Chuck Gomes: Are you going to be - you know, it doesn't look - let's see, I'm just looking at my notes here. It looks like there was - are you guys available? It looks like you're available. I don't know about - actually, I don't know about you, Marika, but are you available on Friday?

There's a couple times that look pretty good. Again, Stephane can't make it but there are a couple times on Friday that look like they would work as - I'm really concerned about meeting that April 10 deadline.

Marika Konings: I probably won't be able to make it.

Chuck Gomes: Okay, so Berry, you can though I think you said; right?

Berry Cobb: Yes, sir.

Chuck Gomes: Now I'm not saying we're going to do that for sure, we'll probably be able to tell in our call on Thursday, okay. And then if we - one last favor, if - Marika, if you or you could have someone do it, whatever works best, do a doodle poll for meetings next week because we're going to need to know what times are going to work best, okay?

Marika Konings: Okay. If maybe like last time you want me to send you - you can send me some times that you're not available so I can already exclude those?

Chuck Gomes: That's right, I should do that for you. Yes, I'll do that, I'll write myself a note here to - yes, I'll do that, thanks for reminding me. This is crazy. I knew it would be tough when I jumped in and took (unintelligible) as well. Although I think that one's going to be easier.

Marika Konings: I'm trying to make it easier for you.

Chuck Gomes: No, well, you are. I was getting into the - I think we're pretty close on the same page on that one anyway. I probably didn't word it very well. But we'll be able to tell tomorrow on that call how that goes. But feel free to push back on things if you think I'm going the wrong direction. I know you will and that's good.

Marika Konings: All right.

Chuck Gomes: Have a good rest of the day, guys.

Marilia Hirano: thank you.

Chuck Gomes: Okay, bye.

Berry Cobb: Take care.

Marika Konings: Bye.

END