Updated List of identified work items

Work item	Tasks	Priority (urgency* importance) High (1) Middle 2 Lowest 3	CSC lead	Start Date	Expected end date	Comment, if any
Review of Implementation of Existing SLE's	Determine if issues identified to date involve changing the implementation of the existing SLE, or changing the SLE itself	High priority (1)	Jay and Kal			Jay and Kal to interact with PTI to clarify point of view CSC. Progressing
Review of SLE's	The CSC needs to decide if it wants to initiate such a review, and if so, when

The Naming Functions Contract specifies that "Total Contractor transaction time for emergency changes should be completed within a target of 12 hours until reviewed by the CSC with Contractor.' Should changing this be part of a SLE review?

If a SLE review is initiated, could or should the larger 'performance review (item 5.) be done at the same time? | High Importance, not urgent (2) | Jay and Kal | | | Need to understand by all how to structure SLE update effort and involve broader community. Inform relevant actors accordingly. Included in updated version flow.

Action: Trang and Bart to provide clarity on role PTI Board. PTI Board involved if review results in changes PTI-ICANN Naming Function agreement
Initial "handshake" to kick off process between PTI and CSC: President PTI and chair CSC. |

CSC Role in PTI Survey	The Naming Functions Agreement specifies that PTI "shall collaborate with the CSC and ICANN to maintain and enhance the annual customer service survey consistent with the performance standards for Root Zone Management."	Important and relative urgent to ensure greater participation (2)	Byron			10 May 2017, initial overview and schedule of survey
Remedial Action Procedures	A draft is in the CSC Charter but are to be developed and agreed by the CSC and PTI. This is the process by which 'systemic issues' are addressed Also need to discuss whether a definition of 'systemic or persistent issue' is needed immediately	Important, not so urgent (2)	TBD	May 2017		Charter provides basic
CSC Charter review	Appoint liaison (members are included need to appoint liaison to review team)	Important (3)	TBD	May 2017, start of defining method etc. RySG and ccNSO	February/March 2018	List of items to be discussed: Attendance requirements of liaisons. ==ccNSO RySG Team to draft Terms of Reference:== ==Donna Austin,== ==Keith Drazek== ==Abdalla Omari== ==Martin Boyle==

CSC Internal Charter review	CSC to review charter to provide input to the ccNSO RySG review team	Important	TBD	August 2017	1 October 2017	