CSM meeting minutes

Note: These Minutes are the result of collaborative authoring effort between CCP and the CSM in an effort to ensure that discussions, issues, opinions and commitments are portrayed accurately and completely.

Wednesday;

09:30-10:30 CSM as a Stakeholder

CCP Attendees: Pétur – CCP Xhagen, Jonathan – CCP Unifex, John – CCP Diagoras

Pétur discussed the evolution of the CSM and possible changes in the future, such as vote matching in future CSM elections. The reasons for removing the term limit were discussed.

The CSM feels that 3 days isn't enough time for the summits. Online meetings will not fulfill the need for more summit time. Pétur pointed out that even a full month would not suffice to cover all subjects and that a balance will always have to be struck. CSM commented that improved channels of communication with CCP staff between Summits could negate the possible need for a fourth day at the summit. The current mechanism of communication—with a CCP staffer (currently Pétur) acting as the CSM's voice inside CCP—was discussed, with CSM expressing the opinion that the effectiveness of this approach was directly related to the CSM inside rep's ability to be proactive and enable timely communications so as not to create a bottleneck situation.

There was a minor discussion on whether CSM would evolve to focus on in-game politics—as in, an evolution toward political parties, instead of just on the game itself. It was not considered a likely development.

The CSM inquired about CCP's definition of the "stakeholder" concept, particularly as applied to the CSM. Pétur explained that it was the status of having the right to submit design requests to the official game design process and having it evaluated and considered on equal footing with CCP's internal design requests.

Discussion ensued about the need for tools to aid in managing player proposals. The CSM mentioned some of the key challenges: duplicate or similar issues, tracking status of past issues passed by CSM and submitted to CCP, cross-reference of related issues, etc. CSM emphasized that it had to be included in the design of the CSM web tools. CCP developing it in vacuum will lead to a result that doesn't meet the needs of the CSM.

Pétur showed a potential ready-made 3rd party web tool for issues management. This would not only be available to the CSM, but also players—who could use it to raise, support, and prioritize issues among other potential functionality.

CSM described issue tracking and documenting as a tedious process involving research and correlation of information from Assembly Hall, EVElopedia wikis, and CSM meeting minutes. CSM also mentioned that tracking issues' statuses once they are entered into CCP's backlog is problematic as there seems to be no way to get that information from CCP. In general, tracking needs a better-defined formal process through the use of a collaborative tool. CSM also suggested ideas for content and organization of informational CSM Web pages accessible at the EVE Online site.

In connection with CSM issues in the backlog, it was suggested that prioritization of the CSM backlog might be made visible to the players. That way, if they feel an important matter is insufficiently prioritized, they can react by raising the issue with the CSM.

The CSM suggested that being able see the priorities of other stakeholders to be able to identify any synergies, which might help them in prioritizing player proposals and CSM-submitted issues more effectively.

A brief discussion about CSM-related Web pages accessible from the EVE Online site occurred, with CSM suggesting ideas for baseline content and organization.

Summary:

The CSM stressed the importance of being included in the design of any web tools created to facilitate its work and content of any CSM "static" web pages at the EVE Online website.

The CSM expressed concerns about a potential communications bottleneck with CCP between Summits.

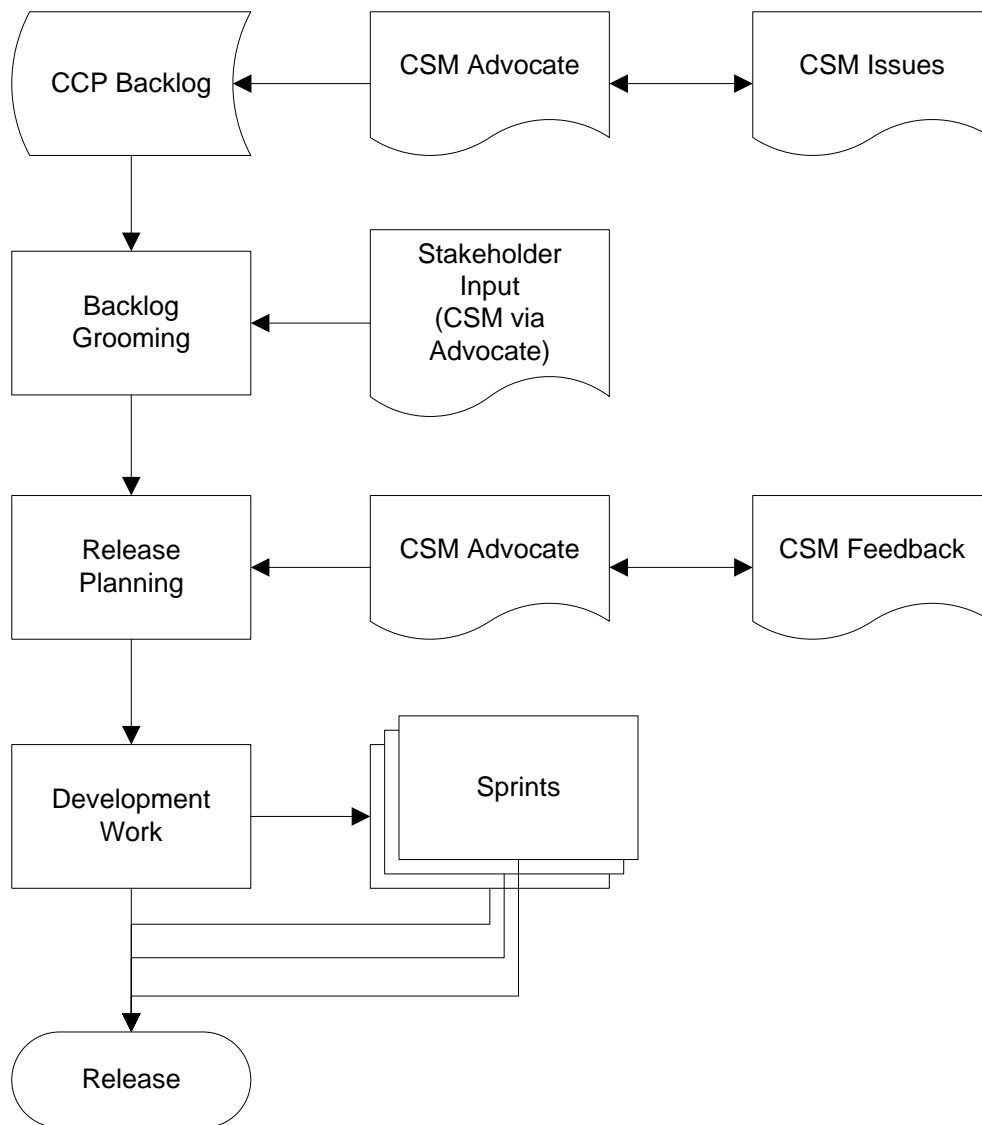The CSM wants a better tracking in CCP's backlog of issues it has raised.

The CSM would like the prioritization of the backlog—particularly CSM-raised issues--to be visible to everyone.

The CSM wants stakeholders to be able see each other's prioritizations in order to be able to better coordinate.

10:30-11:30 EVE Production

CCP Attendees: Pétur – CCP Xhagen, Arnar – CCP Zulupark, Jonathan – CCP Unifex

The CSM asked how CCP prioritizes EVE's backlog. Arnar explained it was mainly based on the perceived value of the ideas. The stakeholders make prioritizations individually. The senior producer and the executive producer then prioritize further based on the stakeholder prioritization and based on direction that the creative director has envisioned, and of course based on the technical feasibility and the work required.

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│ CCP Backlog │◄─────│ CSM Advocate│◄────►│  CSM Issues │
└──────┬──────┘      └─────────────┘      └─────────────┘
       │
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┌─────────────┐      ┌─────────────┐
│   Backlog   │◄─────│ Stakeholder │
│   Grooming  │      │    Input    │
└──────┬──────┘      │  (CSM via   │
       │             │  Advocate)  │
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│   Release   │◄─────│ CSM Advocate│◄────►│ CSM Feedback│
│   Planning  │      └─────────────┘      └─────────────┘
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│ Development │─────►│   Sprints   │
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│   Release   │
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Again, the CSM stated it feels it is insufficiently informed on the status of its issues in the backlog and the technical feasibility of them as assessed by CCP in their ongoing planning. In the CSM's experience, raising old issues again usually results in the reply that the issue is still in the backlog, which sort of leaves the CSM in the dark. This makes it difficult for the CSM to determine whether to keep pressing for a given issue. It also makes it difficult for the CSM to live up to its accountability to players when they inquire about the status of specific issues.

CCP warned that care has to be taken regarding expectation management for the players. Issues chosen for production often have to be cut, which may be harder to explain to players than to stakeholders. CSM commented that the CSM can aid in managing player expectations with regard to shifting priorities of backlogged items.

The CSM mentioned that CCP's prioritization is such an iterative process that stakeholders with in-house presence will have an advantage over the CSM, which only gets to meet with CCP at a summit twice a

year. Again, CCP stated that Pétur would have to be the champion of CSM issues that will ensure iteration on those issues in the final stages of prioritization.

The CSM stressed its desire for improved communication on backlog decisions. It acknowledged that a certain part of what gets selected for development will end up being cut, and feels this is not a reason for not giving feedback on the features originally selected for development.

Action point: In time for the 5th CSM December Summit, CCP will tag all CSM-raised issues currently in the backlog and have a list of them made available to the CSM.

Action point: CCP will implement a process for consistently tagging all CSM issues entered into the backlog to support future tracking and queries about their status.

CCP's vision has a large effect on the final prioritization of the backlog. The CSM inquired whether this vision is clearly documented. CCP answered that the documentation of it is often limited.

The CSM emphasized that Pétur, their champion within CCP, should not filter information from CCP when conveying it to the CSM. The emphasis should be on the quantity of information and then it should be left to the CSM to filter it and weed out what's important and what's not.

Summary:

The CSM feels that is insufficiently informed on the status of their issues in the backlog and the technical feasibility of them. It acknowledges that a certain part of what gets selected for development will end up being cut, and feels this is not a reason for not giving feedback on the features originally selected for development.

The CSM stresses that information conveyed to them should not be filtered when passing through the pipelines. The filtering should be left to the CSM.

Action point: CCP will implement a process for consistently tagging all CSM issues entered into the backlog to support future tracking and queries about their status.

Action point: In time for the 5th CSM December Summit, CCP will tag all CSM-raised issues currently in the backlog and have a list of them made available to the CSM.

11:30-12:30 Summer Point Release and Winter Expansion

CCP Attendees: Erlendur – CCP Explorer, Arnar – CCP Zulupark

The summer point release is entirely focused on technical issues, with upgrades to Python and underlying code in general.

The winter expansion will focus on polish of existing features, mainly planetary interaction, and preparation for coming expansions. The aim is to include new character modeling, which involves new technology and new artwork.

Players will be required, when the new character creator will be released, to recreate all avatars in the new system. CCP will probably continue to provide the paid service of remaking avatars. CSM requested that CCP take measures to compensate charges imposed for "old style" portrait swaps that occur within a reasonable time-frame prior to the release of the new character creator, as it didn't seem fair to charge people for something that would be negated by the new avatar requirements. The CSM noted some concerns and wishes. Considering the high detail, one can expect considerable effort being put into it by players. Based on previous experience, the CSM remarked that CCP should make sure people aren't timed out for taking too long in avatar creation. It was also suggested that there should be a 24 hour grace period for changing your mind and re-doing the avatar for free. The possibility of uploading pictures to aid in the avatar creation process was discussed. CCP stated that they would most likely not be doing anything like that. CSM asked how character portraits would be represented for those accounts whose players had not yet logged in and created a new avatar. CCP said that had not yet been determined.

13:30-14:30 Winter 2010

CCP Attendees: Kristoffer – CCP Soundwave, Guilhem – CCP Ytterbium, Kristjan Blondal – CCP Bettik

This session discussed an as-yet undisclosed new feature to be included in the Winter 2010 expansion. In general, the CSM was skeptical about the necessity and potential success of this expansion. A number of concerns were raised, potential impacts identified, and alternate ideas suggested.

The inclusion of such an expansion appears to conflict with what was said in the previous session regarding the focus of the Winter Expansion.

14:30-15:30 CCP: Commitment to Excellence

CCP Attendees: Nathan – CCP Oveur, Erlendur – CCP Explorer

The CSM gave a presentation on player expectations regarding excellence and expressed concern at the direction in which CCP is going with EVE. There is full consensus within the CSM that this issue is a problem.

Some examples of game areas which the CSM feels do not meet the expected standard of excellence: factional warfare, treaties, lag, Tyrannis introduction (PI), unfinished content (COSMOS, bounty hunting system).

Examples which the CSM feels demonstrate that CCP IS capable of excellence: Apocrypha (wormholes, T3, less lag), Dominion (supercaps rebalance), Quantum Rise.

The CSM stated that there is a widespread belief that CCP is emphasizing quantity at the cost of quality, which goes against CCP's "Excellence" initiative.

The CSM proposed that CCP focus more on existing content, polishing it post-release until it is excellent.

Speaking on behalf of CCP, Nathan disagreed strongly with the claim that CCP isn't committed to excellence. He pointed out that CCP probably spends a bigger part of its income on development than most other large, established game companies. He stated that this is a clear sign of this commitment.

The CSM suggested that a perception of excellence is in large part based on player perception and that they felt that players generally do not perceive EVE as being an excellent product nor headed in an excellent direction. The greatly increased null-sec lag was cited as major example, as it has resulted in a situation where fleets of a few dozen players often experience major problems loading up empty systems. Nathan pointed out that CCP is heavily focused on reducing lag and that resources are currently being applied to the problem.

Discussion then focused on an apparent drive by CCP to add new features instead of improving existing ones. CCP stated that once Incarna and Planetary Interaction/Dust 514 are fully implemented, focus will probably shift far more towards improvement of existing features.

It was mentioned by CCP that the data does not seem to support that polished quality sells better than new features. This led to a discussion on the balance of customer acquisition through new features versus customer retention through quality and polish. The CSM also stressed the importance of goodwill and overall player satisfaction, which is very hard to measure in statistics until players decide to quit. The CSM is concerned that players are losing faith and loyalty in CCP due previous expansions not living up to player expectations. The CSM and CCP agreed that expectation management can be improved.

CSM remained unconvinced of CCPs commitment to excellence, even after Nathan's arguments were heard.

Summary:

The CSM gave a presentation on player expectations regarding excellence and expressed concern at the direction of CCP. The CSM stated that there's a widespread belief that CCP is emphasizing quantity at the cost of quality, which goes against the promised excellence initiative.

CCP disagreed strongly with the claim that it isn't committed to excellence and feels that the resources being used to constantly improve Eve Online are a clear sign of this commitment.

The discussion focused on introducing new features versus improving existing ones. CCP stated that once Incarna and planetary interaction with its link to Dust are fully implemented, focus will probably shift far more towards improvement of existing features.

CSM remained unconvinced of CCPs commitment to excellence, even after Nathan's arguments were heard.

15:30-16:30 POS Structures / Components

CCP Attendees: Eyjólfur – CCP DrEyjoG, Arnar – CCP Zulupark

This session discussed the unfortunate market situation related to the introduction of planetary interaction, where players could stockpile some of the end products of PI such as Guidance Systems, thus adversely affecting the profitability of their production, as well as buying POS structures from NPCs and reprocessing them for PI goods at greatly reduced cost.

The CSM asked how this situation came about without CCP realizing it, and pointed out that some players had figured this out on Singularity and were ready to make use of it immediately after deployment on Tranquility. CCP will try to learn from this experience in order to avoid similar things in the future.

Action Point: CCP will do research into the history of this issue and publish a dev blog about it, identifying what steps will be taken to prevent similar things in the future.

Action Point: CCP will review whether it needs to change the policy regarding information in dev blogs about changes that will affect the market.

CCP stated that it decided not to react hastily once the issue was discovered because it deemed that the potential damage was limited enough to warrant waiting for a full and well-thought-out solution.

The question was raised how one can prevent hoarding of goods from NPC suppliers prior to market changes like these without causing a shortage of the items prior to the patch. One solution which was suggested was that NPC provided goods have dynamic pricing which would raise their price significantly once people start to hoard them.

The CSM inquired about CCP's original plan for these products and the use of the PI feature. CCP explained that it didn't really set such specific goals for them but rather sought to create the market mechanism and let player behavior determine how the market functions.

The CSM inquired about the fall in Tritanium prices following the mineral changes and asked what Eyjo saw as the future development of that. CCP responded that it remains to be seen, as the current fall may be due to panic selling of stockpiles (both of minerals and ships) as players realize the impact of dynamic insurance prices.

Summary:

The CSM inquired about the market anomalies that surfaced because of NPC supplied goods and the introduction of planetary interaction.

Action Point: CCP will do research into the history of this issue and make a dev blog about it, including what steps can be taken to prevent similar things in the future.

Action Point: CCP will review whether it needs to change policy regarding dev blogs about changes that will affect the market.

16:30-17:30 EVE PvE Focus

CCP Attendees: Scott – CCP Molock, and others from the mission content team

The CSM inquired about future development of missions, especially with regards to dynamic varied content. The mission team explained that all of its resources for the Winter expansion have been committed and because of that there would not be a lot of room for other matters.

The CSM asked if there were any plans to counter clustering of most mission runners into a few mission hubs, and get them to spread out instead. As part of this, the CSM asked about adding high level agents for factions that currently don't have them. The CSM will provide CCP with a list for review which outlines the problem.

CCP is currently working on changing the mission pool, in particular the storyline missions, to ensure that all factions have a similar number of storyline missions. The mission content team feels that it should not change the number and location of agents until the changes to the mission pool are complete. Resources for this will be very scarce since the team will be almost totally focused on a new feature.

The CSM inquired if there are any plans for changes in the prices of items in LP stores. These prices are fixed by CCP but they poorly reflect the demand for them (some items are purchased in massive quantities while others are almost never purchased). The CSM suggested that prices of LP Store items be dynamic so that supply and demand can impact the prices. The mission content team approves of the idea but cannot make any commitment to change at this point.

The CSM asked why Magnetometric exploration sites are so much less valuable than Radar and Ladar sites and whether any balancing changes are planned for that. The content team stated that they intend to rebalance that but could not give a definite timetable for it.

The CSM asked about the faction standings matrix and pointed out that it did not always properly reflect changes in the back-story. Some of the factions do not seem to have logical standing to others. The CSM did not seem to be in consensus about the importance of the issue.-

The CSM brought up the issue of certain complexes being differently balanced for different factions, requiring a 100 times more expensive ship to tank for some factions than others. The CSM will provide CCP with a list of all FW-related NPCs which might require rebalancing.

Summary:

The CSM inquired about future development of missions, especially with regards to dynamic varied content and ways to distribute mission runners more widely.

The mission team's resources for the Winter expansion have already been committed, leaving limited room for improvements in existing mission content.

CCP is currently working on changing the mission pool, in particular the storyline missions, to ensure that all factions have a similar number of storyline missions. The goal is to make further improvements on existing missions but the timeframe for completing these is uncertain.

Thursday;

9:30-10:30

EVE Gate/Calendar

CCP Attendees: Helga – CCP Pryia, Marcell – CCP Purple Tentacle, SiggiG – CCP Karuck

CCP and CSM engaged in some general discussion about EVE Gate. CSM mentioned annoyance with "opt-out" rather than "opt-in" strategy related to Contacts visibility due to potential value of intel about players' contacts. The CSM pointed out that links did not work on EVE Gate and CCP responded that they were already working on it. CSM members were uniformly happy with most EVE Gate features. The possibility of new forums was discussed briefly (CSM thought that the current forums would not be missed, as long as content archives were kept) and CCP said that that the matter of the forums was very well known to CCP. CSM expressed mild amusement over the fact that the mail client in EVE Gate is faster than in-game email.

The CSM then discussed ideas and issues

- CSM suggestion: Corp-wide calendar; allow everyone in a corp to add events to a calendar "queue", and allow those with the appropriate role approve or deny the addition of queued events to the Calendar

- CSM suggestion: Add corp bulletins + RSS feeds

- CSM suggestion: Consider an EVE Gate RSS reader in EVE Gate that can be published to other players

- Discussion of uses of EVE gate features to conduct corp meetings outside the client left CSM skeptical about who would use them, since established corps/alliances of any size already had their own well-developed and long-used resources in place (e.g., forums and voice comms); CSM suggested that most likely users would be small and/or new corps.

- CSM suggestion: Starbase tracker in Calendar

- Discussion about new forums, including questions about what would happen to existing forum content if forums were overhauled/integrated into EVE Gate.

- CSM suggestion: French for EVE Gate

- CSM suggestion: Mailing lists specially marked, don't impose CSPA charges for mailing list members who have CSPA charges set

- CSM inquiry: Changing skills ever going to be possible in EVE Gate? CCP: The possibility has not been ruled out.

- CSM inquiry: Will killbards ever be added? CCP: Killboards NOT in near future as there are effective killboards created and run by players already in place

- CSM suggestion: Stop spamming the Calendar with CCP events; let that be a filtered category that players choose to see or not.

- CSM suggestion: Allow NPC notifications/events be added to calendar (such as reinforcement timers).

Folders for contacts, which is being stridently requested by players**10:30-11:30**

General Tyrannis discussion

CCP Attendees: Arnar – CCP Zulupark

CCP talked in general about Tyrannis and how the work process changed from Dominion (i.e. from waterfall to SCRUM). Some CSM members felt that Planetary Interaction could evolve into something fun with more development time whilst others felt less positive about its potential.

Other issues discussed by CSM regarding PI:

- The PI controls on the left side should be draggable

- Command centers should be upgradable

- The general design is too click-intensive; CSM suggested that CCP look for ways to move from "click-sink" to "think-sink"

- The initial setup in PI works well, however there needs to be more thinking rather than clicking interaction afterwards.

In discussing revealing to players the direction that PI is headed, CCP again expressed concerns about expectation management related to expansion content and the potential for shifting priorities due to the nature of EVE production.

CCP then stated that there would be a team dedicated to PI iteration, and that CCP would keep the players notified, bringing more transparency about this feature to the players. This seemed to please the CSM that the current PI is not the end product and that CCP seems willing to commit to follow through in PI's evolution.

11:30-12:30

Future of PI

CCP Attendees: Arnar – CCP Zulupark, Ian D – CCP Pleognost, Rory – CCP Solomon

This session was basically a brainstorming meeting about how to improve PI.

In the immediate future, CCP plans to improve player control, move away from the annoying click-fest, and enable personalization upgrades and progressing pins over time.

The CSM asked about the depletion of planets' resources. The mechanic is designed such that the depletion depends on all usage on the planets. CSM mentioned some improvements that could be made on the basic PI structure such as a schematics browser and filtering capabilities.

There was a short discussion on how to make market transactions via PI more accessible - for example a type of trading pin or buy orders through the Customs Office. CCP did not confirm that this would be done but would be taken into consideration.

CSM wants PI to be a deeper feature, not a click-fest. CSM strongly emphasized that competitive elements between players should be present in all aspects of PI; CCP devs present agreed that this was in the spirit of EVE and that they would look for opportunities to incorporate it More interaction between players (not just planets) related to PI was strongly encouraged—particularly PvP interaction. Related to PvP, CSM brainstormed ideas such as more aggression opportunities in low and null sec (e.g., being able to disable/destroy the customs offices), corporations banding together in PI, moving materials between players at the Customs Office, being able to highlight other players' colonies to get a list of colony owners on the planet (perhaps in the Overview).

CSM was concerned about PI not getting enough development attention to evolve it to its full potential, as CCP might move the PI team to work on other aspects of the game should PI not become popular amongst the players. CCP responded that PI would most certainly be continued to be worked on, again mentioning that a special PI team would be dedicated to PI for at least the next two expansions.

Action Point: CCP will publish a dev blog on depletion mechanics

Action Point: CCP will provide data on PI activities based on solar system security level (high, low, and null sec).

13:30-14:30

Incarna discussion

CCP Attendees: BenC – CCP Caedmon, Marit, Matt – CCP Greyscale

Marit and Ben gave a presentation showing artwork for the Incarna project. The art team wants to implement toned down clothing initially. Eventually, clothing will be player produced. In the next sprint the team will work on animation, which will not be static. CSM inquired about sculpting and CCP confirmed that avatars will be customizable with different shapes and sizes.

After the character presentation Matt talked about the game design aspect of Incarna:

Characters in station can mingle with other characters. Interactions will initially be very basic and focused around mini games. CSM asked about in-station fighting or aggressive behaviors. CCP would not promise either in the near term. It has to be kept in mind that the basic idea regarding Incarna is to socialize, not to have an arena. An analogy with airports has been used in the past and that vision was further reinforced in Hjalti's book, _EVE: The Burning Life._

CCP talked briefly about why they wanted to do Incarna. They wanted another dimension to EVE, which was neither game breaking nor compulsory for those players who preferred to continue to focus on flying internet spaceships. Incarna opens up the possibility of new professions (e.g., bartending) for those capsuleers who may prefer that style of play.

CSM raised concerns about limited station space, the potential for players to overpopulate certain areas, and the potential load on the server. CCP are aware of this possibility and is aiming for spreading players around to prevent server overload. CSM asked how much space would be available inside stations and how that would impact the server. CCP stated that server issues are more related to how many people are in one place rather than how much space each player can explore. CSM asked if Incarna will ever allow players to walk around in their ships. CCP stated that Incarna will at first be walking in stations and this could probably expand eventually to other structures but probably not to ships. CSM asked if Dust players were going to be able to walk in stations and CCP responded that it is currently not on the horizon.

CSM tends to want conflict in Incarna features (some members mentioned a desire to be able to shoot/slap/punch other players) and would like to see Incarna capabilities reflect differences based on security of space in which stations are located. However CONCORD, according to CCP, will not be in stations. CSM stated that they had got a very positive feedback from the players regarding the potential criminal aspects of Incarna.

There was a general agreement between CCP and CSM on the matter of rolling Incarna out in stages. CSM inquired about the Incarna release schedule. CCP stated that it was difficult to talk about the release planning at this stage (too early). CSM suggested that considering how long Incarna has been promised, CCP should try to manage player expectations better (revealing progress, but not overstating—or seeming to overstate--the current state of development). CCP committed to publishing a "state of the situation" dev blog.

Action Point: Incarna "State of the Situation" dev blog.

14:30-15:30

Lag Issues and Resolution Status

CCP Attendees: Erlendur – CCP Explorer, Jón Bjarnason – CCP Atlas, Arnar – CCP Zulupark, Bára – CCP karkur, Steve – CCP Mankiller, Einar Þór – CCP GingerDude

This session was briefly interrupted at the beginning with Arnar's request to consult the CSM regarding compensation options for the unexpectedly long TQ downtime resulting from relocation/updating of the server cluster. After a short discussion, CSM voted to unanimously support the option to award all accounts active at the start of downtime with an appropriately sized pool of skill points to be awarded to the highest skill point character on each account, applicable to that character's skills as desired.

Erlendur and Jón held a presentation on the topic of lag.

The key points were:

Lag will always be an issue however EVE, but EVE is now, from a technical standpoint, in a better state than it has ever been.

- Memory usage on the server per user has decreased in the last 12 months

- CPU Per User on the server has remained constant for the last 6 months except for a short period in late January where it went up just a bit

- Server log lines have been decreasing significantly since February, meaning fewer errors are being generated by the server

- CCP also moitors the client health such as the memory and CPU usage at different stages in the game (login, char select, game exit)

- Crashes: Only 0.3–0.5% of sessions end in a dirty shutdown (client crash). It must be stated that disconnections and crashes are not the same thing.

EVE Client Performance Improvements in Tyrannis
- Mass testing helped identify areas that needed attention and test changes

- Allow CCP to debug the code in a controlled environment and even make and try out changes on the fly

Graphic Improvements
- Ported dust particles to a new particle systems shaving off up to 1.5ms frame time

UI improvements
- Items are added to/removed from the overview instead of it being reloaded

- Loading of the fleet members list made faster

On the horizon
- Destiny

    - Major improvements to cleanup of client balls (objects in space)

    - Less performance hit spikes

    - More reliable cleanup

- Out with old, in with the new

    - Revamping of the old CPU-bound systems (such as clouds and explosions)

    - New faster 3D math library, geo2, on the horizon

- UI changes

    - Speed up refreshing of overview

    - Further improvements on overview, fleet window and brackets when player joins/leaves a fleet

- Some of these changes were tested on Tuesday (22 June 2010) in a rather smooth mass test and will be included in Tyrannis 1.0.2

Future music
- Dynamic and transparent moves of fleet fight solar systems between nodes

- More throttling client-side

- Proxy-authoritative state propagation

- Major work being planned on our networking and session management infrastructure

Robert Woodhead's presentation:

Although little time was left due to the detailed CCP presentation and related discussion, Robert's presentation emphasized the widespread feeling amongst players that the lag is getting worse and pointed out that even after CCP defeats the latest strain of the lag-monster, more players will result in larger fights, and lag will rise from the grave. In the long-term, game design solutions are needed. He suggested that CCP should involve the players affected by the problem and use the CSM as a bridge and buffer, so that mechanics could be developed that would be acceptable to the players, encourage good fights, keep things in the size-range CCP can support, and be easier to implement. CCP did not make any commitments regarding this proposal.

CCP stated that during Tyrannis they found memory leaks which have now been fixed and have been cleaning up after previous expansions. They also stressed that with Dominion there were a lot more and larger fleet fights. CCP has even seen problems with some low number fleet fights as they are not on dedicated nodes and often times fleet fights break out on nodes that are already loaded. CCP are changing the process so that eventually, solar systems can be moved live to dedicated nodes if the number of users goes above a certain level.

Vuk Lau´s video presentation:

Vuk and other CSM members emphasized that the 0.0 user experience is getting worse. Vuk showed a video to support his worries. The video showed a situation where there was lag with the user interface and the server processing UI requests, resulting in various situations such as modules continuing to operate without using capacitor and guns continuing to fire but doing no damage. Jón asked the CSM members for log server information and requested that CSM encourages people to join mass tests so that better data could be gathered, and asked that CSM suggests that players give detailed descriptions of lag situations with a post on the forums including any problems that occur.

15:30-16:30

Null security discussions (0.0 (Dominion, Caps/super caps, treaties))

CCP Attendees: Arnar – CCP Zulupark, Kristoffer – CCP Soundwave, Matt – CCP Greyscale

The CSM shared a presentation on 0.0

The key points were:

- 0.0 is not an end game

- Need to decrease barriers for new players to enter 0.0

- More incentives for pilots to migrate to 0.0

- Lack of goals for small fleet warfare

- The ease of logistics

- Treaties

- More dynamic aspects to sovereignty

First of all it was recognized by both CCP and CSM that 0.0 is not at all an end game and it can be said that EVE doesn´t even have an end game element.

The next subject was that the 0.0 is way too difficult for new players to get recruited into and while they felt that wormholes contributed to that goal, that alone was not enough. CSM stressed that player feedback shows that many new players don´t know where to start in terms of getting into 0.0 and that getting into an alliance is very difficult. There was some discussion about incorporating PI somehow into that equation, where perhaps resources could be stolen, possibly spurring more interest in null sec by newer players. Some CSM members observed that there was a lack of null sec goals for small fleet warfare but there were mixed feelings about whether that got better or worse after Dominion.

Vuk's impression on logistics was that they are far too easy. As an example he talked about the ease with which large fleets can be moved around. Regarding Sovereignty, the CSM stressed that they wanted more ways to set up an alliance, run it and to contest space. Overall, the CSM is not satisfied with the way current sovereignty mechanics work. While Dominion removed boring POS warfare, the current system is too limited. At the moment the smaller alliances have only two options: join one of the main coalitions or live in a small system far away where they can have a "dot of sovereignty". As a result the small alliances cannot get a foothold in 0.0. CSM stressed that more null sec entry points and specific changes to the station services could help make 0.0 more accessible and provide a more challenging environment.

16:30-17:30

Unholy Rage/ Customer Support

CCP Attendees: Einar – Lead GM Grimmi, Davíð – Senior GM Lelouch

CCP gave an *Unholy Rage presentation*. Key points:

Customer support showed that they are still banning RMT-ers, banning at least 1000 accounts a month. After the initial mass banning and the associated follow-up, RMT users turned to hacking, causing a large increase in hacking cases in late 2009. This has been decreasing significantly since then.

Recent additions to counter spam from RMT users have seemed to have been effective, with the CSM members stating that they feel they are receiving less spam now.

General improvements from customer support include regular petition blogs, more structured training of new employees, hiring of more GM's, fewer complaints about GMs from players, and shorter response times to petitions.

The Unhappy Customer Project:

- A team of experienced GMs give poorly rated petitions a second review.

- Allows proactive identification of petitions which could've been handled better by the GM team.

    - <u>Correction:</u> The player is contacted if mistakes were made. Verdict is overturned if needed (reimbursement); further clarifications are made if vital information was missing from the original GM's petition text.

        - Misunderstandings can be addressed; situations sometimes arise where a GM properly handles a case but his verdict is misunderstood in some way.

    - <u>Feedback:</u> The erring GM is contacted with helpful feedback in order to prevent the same mistakes from being repeated in the future.

        - Can be minor feedback, such as advice on proper petition formatting, spelling, log reading and such.

29,808 petitions were created in April 2010; 561 petitions were investigated as a part of the Unhappy Customer Project.

CSM raised up few issues regarding the GMs:

According to Eva, GMs don't seem to understand Factional Warfare petitions and often simply close them with no satisfactory resolution. In response to that, Davíð asked for a list of complaints regarding the matter and promised to review them and look into the matter of FW petitions.

CSM expressed concerns about the GMs not being proactive on fixing mistakes and that CCP has to make sure that experienced GMs give poorly rated petitions a second review. Furthermore responses to fleet fight petitions have to reflect familiarity with policies and be fairly and consistently applied.

A presentation and discussion about the EVE economy was postponed when this session dragged into the evening and it was decided to adjourn for the day.

Action point:

CCP committed to publishing a dev blog on the Unhappy Customer Project

GMs committed to creating an EVE wiki page regarding ban policy.

Friday;

9:30-11:30

Low sec discussion

CCP Attendees: Arnar – CCP Zulupar, Guilhem – CCP Ytterbium, Matt – CCP Greyscale

Carole Pivarnik presented "Making Low Sec Matter". Key points:

- Unlike null (with Sov) and high sec (with Concord/relatively low risk), Low Sec does not seem to have a purpose which reflects its perceived nature ("outlaws", dangerous, unpredictable)

- CCP's intentions for Low Sec are unclear

- Demographics are lopsided; many suggestions for balancing demographics and creating a more dynamic environment have been put forward by players (popular ones were listed)

- What if Low Sec was evolved around a criminal micro-economy, content that put outlaws at the center of things and drove conflict?

CCP observed that the different space can be perceived like this: high sec is for singular, low sec for corporations, 0.0 for alliances and basically low sec could do with some love.

CSM feel that there aren´t enough incentives to go out of high sec to low sec (rewards in high sec are good enough). Carole mentioned a survey she conducted in the Missions and Complexes forum which strongly indicated that rewards in low sec could probably not be buffed in a balanced way to entice the risk averse, and that any change in low sec might require elements of risk mitigation to work. Valentijn observed that at the moment, low sec is not a stepping stone but seen as more of a kiddie pool before 0.0. Carole asked for demographics on low sec populations and CCP committed to writing a dev blog on that topic. The CSM then asked CCP to discuss its vision and any plans it may have for Low Sec.

 Arnar, Matt and Guilhem responded that Low Sec is a bit broken, is not what it should be and CCP are aware of this. A specific Low Sec expansion is not on the 18 month plan; however CCP is looking into a combat expansion, where combat awareness and information regarding combat would be refined for the user (*not* the combat mechanics themselves), which would benefit every EVE player rather on focusing just on Low Sec. At the moment CCP are focusing on Planetary Interaction and Incarna but maybe next summer there could be a combat expansion rather than a feature specific expansion. Even though CCP would like to change Low Sec it will not happen in the next eighteen months.

Matt put forth the idea to provide some way of allowing players to establish "mobile homes" in Low Sec—something that offers some protection and requires some defense but not on the level of a POS. Guilhem suggested that Low Sec missions should be adapted to incorporate PvP. CSM say that it is not

fundamentally wrong and Vuk implies that it is just a technical issue. The CSM expressed concerns that Low Sec is very low in CCP's priority order. CSM stated that Low Sec players don´t agree with CCP's (lack of) prioritization for Low Sec and that there has been ongoing and widely discussed support on the forums, in focus groups, and in other venues in support of a significant evolution for Low Sec.

The CSM observed that a lot of players believe that certain EVE features (such as Low Sec) have been abandoned by CCP. If a cohesive Low Sec plan were identified, perhaps over time, small but related items could be implemented across several releases that would eventually evolve Low Sec into something much more fun than it is today. Matt observed that such an approach can be difficult to do; it is sometimes just easier and better to devote an expansion initially to a sweeping change such as CSM envisioned for Low Sec.

The CSM asked CCP directly if it could promise that Low Sec will receive more attention. CCP restated that there will be no Low Sec expansion in the next 18 months but mentioned again the possibility of a combat expansion, which does reflect EVE´s core gameplay. In response to that, some CSM members stated that a combat expansion would not be sufficient to improve Low Sec in a significant way.

Ideas for making low sec more cohesive criminal environment were then brainstormed, with a focus on criminal industry and perhaps a criminal index for each low sec system that is affected by PvP activity in that system and would subsequently have some kind of impact on profit-making activities. Criminal industry and other ideas discussed included booster production changes; combining boosters in a "designer drug" way to get special effects; the possibility of an "addiction" mechanic which would encourage more booster use to delay side effects; the ability to control space; certain privileges for those with outlaw sec status; restrictions to low sec of production, sale, or use of certain items; signal dampeners that would dynamically reduce exploration sites' (and ships in it) scannability the further into site completion players got (for example, the more you mine a grav site, the hard it and your ships would be to be scanned out) or simply affect scan probes making sites and ships harder to scan down; bounty and pirate professions; and criminal industry implants and boosters aimed for low sec.

Also mentioned during the freewheeling brainstorming and discussion:

Mechanisms for reducing risk and reducing the potential for being interrupted when doing exploration sites would help increase profitability (time = money; cloaking/warping out means sites take longer and/or despawn, affecting profitability).

CSM emphasized that changes to low sec should favor small corporations and support solo play (for both PvP and PvE), and furthermore should discourage null sec alliance participation somehow. Low Sec should not be considered null sec's "wrong side of the tracks" playground. Everybody seems to be in agreement on keeping the big alliances out of low sec.

Discussion about "carebear" and pirate collaboration suggested that there is not enough trust for that to be a realistic expectation as a mechanism for mitigating risk to non-PvP'ers. CSM members say that high sec people don't trust pirate corps enough to make deals with them.

Some CSM members want bounty hunting to drive PvP conflict and for bounty hunting to become a useful and actual profession, with changes to bounty mechanics in support of that.

The idea of smuggler star gates with inverse affects compared to normal gates or wormholes was suggested. Perhaps use of the gates would require payment, outlaw sec status, a specific ship type, or other constraints (favoring outlaws, of course). Smuggler gates might serve as the pirates' "secret weapon" and provide useful shortcuts between low sec pockets that are otherwise only accessible via high sec travel.

CCP wondered if spread out resources like high end moons would provide incentives to industrialists; CSM observed that null sec alliances will always be in a superior position to control high end Low Sec moons. CSM suggested that Low Sec resource changes could tie in to PI production chains somehow.

Ship, module, or other bonuses might scale in Low Sec based on sec status. The lower your sec status, the better the benefit, perhaps.

The concept of Viceroyalties has been discussed before and was revisited during the session.

By way of explanation, CCP Greyscale described Viceroyalties as Low Sec systems administered by a player Viceroy on behalf of their corporation or alliance. Viceroyalties would enable higher profit and improved ability to defend the chosen system from other players. They might provide both a way to populate low-sec space and an easier first step on the road to 0.0.

The CSM feels that additional criminal-flavored content rather than mechanics per se would go a long way in making Low Sec more interesting and might be a good first step.

CCP suggested that CSM work more with players to draft a well-supported vision for Low Sec, then submit a "foundation story" to CCP as a proposal that reflects that vision. A big picture framework is preferred, rather than detailed mechanics and content descriptions. the focus should be on the essence of what is cool, necessary, and unique. The goal should be to document the possibilities and identify the potential "stories". Even though no action may be taken for 18-24 months, CSM is urged to get their ideas into play.

Summary:

CCP and CSM agree Low Sec needs to evolve into something more fun and dynamic, with the criminal element as a key theme. Many ideas aligned with this theme were presented and discussed in a brainstorming session. Although CCP has no room for Low Sec changes for a minimum of 18 months, CSM was urged to put together a Low Sec foundation story with essential elements defined, then submit it as a proposal for future consideration.

Action item: CCP will publish a Low Sec Demographics & Statistics dev blog

Action item: CSM will formulate a Low Sec Foundation Story defining essential elements of a change to Low Sec.

11:30 – 12:30 Factional warfare

CCP Attendees: Kristoffer – CCP Soundwave, Charlie – CCP Stillman and Guilhem – CCP Ytterbium

Eva presented a Factional Warfare presentation highlighting the key problems and shortcomings, with key points being the limitations of the current sovereignty mechanics, bugs, exploits and imbalances, and the severe state of neglect which FW has been in the past two years. It also covered the reason why people participate in FW and what different playstyles are involved, what their needs are, and to what extent those needs are met.

The CSM focused on identifying the major problems and listing issues which are technically feasible to change and if addressed would result in solid improvements to FW.

The biggest problem is related to the FW sovereignty mechanic, as sovereignty is only affected through the process of capturing complexes, and there are many issues with this mechanic in itself, such as the way complexes are distributed, issues that allow players to manipulate the timers, the usage of non-militia alts, and the imbalances with the NPCs guarding the complexes. There is also an incentive problem, there is little reward for capturing complexes, and sovereignty in itself is meaningless.

The CSM pointed out that while FW missions have seen minor improvements, there are still problems with them. The CSM stressed the importance of developing FW, since its low barrier of entry is positive; it is a good method of retaining new subscribers since it acts as an introductory path into the sandbox. The casual, low-cost PvP appeals to many players. The CSM believes that with a little work, it has the potential of becoming one of EVE's unique selling points.

The CSM was happy to see FW appeal to different playstyles, and would like to see more styles involved eventually, such as industrialists.

The CSM stated that they were very unhappy with CCP's handling of FW-related issues raised (sometimes repeatedly) by the CSM. An example is the exclusion of alliance players from FW–an issue that has been raised 5 times with still no action from CCP.

FW players are concerned that CCP has abandoned FW, CCP states in turn that they have definitely not given up on FW. The CSM would like to reiterate that FW is worth working on as it is a gateway for new players and carebears into PvP aspects of EVE.

Some players expected role-playing to be a more predominant feature of FW and wanted to be a part of a history but feel that is not sufficiently represented or integrated.

The CSM suggested a dedicated "polish team" to be established, with players being informed as to what they intend to work on during each expansion. CCP´s answer to that is that there will be no polish patrol team for the next 2-3 expansions even though players feel there should be.

Furthermore the CSM expressed their annoyance that there appears to be no product owner within CCP for FW. In response to that, Pétur stated he would discuss the issue with Arnar, Torfi and Noah and champion FW on behalf of the CSM.

CCP stated that bugged timers were fixed in Tyrannis, to which the CSM responded that there are still display issues with the timers, and it is possible to add extra time to timers which causes them to get stuck. It was recommended that a bug report is filed if there are still problems with the timers.

CCP stated that FW is not a priority and no FW-related changes will be considered until after Incarna and Dust. The CSM is very unhappy with this and urged CCP to at least fix trivial issues which have a major impact on the player experience.

CSM requested statistics on retention related to whether or not new players participated in FW or not. CCP responded that providing that information is not something they can commit to doing but that they will investigate the possibility. CSM again expressed disappointment at the lack focus on FW, reiterating that done well, it could be a great retention too. CCP responded that lack of focus was not due to lack of enthusiasm, but more to availability and prioritization of resources.

Action points

CSM will provide CCP with a list of all exploits and bug reports, a list of NPC´s that need some loving, and perceived exploits in game design.

CCP will investigate their ability to correlate retention rates with FW participation.

Pétur will discuss FW's lack of an internal champion and champion it on behalf of the CSM.

13:00 MMO Scaling Issues

CCP Attendees: Jacky – CCP Warlock

The CSM was given a very informative presentation on MMO scaling issues and the related technical challenges by Jacky Mallett, Distributed Systems Architect. The CSM suggested that the player base would enjoy the information and requested that CCP publish a dev blog containing the information CSM was given, a suggestion with which Jacky agreed.

Action Point: CCP will publish a dev blog on MMO scaling issues.

13:30   UI backlogs and overhaul discussion

CCP Attendees: Steinar – CCP Sharq, Bára – CCP karkur, Katrin – CCP Punkturis, Erlendur – CCP Explorer, Arnar – CCP Zulupark, Arnar B. – CCP Optimal

CCP gave a short presentation demonstrating changes to the UI that involve using keyboard shortcuts for ship actions (like warping) and PvP maneuvers. CCP stated that it is trying to move away from the endless right clicking.

CSM then mentioned a number of concerns and issues regarding the UI:

The Corporation window member list shows all members instead of just those online; CSM has asked about this before and wanted to know the status, expressing annoyance with having to wait for long lists to load and wondering how that impacted the server. CCP agreed that was a better approach, but could not commit to when it might be implemented.

CSM pointed to the new fitting window as one UI feature that CCP definitely got right.

CSM asked about CCP's long term UI strategy. CCP responded that the rendering mechanism is a constraining factor in what can be done with the UI. However, CCP has added resources to the UI team—there are now three programmers instead of just one devoted to UI improvements.

Erlendur says that there will never be a complete UI overhaul due to scheduling reasons but rather a gradual UI improvement. Rewriting would take an unreasonable amount of time since the UI codebase consists of some 200,000 lines of code. The CSM has been waiting for an UI overhaul for 2 years but concedes that even a series of small fixes would go a long way towards addressing player complaints, especially if that involved extending the current good functionalities to as many other UI elements as possible.

The CSM asked about CCP's plans to incorporate emerging interaction technologies like touchpads such as are found on iPads and similar devices. CCP stated that at this time there is no plan to evolve the UI or enhance the interactions with EVE in that direction.

CSM asked about the status of the EVE font, pointing out that a change has been requested for two years. CCP stated it is currently designing a new font. There have also been tech issues regarding the font (80% of the font re-design is finished and will hopefully be integrated late this year). CSM questioned the rationale behind designing a font from scratch rather than licensing an existing one; potential licensing costs and the desire to be able to exercise control and consistency over the font design were cited as reasons.

CSM asked why there is no dual screen support for the EVE client after seven years and reminded CCP that previous CSMs had raised this issue before. The UI team could not answer, as it is not their area of expertise; other CCP staff present identified the matter as related to the graphics engine, not to the UI.

CSM asked whether CCP factored in accessibility when making UI design choices. The UI team responded that CCP always takes accessibility into consideration, keeping the needs of different groups constantly in mind when changing or implementing new UI.

CSM then asked why the widescreen option was removed, and why it was done with no notice. Technical issues related to graphics display and rendering in widescreen mode were the reasons for the

removal of the option. CCP furthermore stated that widescreen would not be restored. The CSM requested that CCP investigate a suitable alternative for the benefit of visually impaired players who relied on the contrast permitted by widescreen to be able to distinguish critical information. CCP committed to doing this and reporting their findings to CSM.

CSM brought up several other small changes or additions, for example being able to lock off the broadcast list, a longer watch list and the ability to use multiple screens and to drag different UI elements over them.

CCP asked how many CSMs had blinking brackets for ships in fleet fights and whether the blinking was annoying. Most CSM members said that during fleet fights, they were generally so zoomed out that the blinking was not particularly noticeable and that the Overview was generally more used to determine who was targeting you.

CCP´s next steps regarding UI were identified as follows:

- Looking for ways to overcome constraints imposed by the rendering mechanism of the UI

- Going through backlog of defects

CSM reminded CCP of the many UI-related items in the backlog that CSM has raised that need attention.

14:30 Roles/grantable roles overhaul

CCP Attendees: Arnar – CCP Zulupark, Matt – CCP Greyscale

CSM feels that the difficulty imposed on role management by the poor design of the Corp Management window makes this issue one of their top priorities because it affects so many players across all play styles and in all of EVE. CCP stated that there have been several reprioritizations of role management and reviews of them.

CSM stressed that fixing several small things would go a long way toward making it easier to manage roles. Carrying on with this theme, discussion veered in that direction and became focused on the message championed by CSM that there must be a healthy balance between new features and small fixes. CSM expressed yet again its frustration that so many of the issues it has raised languish in the backlog and asked if there was any chance of getting a team assigned to CSM things each development cycle. CCP responded that no other stakeholder is afforded that privilege.

CSM firmly stated its belief that CCP is on the wrong track in directing their development power into new things that the players have no faith in while acknowledging that the old things need attention. CSM truly believes that CCP needs to pay much more attention to what players are saying. There is a growing frustration among the CSM that CCP's apparent refusal to tangibly address well supported player requests will never change.

CSM raised the point that in their view EVE is the core product and that FW, PI, Wormholes are all mini games within that core product. They believe that CCP's major focus should be on EVE in order to have the attached mini games as good as possible.

CSM again stressed the importance of getting from CCP the promised list of CSM-raised issues in CCP's backlog and their associated status. CSM repeated that they feel strongly that CSM is at a disadvantage compared to other stakeholders in terms of championing their issues because they are outside the normal communications loop and internal development 'process'.

The CSM stressed that their criticisms are done made because they love EVE and would like to see it go on for many more years. They are worried about the health of EVE; the excellence of the game and the concerns of its community is the CSM's top priority. CSM stated that they believe the CSM is at a critical point in time now. Despite their touted stakeholder status, it is clear even formerly supportive players are losing faith in the CSM process due to nothing changing about the way CCP treats CSM-raised issues. If the CSM is to have any credibility with players, it must be able to demonstrate positive outcomes from its activities.

The CSM expressed a clear desire to work with CCP to make EVE a better game.

CCP responded that things do take time and although it might not look like it, CSM items in the backlog do get addressed and result in changes to the game when the timing is right related to development planning and resource availability. CCP suggested that the CSM be aware that they are in a sense 'half'-devs in the eyes of the players and because of that they will be subject to dev-bashing. CSM responded with that there are still players out there that believe the CSM is just a PR response to the T20 incident – that perception needs to be changed and the CSM believes that change can only happen with actions by CCP in addressing the CSM's backlogged issues.

15:30-16:30 impact of previous expansions on game balance

CCP Attendees: Arnar – CCP Zulupark, Ivar – CCP Nozh, Matt – CCP Greyscale

Some CSM members feel that CCP should focus more on the core game play of EVE that is spaceships. They feel that while other features such as PI and FW can be cool, CCP should consider the accumulating impacts of every expansion on the balance of EVE's core game play.

Various balance issues that have been impacted over the years were mentioned. Examples included the facts that getting blasters into range is too difficult, laser tracking is way better than blaster tracking, weapon balance on blasters and rockets is out of whack (and was promised after Dominion but not yet delivered), no implants exist that affect drones, Black Ops are still not good enough, and shield gang bonuses are lacking.

There was a lot of discussion on various balance issues by CSM. CCP suggested that the CSM produce a list of balance requests. This list should then be sent to CCP for cost and benefit analysis. CCP will

provide feedback to CSM, which will then prioritize the balance items and return the prioritized list to CCP.

Summary:

Balance issues need to be revisited after each expansion and better maintained.

Action Point: CSM will provide a list of key balance issues to CCP. CCP will review the list and respond with a benefit analysis and proposed actions. CSM will then submit a prioritized list of balance items.

16:30   29 issues

CCP attendees: Arnar – CCP Zulupark, Matt – CCP Greyscale and Erlendur – CCP Explorer, Berglind – CCP Bella Bee

Background: 29 issues that were passed by CSM4 were submitted in a prioritized list to CCP by CSM5 prior to the Summit. CCP responded with feedback and proposed action. CSM had questions about some of CCP's feedback.

ORE Faction Control Tower. POS refining has a large shortfall in efficiency. Develop an ORE Faction control tower (small, med and large...or at least large) with bonuses to either: 1. Refine wastage percentage or 2. CPU and Power Requirements of refinery array equipment. Offsetting drawback is to have no bonuses to defenses.

CCP's response: *The whole reprocessing system needs an overhaul and individual towers will not be added or receive a refining boost in the foreseeable future. To phrase this in a bigger perspective the station refining being at 100% might be the source of the problem, not the lack of more efficient POS tower. Limiting the game-play by having a 'perfect' outcome with little effort is a route that CCP believes needs to be revisited.*

Session discussion: CSM asked for clarification on CCP's response. CCP replied: The issue is not the towers but rather the presence of perfect refinery in NPC stations, which is the guideline.

Improve POS missile batteries. There are three kinds of missile battery for POS defence, cruise missiles, torps, and citadel torps. Citadel cruise missiles have recently been added to the game, but do not yet have a POS defence module associated with them. At the moment citadel torp batteries have a x12 range multiplier to serve in the ranged role. Also missile batteries require CPU from the tower to be operational which makes them useless after a tower exits re-enforced mode.

CCP's response: *If the CSM believes this is important this should be raised again – there are no plans to add or change this in the future. The initial design was to have launchers rely on CPU and a revision of that requires a look at POSes and their defenses as a whole.*

Session discussion: CCP's response to CSM questions in the session is essentially the same as their original response, with no change likely unless POS defenses as a whole are looked at.

View ship fittings in hanger without boarding ship. If you have several ships of the same type in your hanger but with different setups it isn't possible to see which is which without boarding them. A potential solution is to name the ships differently, however Eve has a habit of resetting ships names on session changes.

CCP's response: *This is currently possible to do with ships in hangars in other locations (Asset window, Right Click ship, View Content). Adding the option for current hangar will be investigated and implemented when time allows.*

Session discussion: CSM asked why no one knows about this functionality; CCP acknowledged that it should have been better documented – however the information has been available in the patch notes since Dominion was deployed (http://www.eveonline.com/updates/patchnotes.asp?patchlogID=194).

Show damaged drones in drone bay. When your drones are in space you can see if they have damage but when inside the drone bay you can't. If you have remote repair available it is nice to be able to rep back the damaged drones before the next fight, however if you have multiple waves/spares in your drone bay this can be time consuming.

CCP's response: *Currently the maximum number of drones for one ship is one thousand and loading up the damage information for all those drones will not be possible without a severe compromise to the client performance. The requested functionality will kept in mind and applied should the possibility arise.*

Session discussion: CSM asked some questions about alternative approaches and wanted more discussion on this issue. CCP indicated that there was a performance issue with this proposal, since in the case of Carriers it might require sending information to the client about the status of 1000 drones. A short back-and-forth discussion developed a subset of this proposal that would provide significant functionality for the players while addressing CCP's performance concerns. A major complaint of drone-users is the inability to easily recall damaged drones and dispatch undamaged drones. A little extra intelligence in the client would permit it to mark drones as in one of four states:

- Known to be undamaged (because it is in a stack)

- Known to be undamaged (because it was deployed, and then recalled in an undamaged state)

- Known to be damaged (because it was deployed, and then recalled in a damaged state)

- Unknown (because it is not in a stack, and has not been deployed)

This extra information would permit the client to almost always make the right decision about what drones in a group to deploy, without any server-side changes.

Unfortunately, it was unclear at the end of this discussion whether CCP would reconsider this modified proposal, or whether it should be reprocessed through the CSM and resubmitted.

Improvements to the F11 navigation panel. The F11 navigation panel is of limited use other than the solar system map (when it is working) which helps with direction scanning.

CCP's response: *Design time has already been invested into a redesign of the navigation UI and all ideas are welcome. This work is ongoing but there is currently no release date on this at this time.*

Session discussion: CSM expressed their desire to be kept in the loop regarding the UI team's work on and decisions about the design for the F11 navigation panel.

Save and Reuse Probe Bubble Patterns. Scan probes were changed from a single point with fixed range to multiple overlapping Spheres that can be moved around the system and have variable ranges. To control this a new UI was developed to enable you to position the probes around the area to scan and to get the right level of overlap. As you narrow down the scan result you have to reposition the probes each time you change their ranges. Frequently the UI works against you when you are in a hurry and you end up with probes that look like they are in the correct position but when you rotate the map they are not. As probing is becoming a core part of the game it would be nice for the modern ship computers to be able to take some of the load on this repetitive task.

CCP's response: *There have been ideas of this nature put on paper in Game Design. This will be worked on further as the time and resources allows.*

Session discussion: Robert made the point that this is another example where CCP could remove a click-sink and implement a think sink. He suggested that a simple UI fix that would address many of the concerns would be to allow probe patterns to be shrunk or expanded around the common center of the selected probes, while preserving their relative positions.

T3 refitting subsystems at pos / carrier. A unique feature of T3 ships is that ability to change subsystems to choose slot layout, bonuses, the number of Turrets/Launchers and even choose special things like the ability to warp cloaked, and/or the ability to defy Interdiction Bubbles. In theory, a player needs only one T3 hull with a collection of subsystems and modules to handle a number of different scenarios. However at the moment T3 ships can only be refitted in station and not via the fitting service from a pos, carrier, orca etc. This makes it impossible to fit or change the subsystems inside a wormhole system.

CCP's response: *Exiting the ship that is being refitted would be a requirement. We will investigate the feasibility to put this in to the winter expansion.*

Session discussion: CSM asked why exiting the ship would be a requirement. CCP responded that it's related to a graphics issue that would require any T3 subsystem change at a ship maintenance array have the ship "disappear into something" so that it could be redrawn.

Meeting Wrap Up

At the end of the meeting, discussion wrapped up with a list of deliverables that CCP committed to providing to CSM during the Summit. These included:

- Produce an Itemized List of CSM Submitted Items in Backlog

- Identify Tool/Process Change to Tag CSM Items in Backlog

- Publish a Dev Blog on Excellence

- Publish a Dev Blog on the Tyrannis issue regarding NPC tradegoods: Numbers, Impact, Causes, Etc.

- Report to CSM on Percentages of PI Participation in Null, Low, and High Sec

- Report to CSM on Low Sec Demographic Data

- Publish a Low Sec Statistics Dev Blog (will satisfy previous bullet)

- Publish a Dev Blog on MMO Scaling Issues

- Report to CSM on Accessibility Alternatives to Removed Widescreen

- Request High Priority for Corporate Management UI Fixes from Internal Decision Makers (Again); Report Outcome to CSM

- Provide CSM with Time Estimates for List of Balance Issues We Will Provide

The CSM Chairwoman stated she would be publicly tracking the status of CCP's deliverables so that the player base would remain informed about progress in getting these items from CCP. There was some initial reluctance to agreeing to publication of the commitments because of concerns about expectations management, but after CSM insistence and moderator support in favor of CSM, CCP acquiesced. Note that the itemized list above may not reflect all of the items to which CCP committed that are mentioned elsewhere in the Minutes.