

CSM17 Summit February 2023



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Day 1

Meeting 1: Leadership Intro

Goals for the summit, state of EVE, detailed look at the roadmap for the next expansions

- Welcome to the CSM for the summit - The meeting begins with Intros all around between the CSM and CCP Leadership
- CCP Follows up with a short presentation outlining the roles and responsibilities of the leadership team.
- CCP then moves onto a breakdown of development strategies for 2019-2022, reflecting on a lot of learnings through the process and how to set up for the third decade. 2023 will have a strategic change compared to what we've seen in the past. Despite many goals previously being reached, meaningful improvement wasn't felt and CCP needs to more effectively input to development teams to help rectify this.
- For example, the NPE was improved but it still didn't reach the goals that CCP would like to have achieved.
- The Uprising uptick was great, we're glad that players are still enjoying the expansion, let us keep it going for future expansions.
- Part of the strategic change is to Increase regular engagement and promote social interactions that drive purposeful collaboration and promote impactful activities that affect the volatile universe. In short, CCP would like to make a metric that is effectively "In space doing stuff".
- Learning to play EVE Online is better with others, so social interactions play a big part, and we'd like to include that as part of the development.
- With regards to the NPE also - it teaches players the very core concepts for most of EVE, but of course, we want to improve on it to include more roles in New Eden.
- Moved to Develop *Initiatives*.
- *Brisic liked this very much*
- CCP discovered that part of the previous initiatives revealed that if we could retain a new player through positive social interactions, it often evolved into retaining that player.
- CCP covered a little bit as to what the goals were concerning the "Account Unification."
- CSM liked that the emails were collated to help prevent mass emails for alt accounts.
- CCP discussed one of the new Initiatives about creating meaningful purpose, looking into how CCP can improve avenues of social engagement opportunities [such as improving fleets, or social events]
- CCP discusses the importance of having players join a "Side" - competition leads to engagement, if you join a corp or alliance, it gives you goals, if you join a faction, you have an opponent. Promoting this kind of engagement is key.
- CSM mention that the in-game tools for finding a corporation were one of the big ways to navigate to find where you want to end as there's a lot of opportunity there.
- CCP mention that is part of the discussion. EVE has a lot of core roles that the NPE can help teach you in the game, but if a player joins another group, they're likely to help foster players to help people learn all the technicalities of playing.

- CSM states that Skill plans and groups for alliances and corporations have been a big help, for both general day-to-day and helping direct new players.
- CSM also mentions that Corporation management tools, on a whole, are huge, and having more tools that would help, so things like your Slack pings or your Discord, being able to have similar functionalities in-game would be big, or alliances being able to help set objectives and goals for players in a more effective way than a channel MOTDS would be amazing.
- CSM has wondered if CCP has considered having Evermarks (or equivalent) as a “Do stuff in space” reward? Or being able to utilize something that the corp potentially can tax? Potentially something players would be able to use to express themselves in more unique ways would be great.
- CCP ask what their thoughts are on something like flying as part of a fleet should be part of a recruitment process, maybe using something like the role of a guide or a mentoring role?
- The CSM also suggests the idea of Alliance Medals or a mechanism to allow corps/alliances to have a buyback system supported in the game. One of the 3rd Party developers has a program that helps set objectives for corp members and something like that as part of the game would be good too.
- CCP - Anything that promotes social interactions is the goal for now.
- CSM mentions that expansions have been great because a lot of the players look at seeing where an expansion is scheduled for and understand that is the date that stuff is coming, and that Quadrants weren't great just because the multiple times a year made you miss the big moments.
- CSM also mention that when you have features that get the FCs on board that it then gets the other players on board, so for example, when the improvements for the multiple overviews came on, the FCs started recommending and more players started using them as well.
- The rest of the meeting covers redacted information about plans for the coming year.

Meeting 2: CSM Program Evolution & Future Ideas

Ideas and brainstorming for how to improve the CSM as an institution.

- CCP opened the meeting with the purpose of the meeting and how the CSM is feeling.
- CCP prefers that the CSM provide input on everything even if it seems outlandish and leave it to CCP to figure out the route to take to resolve issues.
- CCP advised the CSM going forward is once again to be more tied to Fanfest, with the existing CSM terms likely to be extended until September and the next CSM winners to be announced at Fanfest.
- CCP advised the CSM that the structure change to help better align with the development cycle returning to expansions as the CSM can provide input to features whilst they're still in early development instead of almost complete.
- CCP advised that there was also a change in structure potentially in the future as there's quite a lot of redundancy with regards to null sec, given the number of null sec pilots. There will be an attempt to remove some of the certainty of the seats in the future, adding more chaos and less prediction to the CSM.
- The CSM all agree however that the STV system has been one of the best systems for the CSM and it is some variant based on that or works with that mechanic.
- The CSM suggest potentially adding 2 more seats to increase the diversification of the candidates a little more, arguing the point that in previous elections if there had been 2 more seats some of the more specialist CSM may have gotten on.
- Both CCP and the CSM agree that one of the issues with an even larger CSM is there's a habit of some voices getting quashed, so the meetings would have to be changed if there was a larger CSM.
- The CSM would also appreciate CCP Developers reaching out to them individually more for discussions in their areas of interest when scoping ideas out.
- Pando mentioned potential meetings have fewer CSM members in them, especially if it's not potentially a discussion relevant to their area of experience, promoting more direct contact after meetings.
- Brisc mentioned that the issue is there isn't a CSM that specializes in a thing, so if CCP was to announce what the focus is for the coming year then you might get a more appropriate candidate or vote for that topic.
- CCP – We could potentially pick the first half of the CSM ballot, pick your block winners and then discard trickle-down votes.
- CSM – In the STV System Block groups are individuals who turn up and vote, so if we look at changing their trickle down their votes shouldn't be discarded for being more organized.
- CCP – What about the breakdown of categories for types of players? So for example if we declare we're looking for people in Faction Warfare this year, or NPE, do you think players would not elect an NPE Candidate?
- CSM – Potentially yes.
- CSM – What about more focus groups?
- CCP – We do still use focus groups but at the same time, we don't want to undermine the CSM and its purpose.
- There was a back-and-forth conversation that if CCP is considering any methods that involve "Hand-picking" people that some of the CSM or player base aren't like to trust them.

- CSM – What about expanding the range of CSM and then just having meetings with subject matter experts instead of everyone? Set a minimum attendance number across the term?
- The rest of the meeting was exploring different sizes of CSM to brainstorm ideas around flexible CSM sizes.

Meeting 3: Little Things and Quality of Life

Prioritizing and aligning on issues that the community identifies as “Little things”, along with other quality-of-life discussions.

- CSM and CCP Introductions all around.
- CCP stated that the purpose of this meeting was to discuss with the CSM if there were any immediate QOL of life or “Little things” that were burning issues that potentially hadn’t already been mentioned in the “Little things” post.
- CSM wanted to start by saying that the recent changes that came with Uprising were appreciated.
- CSM was curious about what CCP constitutes as a little thing - so for example is PI itself considered a little thing, or would functions like a “Restart extractors” button, or templates for PI be a better example?
- CCP explains it depends on the project and if the engineer that was familiar with the design is available to revise it, or if there’s a degree of learning needed. Typically, better to ask and we’ll work it out.
- CSM asks if Logi on Killmails is considered a little thing.
- CCP states it's a project that the community desires but there’s more research into understanding the full spiderweb of all the things involved and the goings on with the conditions.
- CSM ask about, small changes to sales taxes being applied to some things and the existing market/broker fee rate changes. Additional Moon taxes, industry taxes, and contract price taxes as well.
- CCP state that whilst these might be “Number tweaks” the impact and knock-on effect is something that would have to be balanced out.
- CSM state some little QOL changes for wormholes, specifically for Frigate holes as they technically spawn as EOL, the difference between a fresh “it's going to last 4 hours” vs something that's 1/2/3/4 hours old could do with added detail (or a percentage like half-life/quarter life)
- CSM also mentions the ability to allow the use of refit whilst in space from a mobile depot or Nestor for those that don’t base out of stations. This would refit from the cargo instead of a station hanger whilst in space.
- CSM mention also in the fitting window, a few other tweaks would be good, trig guns showing base DPS and fully spooled DPS as well. The ability to simulate what a different implant set would allow you to do as well.
- CCP state that we know that some 3rd party tools can have features like that and that some 3rd party tools having unique features is something cool.
- CSM would like to know if we can make Crystals a little more useful with their interactions when damaged as well as when grouped.
- CCP state that Ammo/Consumables is certainly something we’d like to review on a larger scale as well.
- CSM ask if it's possible to have a smaller incremental scale at the shorter-range level, like 100km, 500km, 1au, and 5au as the snap-to points.
- CSM requests that flying the Rorqual give the option to jump on the Radial menu.

- CSM request a “Shopping cart option” for the NES store - if you want to buy multiple items you currently must purchase them one at a time, the option to select 10 items and “Checkout” once would be a smoother experience.
- CSM requests more flexibility for contracts, such as ACL for contracts or possibly militia contracts.
- CSM requests more options for the fleet window such as “Flag exempt from conduit jump” or “Collapse and delete fleet” “Disband Fleet” or “Merge Fleet”.
- CSM state a tweak to Customs offices, currently Red is -10, and orange is -9.9 to -5, could this range be looked at? The ability to be able to set the standings for all customs offices at once instead of visiting one at a time would be nice.
- CSM request a few more exemptions be added to the SMA such as implants, drones, and skins.
- CSM requests more Overview tabs.
- CSM stated that they were happy with the 100 people being on the watchlist now, but being able to convert the watchlist into a column format now would be appreciated.
- CSM requests the ability to block delivery hangers on citadels.

Meeting 4: Team Security

Chatting with the security team over the methods and tools they use, with a look at data from 2022. Also, a look at upcoming tools.

This meeting is redacted due to the sensitivity of its contents.

Day 2

Meeting 1: Launcher 3.0

A look at the plans for the new EVE Online Launcher!

- The meeting starts with an overview from CCP about the history of the existing launcher. It has been running since 2014 and has not evolved with the needs of CCP and the community fast enough, so a new launcher is looking to be developed.
- The new launcher installation process will be a lot cleaner and faster.
- The new launcher will automatically download and the next time you launch the client it runs [like the way other globally used program's function]
- For new users, Aura will prompt you to set up your email and create an account. During the installation, a kind of "Onboarding process" can begin where you can be educated with some of the EVE Academy videos.
- For existing users, it will act more as a regular login process.
- The CSM ask if the new launcher will feature animated content, such as Aura.
- CCP advises that the new launcher does support things like being able to animate objects inside it yes.
- CCP advise as well that the new launcher layout is a little more dynamic in that regard so we could include what you see in the existing launcher today, such as the news feed or a small ad as well.
- CSM ask if the News Feed could feature in-game news as well.
- CCP state that one of the long-term goals for the project would be to have more customization options for each user to have more control over some of the information that the launchers show.
- CSM asks if you can launch a character directly from the launcher instead of just adding an account.
- CCP state that yes you can, select the character and then click Launch EVE Online on the right and you're in
- CSM asks if there's an option to wait on the character selection screen for those situations where you wait to wait for the right moment to log in and spring into action, or just redeem the daily login item.
- CCP state that we can add that as an option! [N.B This now exists following the feedback → in the launcher under settings → Game client and tick "Always go to character selection" or if you want to do it on a group level instead of the global level you can go to setting → Launch Groups → Create Launch Group → Then assign accounts and leave the character drop boxes empty → Start launch group]
- CSM ask if there are any plans to be able to do account management in the launcher as well.
- CCP stated that in the early version, no, but it is something again to be considered for the future.
- CSM ask if it's possible to buy Omega of PLEX time from the launcher as well.
- CCP advises that is like the account management feature in that it's certainly something we'd like to add in the future for it as well.

- CSM asks if there's a limit on the number of accounts that can be added to the launcher.
- CCP states that whilst its currently unlimited, we may add a limitation in the future if it starts having a noticeable impact on infrastructure.
- The CSM is curious if the new launcher will constantly reconnect when your internet disconnects.
- CCP states that yes, currently the launcher will automatically try and reconnect.
- The CSM asks if, like the client today, you can start to play the game before it's fully downloaded.
- CCP state that yes, the client today is streamed to you and downloaded on demand.
- The CSM noticed that the launcher features a red dot... does this herald a return of the red dot?
- CCP State the red dot shows if you have any new mail and it's against the character that has the new mail.
- The CSM sees that the new launcher shows skills in training, does it show remaining time?
- CCP state that the number the launcher will display is how many skills there are in the queue and mousing over them will likely show the remaining time on the queue.

Meeting 2: Ship Balance

Brainstorming and chatting about ship balance through various areas of EVE. A lot of the particulars of this session have been deliberately made broad to avoid excessive speculation about upcoming changes in specific ships.

- The session opened with suggestions for new ships and ship types from the CSM, in both a new roles category and expanding existing roles to encompass new ships.
- The CSM provided input on a large range of ships that they thought were in the most immediate need of rebalancing, as well as any associated supplementary modules in their areas of expertise.
- The CSM gave input that one of the command ships felt a lot stronger than the others and that all the command ships need to be bought up to the same level.
- The CSM felt Marauders were too strong in Bastion.
- CCP provided some input about modifying the bonuses from some of the existing ships that needed tweaking.
- CSM agreed that the proposed change would be a positive one.
- CSM provided input that the cost efficiency of some ships in PvE vs PvP is a challenge and the knock-on effect of changing some ships can have considerable effects on the other playstyle.
- CSM gave additional input in the cascading effect of balance changes as well. Rebalancing one type of ship, made other types of ships bridge the gap.
- CSM suggested a few ideas for existing modules to have a few variations added that might promote a greater diversity of gameplay styles, in a similar vein as what existing scripts do.
- CSM suggested the idea that more visual effects for different module scripts or variations.
- CCP gave input that for any changes we'd make we'd consider tweaking ships one change at a time rather than compounding changes.
- CSM gave additional input on exploring different ideas for module rebalance given the issues that exist today.
- CCP and CSM discuss the challenges of ship balance for both scaling (in form/function and cost), as well as opportunities for counterplay.
- "Jinx loves EWAR!"
- The rest of the session was a discussion on interactions of types of warfare, including those involving structures for capitals and sub-capitals as well.

Meeting 3: Arc 1 & 2

This discussion, whilst initially separated into Sovereignty, Resources & Projection, Campaigns, Events, and the EVE Narrative became largely about Arc 1 and Arc 2 and the impact of that initiative on these areas of the game - Much of this session discusses upcoming content and is therefore unfortunately largely redacted.

- The meeting opens with the CSM asking how the first Arc is going and when is it due to end.
- CCP state that the first Arc is almost completed, and the second Arc has been planned and has had its milestone set out on a high level.
- In addition, the second Arc will focus on a lot of the positives learned during the first Arc. The conversation continues in discussing much of the content planned for the second Arc. Broadly speaking the meeting discussed Faction Warfare, multiple factions, balance, standings, ships, and boosters.
- The conversation later moved on to the plans for Null security space. Looking at updates and changes planned there, including new mechanics, and modifying existing ones. Discussions extend to creating new engagement opportunities in addition to looking at what uniquely exists in each area of the map and why alliances tend to gravitate towards and from them. Was also an extended look at structures in terms of which ones have value and which are valueless, akin to "Already replaced" levels of value. There were a few proposed ideas by both the CSM and CCP as to different solutions to problems they currently solve and create.
- The remainder of this session discusses planned or upcoming campaigns or events.

Meeting 4: Alliance Tournament Bonanza

Brainstorming and getting a little bit of feedback from the CSM with regards to the next Alliance Tournament and future Alliance Tournaments.

- CCP Bought up a few points on Monday that were reflected on or taken from ideas about the Alliance Tournament, so we wanted to have a short meeting with the CSM about it.
- CCP is interested in hearing from the Heraldry perspective what you'd think about the ideas of winning teams getting unique *[Redacted things]* would be liked?
- CSM Agreed that would be something unique and cool for the winners.
- CCP Advised the CSM that the Gallente would be the theme for the 2023 Alliance Tournament and feature V2 of the Utu and Adrestia. CCP was interested in what the CSM thought about potentially doing battleships at some point instead of Frigates/Cruisers?
CSM - So the Raven State/Mega Fed issue is being re-issued?
CCP - no as they were already prizes from previous events, they won't be touched, but the same sort of treatment potentially as what those had.
CSM - This could be cool, but potentially a much more limited prize pool, something like top 3?
- CCP - When the Alliance Tournament was bought back, we removed the ability for people to bring AT ships to the Tournament to create a lower barrier of entry to the tournament, does the CSM think they should remain out of the Tournament?
- CSM - A lower barrier of entry is the better option, but finding a method of maintaining that lower barrier of entry whilst also supporting the return of AT ships would be the best solution.
- CCP - Good idea! We can see if there's anything we can do about that.
- CCP - During the last survey we asked if people tuned into the Alliance Tournament and the survey indicated that there was a large portion of people that knew what it was but didn't watch it. Can the CSM think of any other methods to potentially engage others who currently aren't watching?
- CSM - How about some way of watching the fights in space, on Billboards, or in space somehow?
- CSM - What about an In Client Match Prediction for being able to see the brackets, with things like Evermarks or Skins for rewards? Could also do Raffles/Banners or some sort of in-game prediction prize that scales for each round.
- CCP - All great ideas!

Day 3

Meeting 1: Heraldry

A look at where Heraldry is going! A large portion of this meeting contains upcoming features and has been largely generalized or redacted.

- CCP - The meeting starts with covering some of the upcoming plans with the Heraldry system, including the general engagement loop - the events, and the rewards from it.
- CCP and the CSM discuss Evermarks, the problems that have developed with it as well as how they will work in the future.
- CCP and the CSM discuss the current personalization "Journey" and explore other options for individuals to be able to express their unique choices with greater flexibility.
- CCP and the CSM discuss the plans for corp and alliance customization options including how to manage it within the game.
- CCP and the CSM discuss the prospect of player-created SKIN's expansion of the hologram projection systems into other areas as well as a few other avenues to express personality.
- CSM express curiosity about the impact of features such as this in terms of their impact on game performance.
- CCP explains some of the behind-the-scenes techs ensuring there is minimal impact on performance.
- The CSM express that they'd like the option later down the road of not so much different SKINs for structures, but more like personalized configurations. The idea is that the underlying foundation of a structure shape should be changed.
- CCP discuss how that might look in the near future to how that is being addressed.
- CCP also discusses the future of how personalization will be "Packaged" in the future as well.
- CSM requested that re-sculpture options should include gender changes and CCP agree that it's a feature we'd like to get included in the near future as well.

Meeting 2: Monetization

Quarterly chat with Sr Monetization Designer and the commerce team. A few of the points include up-and-coming features that were redacted. The open hypothetical back-and-forth discussions remained part of the conversation.

- CCP Open up the discussion with the goal of the meeting and feedback from the CSM concerning all things monetization.
- The initial conversation starts from the CSM about the Expert Systems packs - having some sort of "Label" system in the store would be nice [for example something labeled separately for ideal for a new player, vs something good for an alt].
- CSM also expand that they'd potentially like more diversity of types and functions of the Expert Systems
- CCP mentions that the original purpose of the packs was to primarily help friends get to play together faster.
- CSM mentions that they'd appreciate a little more flexibility overall in the expert systems, so for the duration to be more flexible [so 24-72h] expert systems would be nice]
- CSM also mentions that additional packs for Mining and Industry [outside of Exhumers] and additional PvE expert system types would be great.
- CSM mentions packs with particular things in mind would be good so a pack that would give them all the skills required to do the SoE Epic arc for example. Some additional conversation follows about the negative feeling these types of packs can sometimes create as well. Especially when it's a case of "Here's a pack to do something" then, they unfortunately fail, they don't know how to replace their losses, and sadly quit.
- CSM expresses the desire to gift more things to your friends. Gifting more types of packs to friends.
- CSM mentions the idea of giving you a "Pool" of temporary SP that could be calculated at a rate, that would be temporary and then be removed. For example, you get 7 days' worth of skills and in 10 days you lose them [gives you the chance of training the skills you're about to lose]
- CSM suggests the idea of a "Personal Skill Extractor" - the idea of being able to extract skill points and then just add the points to your own unallocated skill points pool instead. [Or at a reduced penalty cost].
- Some extended discussion about ideas from the CSM about possibly creating alternative SP "Sinks", so that folks that have reached their goals for SP, could potentially invest surplus sp into other things, such as Evermarks, or to create Expert Systems for friends might be a cool idea.
- The CSM suggests the idea of being able to temporarily "Overclock" your skills with temp unallocated SP, being able to make a skill rank 6 temporarily to give some extra oomph for particular skills.
- Some back-and-forth discussions about the idea also of things outside of the box thinking, such as being able to have Killmails being able to show what SKIN's were on the ship when it was destroyed, or the number of kill marks that the ship had when it was destroyed, or different avatars poses being available for PLEX as well?

Meeting 3: Upcoming Feature!

A look at an upcoming feature that will have more information soon!

This meeting is redacted due to the sensitivity of its contents.

Meeting 4: EVE Project Awakening!

A look at a new CCP project!

This meeting is redacted due to the sensitivity of its contents.

Day 4

Meeting 1: Player Research

A chat with the senior player researcher!

- CCP - We're continuing to do quarterly surveys, the last one had just over 5000 people respond which was great!
- CCP - Player Research just moved to be a part of Data and Analytics and will be looking at covering all EVE IPs adopting a "House and Hub" mentality, giving the team the ability to process qualitative and quantitative data faster. So, things like testing hypothesized ideas via a survey and easily relaying that information back to the team. We've also adopted a player-centric problem and solution approach where we put the player at the center of everything we do when identifying how to advance development. This also works great for working with player-centric tools and techniques, which in turn allows us to give feedback to the UI/UX team as well as EVE Leadership.
- CCP - The latest project is something called "Player Personas" making sure we have a consistent use of language and vision in all we do. Everything becomes grounded in the "Why are we doing this" and then understanding the behaviors we are seeing. For example, the first iteration is looking into things like differences in language between genders and languages like we'd love to get more women in gaming and are investigating ways to do that.
- CCP - We'd love to grow our interaction this year with the CSM, figuring out how we can work best in 2023, the cadence of chats, topics, and player insights. Does the CSM have any input on player research so far?
- CSM - Email unification that was done in June - can CCP look at potentially defining a little better who the surveys are sent to as some of my alts got the survey, but other accounts didn't?
- CCP - We can certainly investigate options to try and help clarify that in the future, but sometimes it's because the surveys aren't being sent to everyone but specific conditions and criteria that are present.
- CCP - We still think surveys are important because it's also a case of being able to see the difference between overall thoughts vs the most vocal individuals.
- CSM - What's the usual return on interest/submissions from the surveys?
- CCP - Around 10-15% with no Incentives
- CSM - Have you thought about doing incentives?
- CCP - Yes actually, the most recent one had the chance to win PLEX!
- CSM - Do you have any hard data that you can share with us?
- CCP - Sure, what would you like to see?
- *Various Graphics are shared across the rest of the session, including reasons players stopped playing, amount of people that play with sound on, what activities players engage with the most, and what areas of space they primarily fly/live in.*

Meeting 2: Pochven and Wormholes

The meeting was “Open Mic” - There were no specific meeting agenda points that CCP wanted to cover, it was intended to be a general “What would the CSM like to see or feedback with regards to the state of play of Pochven and wormholes”?

A few points have been generalized a little where the topic of conversation might be deemed too sensitive.

- Some further iteration about the Pochven flashpoints was discussed. CSM voiced their concerns and CCP relayed some of the data about the change and the learnings from the change.
- CSM expressed concern that these areas of the game are largely dominated by multi-boxers/seagullers
- CSM provided feedback about some of the faction affiliations and interactions inside of Pochven that didn't seem correct (The previous system owners in reflection to the now Trig owners)
- Input from the CSM about various aspects of the Triglavian Loyalty Point store.
- Some back-and-forth conversations about wealth generation within Pochven.
- Lead to some discussion about what the original intention was of Pochven vs the evolution of what the systems have become. This led to additional feedback from the CSM concerning how navigation is made around Pochven as well.
- This also led to additional discussions about how Filaments are used across the universe and a few ideas about how to potentially tweak them a little more in the near future.
- Moving more onto wormholes specifically - the CSM gave some input on ideas about having a spot to fight over in wormhole systems that increase the value of a system, whilst the item that increases the system value, also, becomes more valuable.
- CSM also gave input on the relevancy of hull timers of structures in Wormholes. Shields are treated as a “Warning flare” then you form for the armor timer, but if it makes it to the hull timer, you've either removed all assets to ensure they're safe (which then means you don't have any assets to defend) or, you must risk everything to defend it. Extended conversation of a back and forth between the CSM and CCP to decide if this was a bad thing or not and what types of space this affects the most.

Meeting 3: Excel integration live demo

A2=Price[Jaguar]. This was mostly a live demo of the Excel Beta that is now in closed beta, as such the notes from the meeting are brief as it was demonstrated on screen.

- CCP - So what is the purpose of this project?
- CCP - Well not everyone trusts 3rd Party tool developers, they might be feeding information back to their alliance/player owners in some way. Some groups don't know the tools exist or have an alliance big enough to have someone who deals with the logistics of setting them up for their alliance. But a lot of people would love to have their own data a lot better.
- CCP - Everyone who doesn't have access to tools almost feels disadvantaged because they don't have the advantage of having people that deal with this that the larger groups have. So, we wanted to make an official tool, in partnership with Microsoft, we're making the branding obvious that's officially Excel and EVE Online, and it's a partnership that's clear and advertised, you understand it's an official product of Microsoft and CCP.
- CCP - Take any third-party application vs this partnership for example - Information may be being leaked back to the app developer and owner of the program and the user wouldn't be aware of it.
- CCP - We're looking to do a type of framework we are building with the add-in as well as the functionality as to what information you can get. So, for example we'd love all ESI calls to be available. We may not be doing that initially, but that would be a great goal.
- CCP - The add-in will be a side panel, featuring an SSO Login and currently has no limit to the number of characters you can input.
- CCP - Information is pulled up as "Data Cards" which, if you aren't familiar with are information-dense cells that have additional layers of information behind them. So, you can look up an item, for example, a Dominix, click on the cell, then create a new column that shows the materials required. Or look up a player and then generate another column showing corp or alliance.
- CSM - Is this going to ESI tools or some sort of SDE?
- CCP - The pulls are cached for an hour, it's roughly about 20mb's of data total that's initially downloaded.
- CSM - Are there any concerns about how the pulls are going to be impacting ESI or the EVE server?
- CCP - the points that the addon uses are all auth so the details will be known and can be mitigated if necessary.
- *The CSM are show various visual demos of what the tool looks like, for things like assets, locations, skills, prices, market rates for ores, blueprints, and war decs*
- CSM - Are there any thoughts about expanding this to be useable with things like google sheets because of the price of Excel?
- CCP - So whilst the desktop version of excel has a cost, the web version of Excel is free - no plans currently expanding beyond that.
- CCP - One of the future goals we'd also love to have been to be able to modify something within the client whilst it popped out in Excel as well.
- CSM - Amazing, this looks amazing, thank you!

Meeting 4: ESI & Local Chat

A chat about ESI, and a look at local chat and updates.

The CSM started with that they all would like to collectively express for the record that they are worried about the status of the ESI.

- CCP - Acknowledged, as it's going to probably be the larger portion of this conversation, let's quickly talk about local chat first as it's a smaller topic that we can approach before getting onto the bigger topic.
- CCP - We don't like that local chat has become a system that gives out perfect info and we'd like to talk about other opportunities for Espionage or display local information a little differently. The main technical feat of chat is the presence and we're considering ideas about having a flow of discovery, so for example a user might be shown as being local, but initially as unknown, then potentially the longer they're in local, you might get their portrait, then finally a name. Think of it as a way of discovering you aren't alone, then you try to find out more information about them.
- CSM - It might also be worth saying that some people just keep their local as small as possible for seeing who is there, but also, some people use it as a kind of messaging and answer machine service, where they'll type "o7" in local as they pass through and then leave.
- CCP - Yeah this is again something we're looking at as the use cases are extremely different and we currently have one for everyone.
- CSM - any thoughts about supporting Emoji in the chat?
- CCP - from a data point, we could, but it's more of a desire and focuses for it. How would you feel for example if the nature of an expansion was emoticons?
- CSM - what about communication for those on Grid for example, like a pseudo proximity chat type system?
- CCP - we have been thinking about that whilst developing the [Redacted] System, where we could flash alliance logos for example!
- CCP - okay let's talk about the ESI.
- CCP - *NDA'd Internal structure conversations and feature discussions here*
- CSM - some of our 3rd party tools and these endpoints have helped us retain players as well as keep them engaged out of the game with them as well.
- CCP - we are aware of that; we even know that there have been cases over the years of 3rd party developers becoming programmers and developers following their EVE career of making an app to solve a problem they've encountered.
- CCP - *NDA'd Discussions about the bigger picture for ESI's future as well as its origins of and the design problems it was initially there to solve.*
- CSM - has CCP considered having additional avenues to write access back to the server instead of just read-only?
- CCP - with the Skill plans you have to write access and we could have a look at doing that again for things like the mining ledger for example.
- CCP - one of the other issues we're aware of as well is that New Players don't know what the limitations of the ESI are, so they think that when their program prompts them to log in to an SSD they think their information is being stolen, so having some information to try and make that clearer is certainly a goal as well.

- CSM - has CCP thought about adding auth to each endpoint?
- CCP - It has been a consideration for development going forward. We've also been exploring the idea of "Omega ESI" where there's been some degree of verification, like websites where you must submit your credit card details as some form of identity for some sites to prevent you from doing things you shouldn't.

Meeting 5: Introduction to the Brand Director and 20th Anniversary Discussion

A conversation with the CSM about the plans for the 20th Anniversary - Unfortunately, there's not a whole lot to be shared documentation for this meeting due to the spoiler nature of the discussion.

- *The meeting starts with introductions and backgrounds of the Brand team.*
- *CCP - We have the 20th Anniversary coming up where we're going to be discussing [Redacted Spoilers!]*
- *CSM was able to give some additional color and points to potentially highlight during the [Redacted Spoilers]*
- *CSM - Players want the individual end-of-year videos back, so something for the 20th Anniversary like an End of Decade video could be a cool idea.*
- *CCP - Redacted discussions about the end-of-year video and why CCP made the decisions they did.*
- *The rest of this meeting comprised the CSM providing input and a selection of ideas for celebrating the 20th Anniversary of EVE Online, which has been removed to keep it spoiler free!*

Meeting 6: PhotonUI

A look forward to what the next phase of Photon UI has in store! This session was largely an “Input from the CSM” session with regards to input about PhotonUI, how they feel about it, and anything else pressing they want to be addressed.

- Input from the CSM:
- Corp and Alliance Tools Interface could do with an update.
- A lot of the column headers that Photon uses can be unreadable at this point, things get scrolled off and hidden.
- Being able to add more colors to titles/roles is super cool but makes it very long and breaks the interface occasionally.
- Global, always turn on Compact. “Set Compact for all windows.”
- With chat windows, each window that spawns in as a new window, but each window has a different theme (so if your default is dark, the new one may spawn in as light)
- Not sure if it's the Photon team but the radial menu for people bridging doesn't function currently.
- The million/billion text field size is not big enough in the contracts window to show all the zeros in a single image (you have to side-scroll)
- Links in-game - ACL Links are the same color as other stuff; can we change the color, so it stands out?
- *Uniformity for the UI is appreciated by the CSM, they now feel like instead of 11 different UI styles, it's now 1*
- The tab doesn't function correctly when auto-filling in contracts, you used to be able to tab, and move up and down with the arrow keys to pick the name, but it's a function that doesn't seem to work anymore.
- The Save button in the Corp management works sometimes, but not all the time. Doesn't give you any indication that it's functioning.
- How does a new player organize their space a little more, can we share the UI between new players or accounts easier?
- CCP - We have spoken about it as something we'd love to do!
- CSM- Finding the passive/aggressive option on the Drone window is one of the most difficult menus to see.
- CSM- So what comes after Photon's first release?
- CCP - A lot of that's still being decided, more than likely the fleet window or the corporation window.
- CSM - The corporation window would probably be what we recommend you go for
- CCP - We're also potentially adding a bit of a workflow to it, to ensure it's set up correctly.
- CSM - We'd love for the watchlist to be made possible to put into columns.
- Watchlist to be customizable, so I can add Capacitor, or if we're in an armor fleet, the ability to hide shield for example.
- CCP - PhotonUI comes out in February as the main/only UI and is out of Beta but we're still going to be continuing to look at how we can upgrade the UI next. Ultimately, it's a Live product, we're not going to forget that.
- CSM - The regularity of the updates was greatly appreciated.

- Being able to see fleets within a fleet was a greatly appreciated update.
- This should be the standard release cadence for projects going forward, let people opt-in as early as possible. The force option was not bad, just a little bit further along next time when the project was looking nearly completed.
- The CSM feels that Multiple overviews were the key moment that won a lot of people over, for others, having the anoms on the right-click menu was a critical moment.
- Being able to get it to get PhotonUI setup and in a position of “something they liked” and then later when there were more customization options was super quick and appreciated as they’d carved out time to work.
- CCP - Update the HUD and update the functionality as well as how targeted objects are displayed, mainly the way they interact with other windows on the screen would be also something we’d like to work on in the near future.
- CSM - Being able to set it to “Always on top” or windows as a grid would be appreciated.
- The notification feed anchor seems to operate more smartly compared to the target lock anchor.
- The number of Themes available on PhotonUI seems to be a lot shorter compared to the old one, can we get the old selection of colors back? Or maybe hex code or RGB/shade to add more customization?
- CCP - Are there any worries about touching the Capacitor area of the hud?
- CSM - The Eve Community are creatures of habit, it's just more that change is something to re-learn and this is the kind of change that hits everyone. A few of the CSM state that they also actually preferred the square UI targeting information rather than the current ring one.
- An option to cancel a de-cycle/red cycle to go back to a green cycle would be appreciated.
- Also, a better registry of clicks on the UI would be appreciated!
- CCP - Thank you for the feedback, everyone!

Meeting 7: Leadership AMA

A bit of a bookend from the Leadership Intro earlier in the week. Part of this session discusses upcoming content and is therefore unfortunately redacted.

- The meeting started with CCP asking the CSM what they've thought about the Summit in terms of their input being listened to and how they've provided feedback for it
- CSM stated that they appreciated the openness and adjusted their feedback a little more after these meetings. Previously they were providing their feedback and solutions in a way that if the solution was viewed as something that needed software engineering time, it was immediately discounted or reserved for such time as a solution could be found that didn't need it.
- CCP stated that, given that EVE Online is 20 years old, not everything can be solved without engineering time, we'd sooner get feedback and then research further or scope out work for something if it's a major gripe and it be left to CCP to work out if you get into those situations. If all the problems could be solved by getting more engineers, we'd do that, or shift them between teams to complete and objective.
- The CSM has stated that there is still a lot of upset about the price increase, has CCP given any more thoughts about that?
- CCP states that we learned a lot in terms of communication and that it could have been approached differently, but it's understandably a difficult message to convey. We are still relatively happy that the price change happened when it did consider we are seeing a lot of games that ship in a basic edition of \$60 now, going all the way up to \$100 for more "Premium" packages, as well as other live service games elsewhere are seeing high expansion costs. Unfortunately, as well, given EVE's uniqueness of being a single-shard live service, it's a difficult thing to have an apples-to-apples comparison for as well.
- CSM asks about potentially offering different types of Clone types for shorter amounts of playtime.
- CCP - We have just been experimenting with shorter-time omega packs - such as the weekend pack recently!
- CSM would like to know if more regional currency options have been considered.
- CCP - It's been investigated but given the geolocation services available on the net today, there's no easy way to do it currently in a way that it can't be abused.
- CSM provided input about the Producers letter released at the start of the year and encourages CCP to provide communication updates like that as often as feasibly possible, such as small updates on stream, or showing your faces to the community. They like to see the people who are working on the game they love and enjoy hearing feedback about it!
- CCP has been happy with the reception of it too and agrees that it was nice to set expectations and be earnest with communications.
- CSM states that since Fanfest, the expansion and the months following have felt like "something" has changed at CCP and a lot has started to get done.
- CCP recaps some of the learnings from Quadrants and changing back to Expansions has resulted in a positive change, clearing out a lot of the "debt" with existing commitments as well as simply getting people back into the swing of things post-COVID and working from home.

- CSM asks CCP what do they think of the CSM and if there's anything that they could do better to help?
- CCP says that the CSM has been very beneficial for sure. Getting the CSM to Iceland has been one of the most valuable things that we could do with all of the CSM as putting faces to names and having frank conversations as well as demonstrating you're all super approachable people has been a massive boon. We also feel that the term limits initiative has been a positive change in keeping the CSM both fresh and offering a different perspective on a range of subjects.
- A lot of the conversation points following this discuss upcoming features or ones currently being worked on and unannounced. There was also some discussion that EVE Online is secretly an API for both pain and the forging of friendship!

Day 5

CSM Presentations Day!

This was a day of presentations from the CSM. There are no attached notes as the CSM has provided redacted versions of these presentations to the community themselves. The titles of the presentations were as follows:

CSM Presentation - Jinx de'Caire: Corp & Alliance Management

CSM Presentation - Angry Mustache & Kenneth Feld: Advanced Industry in EVE

CSM Presentation - Arsia Elkin: Factional Warfare Playstyle Since Uprising

CSM Presentation - Angry Mustache: PvE Design Leading to PvP Encounters

CSM Presentation - Mark Resurrectus: Wormholes, Wormholers, & You

So ends the CSM17 Summit.

This executive summary reflects points raised during the Summit sessions. Whilst some meetings are redacted partially and entirely in parts, the purpose of this summary is to provide transparency on what is discussed and how the CSM process works for the EVE Online community. 9 out of 10 CSM members attended the summit in person and 1 remotely. Many CCP employees were present at different sessions and this document may be updated later to reflect those or the teams that participated in those discussions.