CSM meeting with CCP, 18th to 20th of February 2010 Iceland

TL:DR version
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CSM attendees: Tomas – ElvenLord, Greg – Alekseyev Karrde, John – Zastrow, Jason – TeaDaze, Asher – Mrs Trzzbk, Andrey – Korvin, Denis – Z0D, Jaime – Song Li, Tim – Sokratesz

2010-02-18, Thursday

The CSM
CCP Attendee: Pétur – CCP Xhagen
Summary

- The CSM agrees that increasing the term to 1 year from 6 months would be beneficial, allowing CSMs to ease into the job and allow them to follow up over multiple development cycles..
- The CSM would like to be utilized more and would like CCP to be more proactive in bringing issues to them.
- The CSM requests greater preparation for the summits by having issues discussed in advance.
- The CSM would like to see the entire summits held on weekdays.
- The CSM does not see a need for a term limit.

Account Security
CCP Attendees: Kjartan – CCP Sinister, Anne – CCP Alice, Einar – Lead GM Grimmi
Summary

- The CSM stressed that improved security measures that require more effort from the user should be optional.
- The CSM feels there are some minimum standards of password security that can be imposed and don't have to be optional, such as a minimum strength of password and verification after sign-up.
- The CSM encourages CCP to publish devblogs and other material on the size of the problem to increase awareness among players and to explain what they can do to increase their password security.
- The CSM suggested that players should never have to give out their account name for things like character transfers. A system to replace that would be needed.

Customer Support (CS)
CCP Attendees: Svenni – Lead GM Guard, Einar – Lead GM Grimmi, Ingibjörg – Lead GM Lilith, Hrabba – Lead GM Q, Rabbi – Lead GM Ender, Reynir – Lead GM Fate
Summary

- The CSM expressed concern over several things in Customer Support such as lack of persistency in replies, petitions sometimes not being read properly, standard replies often overused and used on petitions where they're not applicable.
- The CSM stresses the need for the training of new GMs.
- The CSM feels that response time has improved immensely but at the cost of the quality of the contact between the players and the GMs.
- The CSM wants to see the addition of date and time to reimbursement petition ship list.
- The CSM would like to see more transparency from Customer Support.

EVE Production
CCP Attendees: Torfi – CCP t0rfifrans

Summary
- The CSM calls for better expectation management by CCP.
- The CSM wants to see devblogs with updates to CCP's vision for expansions.
- The CSM criticized the handling of the changes to capital ships in Dominion.

Fleet Fights
CCP Attendees: Erlendur – CCP Explorer, Nonni – CCP Atlas, Einar – CCP GingerDude, Svenni – Lead GM Guard

Summary
- CCP explained the memory problem that had been fixed and found after Dominion.
- CCP gave information about the database session starvation problem that surfaced after Dominion and how it was fixed.
- The remaining lag problem that is being worked on is one of grids not loading for the fleet jumping to the grid, which gives an unfair advantage to the fleet already there. A solution is in sight.
- The CSM would not like to see very large fleet fights discouraged through game design but feels there is a need for a fair distribution of lag caused by grids not loading.

2010-02-19, Friday

Alliance Tournament Discussion
CCP Attendees: Ian O'Brien – CCP Claw, Oliver – CCP Charlie

Summary
- The CSM agreed to the idea of having the Alliance tournament once per year.
- The CSM approved of the idea of having an e-sport league running parallel to the Alliance Tournament.
- The CSM expressed concern at the practice of entering bogus teams that were just used as placeholders to bar others from entry.
- The CSM agreed with the ideas of reserving slots for the top 16 teams from the last tournament and of auctioning a part of the slots.
- The CSM approves of the current rule system but CCP want to do some modifications. The CSM feels the rules should not be changed in a significant manner.
- The CSM put forward the idea of giving teams a score bonus if they win with teams that don't fully utilize all their points and thus play with a handicap.

Economics
CCP Attendees: Eyjó – Dr.EyjoG

Summary
- The reason for the lack of financial markets on a large scale is a lack of trust and a lack of tools to replace it. Enforcing players to honor obligations is the essence of the problem.
- Financial markets can and do evolve within small communities within Eve, such as corporations and alliances because there is the option of punishing through dismissal from the group.

EVE Gate

CCP Attendees: Ben – CCP Caedmon, Helga – CCP Priya, Matt – CCP Greyscale

Summary

- The CSM was not in agreement on the issue of whether the member lists of corporations should be made public through EVE Gate.
- The CSM feels it's important that the link to EVE is always clear so EVE Gate doesn't feel like a standalone application on the side.
- The CSM emphasized the need for spam filters in EVE Gate.

General Discussion About Nullsec Gameplay

CCP Attendees: Kristoffer – CCP Soundwave, Noah – CCP Hammer

Summary

- The CSM feels that Dominion was unsuccessful in giving players incentives to move to nullsec.
- The consensus is that the risk versus reward in nullsec is not worth it.
- The CSM feels that there are too many cruiser and frigate size NPCs in nullsec and feels that this should be changed.
- The CSM agrees with the idea of sov holders being able to tax planetary industries in their space.
- The CSM feels that the treaty system is sorely needed to further populate nullsec.
- The CSM would like CCP to investigate the feasibility of improving access to nullsec.

General Dominion Discussion

CCP Attendees: Noah – CCP Hammer

Summary

- The CSM suggested more purpose to roaming nullsec gangs that encounter foes staying docked. The prime suggestion was to reduce the hit points of station services so small gangs have targets to hit and ways to harass enemies that stay docked.
- The meeting discussed possible changes to the mechanics of the „undocking game".
- The CSM raised the issue of game balance, in particular regarding the Gallente, railguns and blasters.
- The issue of the use of titans and doomsday devices in low-sec was discussed. CSM believes that low-sec use of titans and doomsdays should be reinstated.

Unfinished Expansions

CCP Attendees: Arnar – CCP Zulupark

Summary

- The CSM is unhappy about the fact that important features that get cut from expansions never seem to get picked up again. Factional warfare is mentioned as a prime example and the fear is that the same will happen to treaties.
- The CSM stressed the need for the treaty system and feels it is essential to the new sovereignty system.
- The CSM would like to have a budget of development time dedicated to going through a backlog of projects that they prioritize.
- The CSM calls for far more dialogue with CCP regarding game design as it is happening rather than after its release.

Unholy Rage – RMT Fighting

CCP Attendees: Einar – Lead GM Grimmi, Eyjólfur – CCP Dr.EyjoG

Summary
- CCP went over the progress of operations against the RMT trade.
- It's the general perception that the introduction of easier spam reporting has not been abused as was originally feared.
- The next focus area will be the fight against hackers.
- The CSM took a stance against RMT but generally support the sale of PLEXes.
- The CSM supports the PLEX for Haiti programme but reported mixed emotions about the programme amongst the playerbase.

2010-02-20, Saturday

Various Issues

CCP Attendees: Erlendur – CCP Explorer, Torfi – CCP t0rfifrans, Noah – CCP Hammer, Colin – CCP Chronotis, Christian – CCP Wrangler

Summary
- The CSM inquired about the possibility of a battle recorder, a tool to re-render events. CCP explained that it technically possible but will require quite a bit of development time.

- The CSM raised the issue of self-destruction of ships in combat in order to deny opponents the killmail. It suggested that the last opponent to shoot at the ship would get a kill mail for it. CCP considers this a reasonable request and will look into it.

- The CSM feels that Black Ops ships are too weak and too expensive. CCP will review the Black Ops class to evaluate the need for changes.

- The CSM would like warfare links and information warfare looked at. CCP will consider whether they need to be changed but is concerned about making them overpowered.

- The CSM brought up the issue of destroyers being too weak and vulnerable. CCP will add this to the rebalancing backlog.

- The issue of the docking game was discussed. CCP put forth an idea of a changed mechanic which the CSM approves of.

- The CSM inquired about factional warfare and CCP's plan to both re-iterate on it and to fix existing bugs. CCP prefers to use development resources on improving nullsec warfare rather than on factional warfare, but is still committed to fixing existing exploits and views it as a high priority.

- The CSM asked about plans to redo starbases. CCP does not have any immediate plans to do so.

- The CSM was unhappy about a recently installed 5 minute cool down timer on forum posting. CCP announced that the timer will be reduced.

- It was suggested that mercenary corporations should be allowed to post corp logos on the crime and punishment forum.

- The CSM expressed concern over heavy handed forum moderation.

- The CSM feels there needs to be an improvement in the role system, which is too limited. CCP approves of this idea but due to the development time, and more importantly the risk involved, feels it cannot make a commitment to it at this point.

- The CSM brought up the issue of suicide ganking being subsidized by insurance. CCP is aware of the issue but has not decided on action at this point. CCP made clear that suicide ganking is an accepted game mechanic.

- The CSM would like to see the introduction of corporation bookmarks. CCP approves of this idea and has it in the backlog.

- The meeting reviewed an overview of previous issues put forth by the CSM. The CSM would like to have overview reviewed regularly to be able to track what moves from the backlog towards implementation.

- It was agreed that CCP formally recognizes the CSM as a stakeholder in EVE development on equal footing with stakeholder departments within CCP, allowing the CSM much greater influence on development prioritization.