CSM
COUNCIL OF STELLAR MANAGEMENT

CSMX Summit Two – 15-18th February, 2016

EVE Roadmap

CSM Attendees

- Sugar Kyle
- Corbexx
- Gorski Car
- Jayne Fillon
- Chance Ravinne
- Steve Ronuken

Remote Attendees

- Cagali Cagali
- Endie
- Mike Azariah
- Sort Dragon
- Thoric Frosthammer

CCP Attendees

- CCP Guard
- CCP Seagull
- CCP Logibro
- CCP Mannbjörn
- CCP Manifest

CCP Seagull started by running through the status of the EVE roadmap, stating that this is a good time for a CSM summit in the overall planning of future things. The CSM commented on the current plan with concerns raised about timing and communication, specifically of post-Citadel expansion plans.

Sugar Kyle explained that she feels the community may be expecting something big on the horizon. Jayne said that on his side people are expecting capitals, citadels and then maybe stargates but nothing special beyond that. Sugar Kyle talked about the need for us to pull together what we've been doing in recent times to show that we've done things because it's easy to overlook the big picture. Sort said that people are worried about sovereignty getting neglected again. It was promised to be touched upon.

Sugar Kyle said that there was a trend of leaving things behind despite promises to continue developing them, and communication with teams on that hadn't been

good enough. Corbexx expressed worry that all the structures we've talked about wouldn't get done. Endie warned against going for the wow factor temporarily at the expense of proper follow up and feature finesse. Seagull explained our new process of gate reviews and how we're adapting to the reality of each feature having to pass stricter tests earlier on. Sugar expressed worry over player reactions if the citadel and structure vision stops after the initial launch.

Sort brought up that people in null have nothing to fight over at the moment. Seagull explained how difficult it was to develop features in piecemeal and how it might have made sense in retrospect to do sovereignty as part of the whole citadels plan. Mike Azariah agreed with Sort Dragon that people in Null have less to do. They are further from each other and have less to fight for. Fights are sporadic and over small things. Jayne said that sovereignty warfare is less fun. It's designed to let new people into sovereignty but that the eviction process is less fun for both sides and the objectives are less interesting. Corbexx said the big blocks haven't moved much in the new sovereignty, and Sort added that starting a fight with other alliances is boring these days. Steve Ronuken said that losing systems has less impact than it used to.

There was a lot of discussion surrounding the motivations and issues around groups in Nullsec fighting. Several members of the CSM brought up a number of issues such as lack of reason (leading to some situations where alliances abandon their sovereignty and become nomads searching through low-sec for fights), and difficulty of movement to find enemies due to jump fatigue. Jump fatigue was the point of further discussion, with questions asked by both the CSM and CCP. Points of further discussion included difficulty in strategic movement, prevalence of bottlenecks due to reduced jump range, and the excessive length of fatigue timers. The CSM stressed that they would like to see jump fatigue looked into again and adjusted, and expressed their concerns that it felt like CCP was not going to come and reassess it.

CCP Seagull wanted to close out the session by commenting that she believes that overall the game's ecosystem is not healthy at this stage, and changes need to be made. The CSM added they have a big list of potential changes, and are more than happy to go over them again. CCP Seagull was receptive to looking over the list again.

Sort Dragon wanted to add one last comment about Entosising: Entosising is boring, but watching someone else Entosis is even more boring.

Team Security

CSM Attendees

- Sugar Kyle
- Corbexx
- Gorski Car
- Jayne Fillon
- Chance Ravinne
- Steve Ronuken

Remote Attendees

- Cagali Cagali
- Endie
- Mike Azariah
- Sort Dragon
- Thoric Frosthammer

CCP Attendees

- CCP Bugartist
- CCP Random
- CCP Grimmi
- CCP Arkanon
- CCP Logibro
- CCP Guard

As always with the Team Security sessions at the Summit, the details of what was said are held under the NDA, and as such will not be appearing in these minutes. However, we were able to get a quote we can share with you - "RMT is really dirty." - CCP Bugartist

As a replacement, we have a recipe from CSM member Steve Ronuken: Slow cooked Beef, in a red wine sauce.

1. *Fry 100g (or so) of diced pancetta.*
2. *Chop 2 yellow onions (or cheat and use frozen), add to the pancetta along with a couple of cloves of garlic. Move to the slow cooker. Add 500ml of tomato passata, a crumbled stock cube (no water. just the cube), tomato purée (about half a tube.), and a couple of teaspoons of dried thyme.*

3. *Take 1Kg of diced beef. Put in a plastic bag with a couple of teaspoons of flour. Mix to coat the beef.*
4. *Fry the beef in batches. You're really just looking to brown the outside. Between batches (drop each batch into the slow cooker), when the pan gets coated in the flour and blood mix, deglaze with some red wine (i.e.: add some red wine to the pan, and attack the layer with a spoon. you're looking to mix it together. should thicken up a bit.) Add that to the slow cooker too.*
5. *Add red wine to taste. I used about a half bottle.*
6. *Add a bay leaf. (remember to remove this, when you're finished)*
7. *Cook on high for 4 hours. Or low for longer.*

Options: Carrot goes well in this. Just slice a few up and add at the beginning.

Serve with something like mashed potato, new potatoes, or quinoa.

Team Psycho Sisters

CSM Attendees
- Sugar Kyle
- Corbexx
- Gorski Car
- Jayne Fillon
- Chance Ravinne
- Steve Ronuken

Remote Attendees
- Cagali Cagali
- Endie
- Mike Azariah
- Sort Dragon
- Thoric Frosthammer

CCP Attendees
- CCP Sharq
- CCP Burger
- CCP Atomic
- CCP Optimal

- CCP Turtlepower
- CCP Goliath
- CCP Mannbjörn
- CCP Guard
- CCP Logibro

CCP Sharq started by going over what Team Psycho Sisters does, which is managing and creating UI/UX for the entire game. They both work with other teams on the UI for their features, and on pure UI features. The team has been working on a few new features, including the new camera. CCP Optimal played a video showcasing the new camera, and asked the CSM how familiar they are with it. Sugar Kyle said a lot of people are asking for a classic camera mode to be preserved. Chance added that lots of people still want a toggle tracking camera option. CCP Optimal replied that this is one of the points of feedback that the team has heard from the community, and that they are looking into it. CCP Optimal said on the topic of the classic camera that they can't really keep the old camera if they wanted to add the new functionality such as tactical camera mode. He mentioned that the orbit camera is supposed to be very close to the old camera, and that the two major changes are the dynamic field of view and the speed center offset. CCP added that both of these can be turned off by players, at which point it behaves similar to the old camera. The First-Person camera was added after an experiment, and doesn't have a lot of work put into it as it isn't really practical. It looks cool, and is really only used for cinematic purposes (and with some improvement might be useful for bombers). Chance added that it would be good to have some changes to the tactical camera controls to make it behave more like the camera in RTS games. Sort added that the auto-tracking is a little difficult for some FCs to get used to, especially when trying to do D-Scan. CCP Optimal added that this is a massive change, and that it's similar to any application that changes its interface and that it will take some time for people to get used to the change. They are still listening for feedback after the adjustment period.

CCP Optimal added that there have been changes recently rolled out to Singularity for D-Scanning, with the intention of decoupling tracking camera from it, so you can scan something from the overview without having to stop tracking a target. Chance asked whether Psycho Sisters actually owns the D-Scan mechanic,

with the team saying they don't really own the mechanics. They also added that when they do consider changes to the D-Scan interface, they have to work with Game Design as it affects game balance. CCP Optimal also added that they need to be careful with making sure they don't have feature creep and add too much complexity to the camera. When asked by the CSM about keeping the old camera alongside the new camera, CCP replied that it adds a massive amount of extra complexity for testing and development, and it wasn't tenable.

CCP Sharq then went on discuss the tactical overlay. Corbexx asked whether the main driving force behind the tactical camera was the new fighter squadrons, to which CCP confirmed. They pointed out the new overlay, which includes proper distance indicators for objects that are above and below your ship. They then showed the new indicator ranges for modules. The CSM then asked if you will still have a sphere showing the full area for an item's range, as it is useful for checking things like where ships will land for a cyno. CCP replied they'll keep that in mind going forward.

Team Psycho Sisters then showed off some other new UI/UX Improvements. They showed off a new way of being able to add ships or modules to the skill queue, which would then add all the required skills to the queue. When asked about skills that are required but not injected, they said it would go alongside a change to allow you to remotely inject skills. There was also some discussion on being able to add all skills in a mastery level, as a way of helping new players quickly add all useful skills for a ship. There was also some discussion about how some ships have skill requirements for mastery levels that are not really relevant to that ship. The CSM was also shown that skill training notifications would also show the player what ships you have just unlocked. Chance asked whether it was possible to make it that you could search for a skill currently in your active skill queue (useful for reordering a skill in the queue already). Jayne asked if it would be possible to make it if you move a level 1 skill to later in the queue past later levels and later skills, it would move the later skills along with it after it.

CCP Sharq then showed a mockup of showing the skill queue all the time, so you always have the ability to drag skills into the queue. The CSM expressed that they wouldn't find it that useful, but that it might be more useful for newer players. They then showed off some new mockups for a skills and skill training window,

including having the skill queue visible in more detail in the skills window. The certificates would also be more visible in the skill queue. The CSM quite liked some of the new mockups. CCP Sharq then showed some new skill tool tip mockups, showing skills and certificates that directly affect items. Mike asked if you would be able to add skills to the queue from the tool tips, and the team said that's the plan. He then presented an info window revamp, with a new and cleaner layout. He stressed that this was a mockup, and a lot of detailed design work hasn't been done yet. Finally, he went over some changes they've been looking at for the compare tool, with things such as color coding for the stats that are best/worst in class for modules.

CCP Sharq then talked about dead ends. An example he gave was going to the implants window. If you go there with no implants, it has nothing else of any use there. It doesn't say what implants are, where to get them or anything else. These are things they would like to fix by providing contextually relevant information (such as a weapon showing the full list of ammo it can use). The team described that this is a philosophy going forward, and that they are going back and adding details for existing items. Mike asked if it would be possible to do something like add a way to click on a low slot on a ship and then have the market open up with just low slot items. CCP added they would like to add more filter options for the market such as slots, role, or something. Steve then asked if it would be possible to add alias for groups or items when searching (such as mining laser would show Miners).

Steve then asked would it be possible to represent target speed and angular velocity on the tactical overlay in some way so that people have an idea whether they can actually hit a target. CCP then added they are very aware of the issue, and they want to add it in some way. They already have some ideas on the matter. They also added that they want to work out a way to better explain the tracking formula to new players, or at least the individual factors that go into determining tracking. Chance then brought up that while gun turrets let you know when you miss a target, missiles give no notice when they don't hit due to insufficient range, and that it would be helpful especially for new players.

CCP Sharq reiterated that the team is not solely focused on making changes for new players, but they want to make overall improvements to all UI components.

Gorski asked about the LP store, to which CCP replied they know it needs to be fixed. Jayne asked about whether CCP is going to fix a few areas of the UI that have extremely long lists that can crash the client (such as war or employment history). Jayne also brought up mailing list management. CCP Optimal revealed that this was one of the first things he did at CCP, but denied any design involvement. He said he was afraid of revisiting the code that runs them.

Sort Dragon asked about the ability for moderation rights to be available in Alliance chat, and Jayne added they need to be also granted in corporation chat. CCP agreed that this would be good to do, but chat is an odd beast so it would be difficult to change.

Sort Dragon asked about the watch list changes, to which the team answered that is another team's work.

Chance then asked whether it would be possible to have a misc. section in the Ship Tree for ships that don't have a position in the existing trees. CCP replied that it was a deliberate design decision at the time, and they have no intention at the moment of changing it.

The CSM then asked about an increase to the number of bookmarks and fittings. CCP Goliath replied he has been discussing whether the server can handle increasing the number of bookmarks with CCP Tuxford recently, but no answer has been reached yet.

Steve asked about market search, and improving its ability to filter. CCP Burger replied they would really like to get a universal search working where you can search for everything from one place, which would take care of that.

EVE Producers

CSM Attendees
- Sugar Kyle
- Corbexx
- Gorski Car
- Jayne Fillon
- Chance Ravinne
- Steve Ronuken

Remote Attendees
- Cagali Cagali
- Endie
- Mike Azariah
- Sort Dragon
- Thoric Frosthammer

CCP Attendees
- CCP Guard
- CCP BasementBen
- CCP Mimic
- CCP MrHappy
- CCP Dren
- CCP Logibro
- CCP Chimichanga
- CCP Mannbjörn

The session started with the various producers introducing themselves, and what teams they work with. The CSM then went into why they requested the meeting; the CSM has a desire to start having regular meetings with a representative from each team, so as to give the CSM a better idea of what is happening across all of CCP development. These meetings would also help the CSM gain better insight into some of the more obscure entries on the development roadmap. CCP Guard then went to explain more of the idea from his side, which was to have the meetings early on in the development cycle so that the CSM could still contribute useful discussion. The producers then replied that the best time to discuss a release varied greatly from feature to feature. CCP BasementBen said that for his team it is quite early. Sugar Kyle replied that a better way to look at it would be to

just make sure that every 6 weeks there is a meeting to discuss things. CCP Mimic replied that monthly would be better as there are 12 releases a year. CCP BasementBen then replied that for his teams, discussing monthly would mean that some teams would be talking about stuff in the next release, and others in releases after. Sugar Kyle then again stressed that the idea is to find the best way to integrate into the existing schedule.

Jayne then asked about the gate reviews, and whether there was anything that the CSM could do to help contribute. CCP BasementBen replied that it again depends on the project and its scale. He couldn't say for sure. CCP Guard then asked if anyone needed the concept of Gate Reviews to be reviewed again. Mike then highlighted that we should try to open up the weekly review that is already ongoing if people want to do. The end consensus was that the monthly meeting would be more practical to focus on.

Jayne then moved topics towards the internal movement of team members in EVE Development, some of whom are working on the Citadel Expansion. CCP Mimic explained that the details are still being discussed, and that one of the reasons they are bringing it up with the CSM is that the teams would like the CSM's opinion on what the priority features are from their perspective. CCP MrHappy also added more context to the team changes, namely that it's a fairly regular occurrence to shuffle the teams, and that this was nothing out of the ordinary. Mike highlighted that when teams change it becomes difficult to track who is responsible for different areas. Sugar Kyle also brought up that there is concern that the team changes also cause features to be orphaned, and it makes it very difficult to hold follow up discussions when you don't know who to talk to. CCP Dren replied that the issue is something that meeting with the producers can help resolve. CCP BasementBen highlighted a dilemma where teams are responsible for features, but often it becomes an individual that is a specialist in those features. If someone moves, there's a question of should the responsibility be moved with them, and how it should move around between teams.

Sort Dragon asked whether there was anything specific that the CSM could do to help with the release of Citadel. CCP Mimic and CCP BasementBen replied that there was not a lot at this stage the CSM could specifically help with. Corbexx asked whether it might be useful to have a HipChat channel for the EVE Producers

(note: this channel has since been created). Sugar Kyle then brought up a long backlog of things from the CSM, and CCP Mimic answered that it would be good to take another look. The idea of looking more at comparing the two lists was also brought up. CCP BasementBen also went over how the ideas and purposes behind entries on the lists can be more important than the actual details themselves. CCP BasementBen went into a bit more detail on what CCP discuss on feature pages, what we draw on to make decisions, and how we determine the value of features. CCP Chimichanga also pointed out that the feature pages also allows us to look back at old features and work out why things were done in a particular way at the time.

There was a deeper discussion of the ways in which developers determine and define the value that features provide.

There was then some additional discussion on how the proposed meeting between the producers and the CSM should be monthly and how it should be run.

Brain in a Box

CSM Attendees
- Sugar Kyle
- Corbexx
- Gorski Car
- Jayne Fillon
- Chance Ravinne
- Steve Ronuken

Remote Attendees
- Cagali Cagali
- Endie
- Mike Azariah
- Sort Dragon

CCP Attendees
- CCP Chimichanga
- CCP PrismX
- CCP Habakuk
- CCP FoxFour
- CCP Guard
- CCP Logibro

The session started with the blasting of CCP PrismX's jam from the meeting room computer. He then showed off some performance graphs with the changes from Brain in a Box. The CPU per user has dropped quite substantially after the deployment. Sugar Kyle asked if there are plans to release this graph porn in a dev blog, with the answer being that they were too busy so far with fixing problems (for example people training backwards). CCP PrismX then showed that what happened in the end with the BIAB changes was actually a tradeoff for memory, with a large increase in memory usage after the release per person. He also pointed out there were some memory leaks going on near the release of Brain in a Box, and that the global Python garbage collector was running at one stage while they fixed them.

CCP PrismX added that he thinks the brain can be boxed better. CCP Chimichanga also added that the trade of CPU for RAM is a deliberate move, as it is easier to

scale RAM up if required as opposed to CPUs which are not scalable at the moment for our use cases. CCP Chimichanga however would love to get access to Google's D-Wave quantum computers, so if anyone from google wants to lend it to us, please let us know. Sort Dragon then asked what bugs are still around from the Brain in a Box change. CCP Habakuk replied that there are some still, for example some around fleet boosting and modules being offline/gone after session change. He said there are no known problems with regards to connection issues, but they are still keeping their eyes open for issues. There have been some black screen issues. Jayne talked about another issue and asked if it was related, but CCP Habakuk said it likely isn't.

Jayne asked if the Fleet Fight Notification tool is still restricted to CEOs only. CCP PrismX replied that he would like to overall rework the tool. CCP replied that it should also work for directors. The CSM also asked if they personally could come forward and add notifications. CCP Habakuk asked if the CSM could send them anything they had on the system they can improve on.

Sort Dragon asked if with new TQ hardware if the number of fleet fight nodes would be increased. The answer was no. CCP Chimichanga explained that we also can't add nodes to the cluster once it has been started. CCP PrismX also added that there are also generally extra nodes allocated to null-sec. Sort Dragon asked if it would be possible to add more nodes to low-sec. CCP PrismX answered that low-sec runs from the same pool as high-sec as empire nodes. He did add that this could be changed if they wanted. One of the reasons they are grouped together is due to both of them running crimewatch. CCP Chimichanga also added there are automated mechanisms that are reallocating systems between nodes in the pool based on average load. Sort Dragon explained some more details of what it's currently like in low-sec, and CCP PrismX agreed that it looks like they need to change the node allocations.

There was some further discussion on what factors they could use in the future for better dynamically allocating nodes. The CSM brought up a few different factors that should be looked for when trying to make an automated system to predict where people will fight.

Capital Ships

CSM Attendees
- Sugar Kyle
- Corbexx
- Gorski Car
- Jayne Fillon
- Chance Ravinne
- Steve Ronuken

Remote Attendees
- Cagali Cagali
- Endie
- Mike Azariah
- Sort Dragon

CCP Attendees
- CCP Punkturis
- CCP FoxFour
- CCP Burger
- CCP Lebowski
- CCP Goliath
- CCP Turtlepower
- CCP Larrikin
- CCP Fozzie
- CCP Mimic
- CCP Alpha
- CCP Masterplan
- CCP Guard
- CCP Logibro
- CCP Manifest

CCP Fozzie started with an update of capital work for Citadel Expansion. The biggest change is those to fighters. CCP Larrikin then demonstrated some of the fighter UI. He showed that fighters take different amounts of time to load into the launch tubes. He showed that there is a bunch of UI options for those with less or more screen space. He then demonstrated movement and attacking with fighters. He explained their abilities a bit. The first one is the basic offensive ability. The

second is their movement ability. Their third is their special ability, such as a torpedo salvo or bombs salvo. They showed that some special abilities have limited charges that must be refreshed at your carrier. The CSM asked if carriers are required to carry ammo for the fighters, and CCP replied they will not to keep in line with the current drone mechanics.

CCP Larrikin also explained that different fighters have different ranges for attack. Jayne asked how bombs (and non-targeted abilities) would be controlled. CCP Larrikin explained that they would like to make it that you can specify the exact location, and fighters will move to attack that position.

CCP Larrikin then demonstrated fighters getting attacked and attacking each other. He also showed some of the other special abilities, just as the special tackle ability that interceptor fighters get that can only be used on other fighters and drones. They then demonstrated recalling and repairing. Mike then asked if you could recall individual fighters, with CCP replying that you must recall entire squadrons at a time. Thoric then asked how many extra fighters you could carry, with the reply being they're still working on it. It was then asked whether fighters are also moved by a command destroyer's MJFG, to which the reply was that's the current intention.

CCP also further explained that carriers can only use a limited number of each type of squadron at once. Gorski asked how well the fighters would attack sub-caps. CCP replied that it depends on the type of squadron, with standard light fighters (the equivalent of the current fighters) would be the best option and will be about as effective as they are now. The fighters use a modified formula to attack, with missile tracking but gun range (so they have optimal and falloff). Corbexx asked about fighters and killmails. CCP Fozzie said you will get a killmail when you kill an entire squadron. When asked about killmarks, it was stated that it is an option the team is looking at.

Chance asked if squadrons will ever auto-attack and what their range will be. CCP Fozzie responded that they will not auto-attack, and they have near-infinite control range. Chance further asked if they will be able to attack unlocked targets. CCP Fozzie said they won't as it broke too much from normal control UI. However, they decided to massively increase the targeting range for carriers, and that squadrons would continue to shoot if you lose target lock. He did add that your

fighters will still have to travel a long way, and that movement abilities such as microwarpdrives will have a cooldown.

Jayne asked if there would be lots of load if you continually launch and recall them. CCP responded that there is a delay before you can relaunch them as they have to rearm, and they can tune those numbers.

Chance asked if you can add SKINs to fighters. CCP Fozzie responded that it was a question for art. CCP Larrikin then went over the best counters to fighters, which are generally weapons with a quick cycle time. Each shot can only kill one fighter at most. This includes smartbombs, which only damage one fighter per squadron at a time. Destroyers were highlighted as particularly effective.

CCP went over some of the other movement and management commands, including what shortcut keys they're planning to add. The team also stated that they would like to add the same sort of movement control (picking a specific location in space) to ships, so players can make commands to move to specific locations.

Gorski asked how the squadrons would be affected by drone modules. CCP Fozzie replied that they intend for them to work on squadrons. Chance asked about Drone Control Units, with Fozzie replying that they would change them from granting the ability to control more squadrons to something else. Jayne asked whether squadrons would be useful for PvE still, with Fozzie replying they will be.

The team then demonstrated some prototypes for doomsday weapons. The first was the cone, which charges, then does damage in a short range "shotgun blast" area over time, scaled on signature radius. They then demonstrated the pike, which was narrower and longer range, but still does damage over time scaled by signature radius. They then went over two other changes, the titan AOE damage on destruction, and the "Hand of God" relocation weapon. CCP then asked the CSM for their opinions on whether Titan death damage should be omni-damage, or have specific damage types.

Sort Dragon then asked if one Titan blowing up could remove all the nearby bubbles. CCP replied the damage will be scaled by signature and they will be careful to make sure that dying titans don't to save the rest of the fleet from bubbles.

Steve then asked about Armor Caps vs Shield Caps with signature radius to make sure they take full damage. CCP replied that they have already increased the signature radius of all capital ships to allow more room to tune signature resolution numbers for weapons and ships with regards to capitals and sub-capital balance.

Sort Dragon asked about the cap usage and drain, with CCP responding that a group of Titans using DDs near each other will cause issues for each other.

Jayne asked what role each of these weapons are intended to fill, with CCP Larrikin responding that the weapons are not being made to fill limited roles. Instead CCP aims to add new options for players to use creatively.

Cagali expressed concern that Carriers are going to look like so much fun that why would anyone fly a dread? CCP Larrikin answered that Dreads will likely do more damage, but that's not set as the only advantage.

The topic of the Rorqual was brought up. CCP Fozzie showcased the new drone miners for the Rorqual. He also revealed that the Rorqual will likely get a new invulnerability button for itself and its fleet which locks them in place so that a defense fleet can get there to help.

CCP Fozzie also revealed that there are going to be Capital NPCs in the future designed to be attacked with Capital Ships, but that more details in the Nullsec session of the summit.

Addendum: On the 3rd day of the Summit, both remote and present CSM members were invited to take part in an internal playtest in which the CSM formed a 3rd party fleet observing (and interfering) with the defense and attack of a Citadel. The playtest did not involve final balance numbers, but was intended to help refine the experience and gameplay around fighter combat. This allowed the CSM a chance to get a feel for the new Fighter UI and controls.

Art Session

CSM Attendees
- Sugar Kyle
- Corbexx
- Gorski Car
- Jayne Fillon
- Chance Ravinne
- Steve Ronuken

Remote Attendees
- Cagali Cagali
- Endie
- Mike Azariah
- Sort Dragon
- Thoric Frosthammer

CCP Attendees
- CCP Jorg
- CCP BunnyVirus
- CCP Vertex
- CCP Mykur
- CCP BlueScreen
- CCP Darwin
- CCP BasementBen
- CCP Guard
- CCP Falcon
- CCP Logibro
- CCP Manifest
- CCP Mankiller

CCP BasementBen started off by going over the new Force Auxiliary ships. He explained that they all have animations, including for triage. CCP Jorg also outlined that they wanted to make them vertical. CCP BasementBen then showed off the triage animation, some SKINs for the new Force Auxiliary, and some wreck models.

He then went over some redesigns for other ships, including the Heron, Griffin, Executioner, and Vigil. He mentioned they haven't had a lot of time for redesigns with all the work for Citadels. He also showed off redesigned mining barges, which are nearly ready for texturing. He then showed off some new SKINs that have been developed.

He then showed off some of the new citadels in engine, explaining that they worked hard to add detail without causing performance issues, hoping to add an appearance of life. Jayne asked about the docking range, and CCP Vertex replied that it is based off another team's work. Jayne then asked if all the flashing lights around and away from the citadels were the actual docking range, which the team replied yes, it was.

Sugar Kyle then asked about the explosions and wrecks for citadels. The team answered that they have plans to revisit explosions and destruction in general, which they will also apply in the future to the Citadels. But the first release will be more in line with current explosions and destruction effects currently used in EVE.

Steve asked about alliance logos on Citadels. Art wants to support this feature and although it is possible, it is unlikely to release with the Citadels initially but should follow shortly after. It was also revealed that citadels will have killmarks.

The construction animation was then shown, as well as deconstruction. The tethering effect was then shown. He showed that the color and shape of the tether changes once the player ship comes into range of the structure and the tether activates.

 He then showed what the hanger interiors will look like. The sub-capital will look similar to the Caldari station, while the capital ships will have a new static camera view, with an appropriately sized area for them to park in so they don't clip the walls.

He then showed the model for the doomsday weapon on the XL citadel, as well as the animation for when it fires. He also showed the point defense battery. He then showed off some other VFX they've been working on, such as the fighter squadrons, the new doomsday for citadels, the energy drain effect when firing Doomsdays from Titans, the AOE damage cone for Titan Doomsdays, the

Emergency Hull Energizer, the flak effect, the slash doomsday effect, as well as a bunch of experimental explosion effects.

The team then showed off some new stuff they have been doing on character models. The first one was facial augmentations, which is more cyberpunk in nature. The combat suits were also shown off. They then showed some of the research themed clothing.

Sugar Kyle asked about the Thrasher redesign that was previously revealed. CCP Jorg said that while they liked it, they decided to go back to the drawing board and look at it again. He did add he would like to have the T2 versions tend more towards that redesign.

Jayne pointed out that from what he saw with the doomsday that the effects just outright stopped, and he thought that it felt strange. CCP responded that this was done primarily for gameplay reasons, and that there was also some transition where it fades. Jayne also added that the Heron redesign looked very dramatic, in the same way that the thrasher redesign was dramatic, and that CCP should be careful with the base version at least.

Chance asked about whether it would be possible to make the engine trails also fade out like the rest of the ship when cloaking, instead of just disappearing. CCP Mankiller replied that it wasn't something they're planning to do, and that the extra complexity would not be worth it.

Project Discovery

CSM Attendees
- Sugar Kyle
- Corbexx
- Gorski Car
- Jayne Fillon
- Chance Ravinne
- Steve Ronuken

Remote Attendees
- Cagali Cagali
- Endie
- Mike Azariah
- Sort Dragon

CCP Attendees
- CCP Delegate Zero
- CCP Wonderboy
- CCP Affinity
- CCP Dren
- CCP Falcon
- CCP Guard
- CCP Logibro

CCP Wonderboy started by explaining the origins of Project Discovery. Project Discovery is a "Game With A Purpose" (GWAP). The Human Protein Atlas (HPA) has millions of images to classify, and computers are not accurate enough to do the work. This means that the images have to be classified by humans, and it will take too long for the scientists to classify the sheer number of images by themselves. So to help with the classification, a game is being added within EVE that allows people to classify images and receive rewards in game. CCP Wonderboy explained that we're working with a company called MMOS to get data to work with and put in the game and taking the classifications and processing them. Corbexx asked how many images there are. CCP Wonderboy replied that there are a number of atlases, and that the first atlas CCP is working with has 250,000 images. He said there is the option to add more of the atlases if the feature is used heavily.

CCP Wonderboy then showed off the current UI. Chance asked how players are supposed to know how to identify different images. CCP replied that there is a tutorial that will show you, including a video. Mike asked what is being done to deal with players that are deliberately trying to go through samples as quickly as possible. CCP Wonderboy and CCP Affinity replied that the rewards do scale with how accurate you are, so someone not actually identifying samples will receive very little in the way of rewards. HPA is also aware that the results may not be perfect, but still are willing to go through the game to help them identify samples.

CCP then explained in a bit more detail how to play, which boils down to identify the area of a particular color. Players can identify multiple elements if they want. CCP explained that consensus is used to validate results. Several CSM members brought up that this could open up the game to being rigged by large alliances. CCP replied that they have taken measures to help prevent this.

CCP then explained that the rewards are ISK and two new thing: Experience points and Analysis Kredits. Experience points contribute to your analyst rank, and Analysis Kredits can be spent with the Sisters of EVE for rewards (similar to the LP store). The rewards for Project Discovery are different to the LP store, as they do not want to crash the value of the SoE LP store items.

Corbexx asked how easy it would be to add a new set of images. CCP replied that they could do it without too much trouble.

Sugar Kyle asked if CCP would also be telling players how much progress they were making through the complete set of images. CCP replied that they would, and it would be from a storyline angle as Project Discovery is being conducted by the SoE in-universe.

Nullsec and Sovereignty

CSM Attendees
- Sugar Kyle
- Corbexx
- Gorski Car
- Jayne Fillon
- Chance Ravinne
- Steve Ronuken

Remote Attendees
- Cagali Cagali
- Endie
- Mike Azariah
- Sort Dragon
- Thoric Frosthammer

CCP Attendees
- CCP FoxFour
- CCP Mimic
- CCP Larrikin
- CCP Fozzie
- CCP Alpha
- CCP Delegate Zero
- CCP Masterplan
- CCP Seagull
- CCP Falcon
- CCP Guard
- CCP Logibro

The CSM asked to open the session by reviewing some of the changes that have been made since the last summit. Sugar Kyle then asked if there has been much analysis of the geography of space, especially with regards to chokepoints for capital ships when jumping. She also asked how CCP felt about how the jump changes (fatigue and range) have impacted movement, with things such as people self-destructing ships and repurchasing at the destination. CCP Larrikin replied that metrics show that activity is actually up, but they only show one part of the

picture, as they aren't fully representative of player sentiment. He continued that they do want to iterate on it still.

With regards to chokepoints he said there are a few competing design goals, as some level of chokepoints creates interesting geography but it can sometimes become too restrictive. The original layout of the EVE universe was randomly generated, rather than designed with jump drives in mind. CCP Fozzie also commented that it might be a case of moving around space rather than adjusting jump ranges. This kind of change has been used to adjust the FW warzones in the past and was generally successful. CCP Fozzie also asked the CSM for their help collecting player feedback about chokepoints, and Sugar Kyle said she had some information.

Corbexx asked why people should want to have sovereignty. Sort explained that sovereignty is no longer worth hanging on to, it's easier to just let someone take your stuff and move somewhere else. CCP Larrikin asked whether that was caused by people having lots of resources, or because it was not fun to actually participate. Sort replied that it was not fun due to constant harassment.

CCP Fozzie asked how the most recent changes to anomalies to reduce the gap between better space and worse space felt. CCP Fozzie explained that there are two competing design goals they want to balance: some space should be better in than others, but even the bad space should be good enough to live in. Thoric pointed out that he thinks that null has too few people for the area, and that your opponents are too far away. He also said that there is no benefit for him to go and attack and either capture or destroy someone else's space. Sort pointed out that it took 2.5 hours in a recent fight to take space that was undefended, which seems much too long. CCP Fozzie explained that this is because the system is trying to balance the time it takes to take used space versus allowing harassment. He then asked what the CSM thought of the length of the timers. Jayne said that it feels too long at the moment. Thoric said that he would like to see the bottom end of the Activity Defense Multiplier (ADM) shorter. Sort disagreed, saying it was already possible to siege someone to the point where you can reduce the ADM to the point where you can actually move the attacking window somewhere advantageous. The problem of non-Entosis pilots in a fleet feeling like they are not making an impact was discussed.

Discussion then moved towards the idea of replacing Entosising with the damage cap that is to be used on Citadels. CCP Fozzie explained that they want to see how it goes for Citadels before considering it for sovereignty. One of the things they want to especially see is how some players will react to see themselves doing 0 damage if they exceed the damage cap. He also floated that there have been some thoughts about adding something that can be shot in conjunction with the Entosis system. The CSM then floated some ideas for displaying the damage when you're damaging past the cap to help players still feel like they're doing something.

Jayne added that in some cases, it feels like some people are using old tactics for the previous sovereignty system with the new sovereignty system. CCP Fozzie asked if the CSM had suggestions for were tweaks they could make to help encourage people to adjust their tactics. Thoric commented that there isn't really much more to change as you can only have one person Entosising, with a fleet protecting. The two fleets (attacking and defending) generally play a game of cat-and-mouse, with it generally descending into stand-offs or gate camps. He said that hopefully the citadels would force people to stick around on a single grid, so they will fight.

Jayne then went to talk about how at the moment the current mechanics encourage people to exert the minimum effort to interfere with the capturing. An example would be throwing griffins into battle just to break the lock. CCP Masterplan pointed out that the reason they made it that remote reps were disallowed was that there was a critical mass of ships that would become invulnerable, including the Entosis ship. CCP floated the question of what if you could assist the Entosis ship, at full or possibly a reduced rate. There was some discussion, with the conclusion being that it might be useful especially with the capital ship changes that are coming.

The CSM and CCP then went over a list of suggestions from the last summit for a status update and further discussion.

- Trollceptors - Frigates are now being used for only uncontested timers, contested timers are now using cruisers - Dealt with
- Allowing Uncontested timers to be won by defenders automatically - Done

- Limit the number of nodes that spawn, and spawn them immediately - Sort pointed out that there are issues in high ADM systems where it takes too long due to the lower number of nodes spawning simultaneously. CCP will look at initial spawn numbers, respawn rate, regen rate and capture rate in combo, as the addition of regen changes the scenario from the original design.
- Change vulnerability timers to allow more specific control over timing - CCP responded that they want to look at how the systems they're using for citadels work and see what they can add. Sort also brought up that allowing custom timers would be helpful for spreading out the defending timer.
- Allow additional ways to increase the ADM in a system - CCP they want to, but there are potential dangers with exploitability that need to be solved first.
- Allowing sovereignty to be dropped and transferred as required - The changes to Infrastructure Hub and TCU self-destruct brought us partway there, but there was discussion of allowing a button to directly kick a station into Freeport mode so that it can be easily taken.
- Increase the useful information to sovereignty holders in the event of an attack - The option of having the notification say what alliance is attacking you was discussed
- Prevent station services from being attacked outside vulnerability windows - CCP stated that this was a deliberate decision to enable asymmetric warfare and especially to ensure that less populated time zones can contribute to wars.
- Make a system invulnerable from attack for 48 hours after a successful capture - The question was raised as to whether systems are too vulnerable to attack after being captured due to low ADM. Discussion covered what kinds of changes could be made in this area without allowing alliances to lock their sovereignty into permanent invulnerability.

Team Astro Sparkle

CSM Attendees
- Sugar Kyle
- Corbexx
- Gorski Car
- Jayne Fillon
- Chance Ravinne
- Steve Ronuken

Remote Attendees
- Cagali Cagali
- Endie
- Mike Azariah
- Sort Dragon

CCP Attendees
- CCP Dren
- CCP Affinity
- CCP RedDawn
- CCP Paradox
- CCP Edelweiss
- CCP Frellicus
- CCP TomB
- GM Nova
- CCP Orca
- CCP Loki
- CCP Delegate Zero
- CCP Falcon
- CCP Guard
- CCP Logibro

CCP Affinity started by explaining that Astro Sparkle was a new team, which also contained members from areas outside of Development such as CS and marketing. She then went over some of the results of the recent engagement events that Astro Sparkle ran such as The Crimson Harvest event and Operation Frostline. Crimson Harvest had an extremely good turnout with a very consistent drop rate. Frostline was run differently, with a wider loot table. It was less popular

than Crimson Harvest but still had a lot of participants. The latest event was the Building the World of Tomorrow, the Upwell Consortium event. It was successful with lots of people participating.

CCP Affinity explained that the previously presented tribute system from the last summit has gone back to the drawing board as they want to make a lot of changes to it.

Chance added that the cerebral accelerators were the main draw of the Crimson Harvest event as they were unique, and everyone could use them. CCP asked for some ideas for upcoming events, including for Easter. Jayne pointed out that the event had to be done with a "Gureasters" theme. This suggestion prompted an audible groan from the room. Jayne also pointed out that one of the problems with the Frostline sites was that they all gathered in dead end systems. CCP Affinity said they can fix that issue now for future events. Jayne also pointed out that the Crimson Harvest sites were also good PvP instigators as you could often find someone else running the site, while Frostline was treated more as pure PvE. CCP Orca asked what the CSM thought of the community type events such as the Building the World of Tomorrow.

Sugar Kyle then asked is there a better way for CCP to share information inside the game. CCP Loki showed that we're doing some revamps on the in game billboard, and showed off a video. CCP Falcon also explained that CCP was also adding in-game messaging so we can directly inform all players.

CCP Orca asked about the length of the events. Most CSM members responded that Frostline was too long, with most agreeing that 2 weeks is around the sweet spot.

CCP Orca asked about events beyond Easter. Sugar added that players really like being able to put their name on things. Jayne added that anything where players have the ability to make a permanent effect on the game world is something that will get players the most interested. The Gecko event was brought up as an example of a good community event. They said that lots of players were surprised that CCP didn't just grant them all the prizes for the objectives they didn't achieve, and this later drove players to achieve the objectives in subsequent events.

Chance asked about why the tribute system was put back on the drawing board. CCP Affinity explained that it was just getting too complex and they needed to go back and do more research and start over. Corbexx asked about the AI development for NPCs. CCP explained that they are continuing to work on the tools to make it easier for developers to create new content.

Jayne asked how CCP thought the drifter incursions were going. CCP Affinity said they're not going as well as CCP wanted. One of the problems they see is that players are hesitant to tackle them due to the extreme difficulties. CCP also added that the current drifter incursions are not meant to be permanent. Jayne asked if there was going to have more content added to it, to which CCP Affinity replied they are not. Mike asked about the Amarr Succession trials and whether they were involved. CCP Affinity replied that they are.

Jayne asked what the main lessons CCP took away from the Frostline and Crimson Harvest events. CCP replied that the main lesson was to work out better rewards, something consumable or something that can be used in multiples.

Mike suggested an event LP store. There were suggestions of boosters as items being available. Sugar Kyle added that the expiration date on the cerebral accelerators was good as it discouraged people from hoarding them. CCP Affinity asked about having some sites that were locked that needed keys to open. Most of the CSM said they would prefer not to see them.

CCP asked whether anyone on the CSM noticed that the drifter incursions would grow and shrink while in progress based on player actions (or inaction). The CSM replied that they didn't.

Sugar asked whether CCP is planning to try and center events on holidays rather than features. CCP replied that generally the holiday events seem to be more successful that those around features, as often people that aren't interested in the feature are less inclined to be interested in the event. CCP also added that people generally have more time around holidays to play.

CCP Affinity asked whether we should try and add something for people's EVE birthdays. The CSM responded that it would be nice. Sugar also expanded that it might be nice to do something to facilitate gift giving around these holidays.

CCP then asked about temporary holiday skins. The CSM replied that they want pink or festive SKINs, but they need to be careful with offering temporary SKINs to purchase.

Chance brought up doing something to help send off DUST when it is shut down. CCP Orca also asked about tying something into Valkyrie, to which the CSM responded yes.

The rest of the session descended into discussing the Art department's underhand tactics to monopolize all of the Christmas decorations at CCP.

Ship Balance

CSM Attendees
- Sugar Kyle
- Corbexx
- Gorski Car
- Jayne Fillon
- Chance Ravinne
- Steve Ronuken

Remote Attendees
- Cagali Cagali
- Endie
- Mike Azariah
- Sort Dragon

CCP Attendees
- CCP Larrikin
- CCP Fozzie
- CCP Rise
- CCP Terminus
- CCP Delegate Zero
- CCP Mannbjörn
- CCP Guard
- CCP Logibro

The session opened with everyone recalling some of their favorite bugs from the past, the details of which will not be detailed here.

CCP started by explaining that their focus at the moment is capitals, skill trading and module rebalance. CCP Fozzie said that after capitals, T3 ships are high on the list.

CCP Terminus has been working on the idea of doing a command destroyer version of an industrial ship to accompany mining/expedition frigates. It would be a mini-Orca combined with a Command Destroyer's MJFG capabilities. The idea is that it would help roaming frigate mining fleets, such as those going into wormhole space, and be a low barrier introduction to Orca-like support gameplay. Steve also suggested that Orcas should also have their ore bay increased in size.

Sort Dragon asked if CCP is working towards preventing double jumps with Micro Jump Field Drives. CCP Rise replied that they don't see good reason to make changes to the MJFG mechanics currently. Sort Dragon asked whether it would be possible to make it that MJFG don't work in HIC bubbles. CCP replied that would be very difficult to do at present technically. CCP asked about how much people are using scramblers against friendly ships. They also floated the idea of creating a module that would scramble yourself to protect yourself from MJFG. The CSM replied they haven't seen it much. CCP also added that they haven't seen a lot of people moving to specifically counter MJFG, so they're not worried at this stage. They are however watching closely as it could easily change once people understand how to make them work better. Jayne also added that some people are now anchoring their logistics groups with their DPS instead of keeping them apart.

Gorski asked about off-grid links. CCP Fozzie replied that the view hasn't changed, the system is still being built to change the way links work (AoE applied buffs). Steve asked if mean that it would affect everyone on grid, with CCP replying that gang links are not planned to do so. However, they explained that other AoE modules could do so (and example being a Titan on grid could instead cause an effect across the whole grid they're on). Cagali asked about icons for the gank link bonuses you have affecting your ship, with Fozzie responding that under the old system it wouldn't work but in the new system it should.

Corbexx then asked about T3 balance, with CCP Fozzie saying that there's a lot of ideas but they haven't had much time to really work on them as all the focus is currently on capital ships. He said focus will likely move to them once capital ship changes are complete, at which point they will revive the focus group. He also elaborated that art might look at also making some changes with regards to T3 Cruisers as the current Strategic Cruiser art system may become unmaintainable over the long-term. This is all still being worked out, and will not necessarily mean that the fitting options with subsystems changes. CCP also highlighted that they're trying to work out what they want to do regarding rigs for T3 Cruisers, some options being allowing them to remove rigs without destroying them or removing rig slots from them entirely.

Endie asked if the change to hull resistances was done as a move by CCP to reduce the ability to suicide gank. CCP responded that it was more a case of being a side-effect of the Damage Control changes. They looked for special cases they might need to adjust, and in the case of freighters they believed that the changes were acceptable. Endie asserted that the number of ships now required to gank a freighter meant that jump freighters were effectively invulnerable with the change. CCP disagreed that they would be invulnerable. Steve pointed out that one of the big things about suicide ganking with regards to freighters is bumping. Bumping mechanics were discussed with the CSM, and CCP said that they have been giving this area some thought.

Sort Dragon brought up the topic of the upcoming watch-list changes. CCP Fozzie asked if there was anyone that had any reasons to not go ahead with the change. Some points where people were using the watch list to help hunt targets in wormholes or in super capitals, some people used them to keep an eye on high-sec war participants. No one thought these were use cases that were necessary to maintain. A point was raised of making the notifications you can send when adding a contact mention whether you were added to their watch list. Steve also brought up the idea of being able to mark yourself public, so that anyone can watch list you and see your status without you having to add them. Chance brought up the point of renaming the watch list due to it having the same name as the fleet watch list. Several suggestions were made for the name, with some being less appropriate than others.

Chance brought up the point of WH rolling yachts. CCP Fozzie said it should be easy enough to fix. At a later session after giving the issue a bit more thought, CCP Fozzie floated the idea of adding a role penalty to the Yacht that fully disabled all effects of Higgs Anchor rigs on that specific ship.

Jayne brought up the topic of changing the minimum warp range from 150km to 250km. CCP Fozzie said that it's still something they're thinking about. CCP Fozzie asked if there was anyone that had any issues with that concept. The only issues brought up were some missions and existing bookmarks. CCP Fozzie also brought up another related change they were considering which would be increasing the max targeting range cap. The main concerns with removing the cap is cruise missiles, and making sure that citadels can't shoot each other or ever be out

ranged by standard weapons. The CSM was receptive to increasing the targeting range cap.

Jayne asked about being able to use navigation commands for objects that you can warp to. CCP answered that it should be possible, but it was something that someone not present in the meeting would deal with.

Gorski asked if CCP was looking at reviewing the HIC's focused point range. CCP floated a few ideas they had been thinking of, such as giving HICs remote assistance impedance or changing the scram effect to be a different script entirely. Jayne brought up that the main issue he felt was the remote sensor boosting at gate camps. CCP added that the sensor booster issue was something they should look at regardless of whether they add a separate script for scrambling. The idea of giving Heavy Interdictors a built-in impedance to remote sensor boosting was discussed.

Sort Dragon brought up reducing the Black Ops fatigue again. CCP Larrikin floated the idea where CCP would reduce the jump range to 5LY like all capital ships, but massively reduce the amount of fatigue they accrue. CCP added that they would be a bit worried about people using black ops to ferry themselves across the universe. Sugar replied that most people seem to complain about the local usage more than anything else, and she didn't think people would use them to crash ongoing fights elsewhere. CCP stated that they thought there was room to buff black ops a bit, and that they'd look into it.

Wormholes

CSM Attendees
- Sugar Kyle
- Corbexx
- Gorski Car
- Jayne Fillon
- Chance Ravinne
- Steve Ronuken

Remote Attendees
- Cagali Cagali
- Endie
- Mike Azariah
- Sort Dragon

CCP Attendees
- CCP Nullarbor
- CCP Larrikin
- CCP Fozzie
- CCP karkur
- CCP Claymore
- CCP FoxFour
- CCP Lebowski
- CCP Mimic
- CCP Logibro

CCP Fozzie opened the session by discussing a follow up from an earlier session with the Yacht and rolling, proposing a role bonus that makes Higgs Anchors not apply any bonuses or drawbacks when fitted to them.

Discussion then moved to a new PVE feature concept that will be brought up for community feedback in the near future.

Fozzie asked for any further feedback from the CSM on the results of recent changes such as the C5-Null wormhole changes. Corbexx asked whether it would be possible to add back some of those wormholes with half the mass the original ones. Sugar brought up the point someone proposed of wormholes with a minimum required mass (such as a wormhole that only allows battleships and

larger). CCP responded that adding a system for minimum mass would be more complicated, but it sounds like a good idea. One of the points that was brought up was the massive mass difference between different classes of ships.

Steve asked about the ice mining stats in the frigate shattered wormholes, partly to help assess whether it's useful to move forward with the proposed industrial command destroyer.

Corbexx brought up the topic of citadels in shattered wormholes. CCP's answer was they would not be allowed. Gorski brought up the same question for Thera. Some people appear to be opposed to the idea. There was no decision reached in the session, and CCP will look further into the matter.

Corbexx asked whether it would be possible to add sleeper items to the manufacturing requirements of more items. He also outlined some other sites that were more profitable to run to kill the NPCs rather than gather the resources.

Chance brought up the topic of citadels in wormholes and the lower class wormholes. CCP Nullarbor outlined a few differences such as 2-24 timers instead, and how if it was destroyed or unanchored all the contents will be ejected into space in cans. Corbexx brought up the issue of safely having people able to have their stuff picked up and moved if the structure needs to be evacuated. With regards to the concern that there would be citadels in wormholes that wouldn't be able to be destroyed. Mike asked how long would the cans have, and Chance asked how much health they would have. CCP replied they haven't decided yet. Steve asked what would happen to ships, to which CCP replied it would work like a SMA.

Chance asked about some specifics of the medical services in citadels in wormholes. CCP Nullarbor answered that you would only be able to swap to another clone you have in the station. You wouldn't be able to install a medical clone either. Intention is swapping clones would not use your jump clone timer, but installed clones would count towards your maximum jump clones.

CCP Nullarbor further described how he saw wormhole evictions working in the future, namely that everyone would need to build a citadel and live out of the wormhole they're clearing out for a few days at least.

CCP Fozzie brought up the changes to capital ship mass and wormholes, so as to make room for capital armor plates. Super carriers are also having their mass increased to give more headroom for increasing the mass. The end result will be that the same classes of ships will be allowed through connections as before the expansion (with Force Auxiliaries being able to travel through the same connections as Dreads and Carriers). Sort Dragon asked how this change would affect sub-caps, to which CCP replied that it would allow a few more sub-capital ships through the wormhole. Corbexx raised the question of what it would be like to allow 4-5 capital ships through the wormhole instead by increasing the total mass limit, but wanted to check with the community first before he felt comfortable making it a recommendation. CCP stated that their current plan is to keep the number of capital ships that can transit through any given connection the same as it is currently, but that if the CSM and the community felt there was a good reason to change that number CCP would be open to adjusting it.

There was some discussion on what would happen if there were a lot of citadels in a wormhole, and the difficulties involved. CCP stated that they believed this would change the eviction game significantly but that proper balance should be achievable, especially considering that players will be able to remove people from the wormhole by podding them. The value of citadel wrecks should also encourage people to challenge wormholes that are filled with citadels. There was also some discussion regarding would happen to the jump clones if the citadel was blown up, including the suggestion that the corpses of the jump clones would be ejected into space.

There was also some discussion regarding how MTUs have removed the need for the Noctis for looting wrecks. CCP stated that the demand for salvage with citadels should increase the value of salvaging, and would hopefully encourage people to use them more at least for salvaging wrecks.

Customer Support

CSM Attendees
- Sugar Kyle
- Corbexx
- Gorski Car
- Jayne Fillon
- Chance Ravinne
- Steve Ronuken

Remote Attendees
- Cagali Cagali
- Endie
- Mike Azariah
- Sort Dragon

CCP Attendees
- GM Grave
- GM Vertikal
- GM Tron

GM Grave opened the meeting with an overview of what they've been doing over the last year. He showed some graphs for how well and how quickly tickets have been responded to. The satisfaction rating is very good, but the waiting time is not good at this time, with too many tickets taking more than a day to be answered. CS has had a few issues dealing with some live incidents and holidays. At this time, the average response rate for complex issues take 2-3 days. 32% of tickets take less than an hour to solve, while 47% of tickets take more than 24 hours. Mike asked how old the oldest ticket in the system is, with the answer being several months. GM Grave pointed out though that those tickets are not the first response, and are generally those escalated to the lead GMs, and are highly complex issues sometimes even involving development. He then added that generally the longest waiting times are about a week. Sugar stated that she hears people saying "my ticket has been waiting for a few weeks". GM Grave explained that sometimes tickets are misfiled, and find their way into some non-CS queues such as the Security team queue. He added that in most instances where the waiting time is excessive, some compensation is granted especially if there is an issue that prevents the player from playing. CS is adding some more

agents, mostly for Valkyrie, but the general idea is that CS wants to work smarter rather than harder.

GM Grave then went back over a previous plan for live chat. CS looked into some existing solutions, but none of them met the requirements for CCP. As such, CS is instead looking into building their own, but that will take more time. So the project is postponed, but still in the works.

CS has also started using more social media, including integrating it into our ticket system. This means that when someone tweets at the @CCPHelp account, it actually creates a support ticket.

Chance asked whether CS was going to be able to link his Valkyrie and EVE Online accounts. GM Grave responded that it would be possible eventually, but not at present.

Sugar asked about how the ticket load changed when we removed the ability to file a ticket from inside the game client. GM Grave replied that there was a decrease in tickets, mostly for minor issues and some minor harassment issues.

GM Grave then went over reimbursement by CS. He described that outside of not being able to login or loss of assets, ship reimbursement was the biggest issue they worked with. He then went over some of the changes in the reimbursement policies in the last year. He also showed some of the tools they have been using to help deal with reimbursement cases. Lastly, he wanted to talk to the CSM later on about some of the other changes they're considering to reimbursement policies.

Cagali then asked about whether there had been any progress in streamlining and informing the player base on how to file a ticket if they feel that another player is suicidal. GM Grave answered that until they add filing tickets into the client again, most of what they want to do isn't possible. However, he said that they could look at adding a Help Center article laying out to players how best to file a ticket for that situation.

GM Grave then showed off a few more tools they are using, as well as the road map for what other tools CS is developing.

Jayne had a question regarding pornography being allowed in fleet, corporation, alliance, and private channels. GM Grave explained that while in the past they

didn't police private channels, now they do. Even for soft-core you will receive a warning, as there are some things that we need to police as our rating is teen.

Steve asked with the introduction of skill extractors whether or not they've seen more ticket load, to which the answer was yes.

Introducing CCP Denebola

CSM Attendees

- Sugar Kyle
- Corbexx
- Gorski Car
- Jayne Fillon
- Chance Ravinne
- Steve Ronuken

Remote Attendees

- Cagali Cagali
- Endie
- Mike Azariah
- Sort Dragon

CCP Attendees

- CCP Seagull
- CCP Denebola
- CCP Falcon
- CCP Guard
- CCP Logibro
- CCP Manifest

The meeting opened with some stories from CCP Denebola's childhood that provided the backstory of her chosen dev name (de-NEB-oh-la). She then outlined some more of her role here and her history in the industry.

She explained that the role of the Chief Customer Officer (CCO), was to really recognize the fact that marketing is just a small part of how a gaming company should interact with its customers. It's important to understand and embrace that relationship long before the game is launched, and long after it's out. Community, PR, Marketing, are all small parts of the process. It's not all done by just throwing money at a screen. It all starts before a game exists where we work with development to inspire them with player knowledge and insight, so that we understand what are the emotions and player needs that they experience. She explained that in her previous work, customer research didn't directly tell them how to make games. While it's true that game design will inform greatly how to

make a game, they still need to work out how the game will make them feel and how we want them to feel. Then it's about bringing the game to market, how do we help people find the game. It's that role of helping people navigate not just games in terms of its features, but in its experience. It's actually bigger than just the game. It's pointing them at the one thing that will keep them in the game, the one thing that will be fun for them. Games, particularly those like EVE, are monstrous large things, and funneling that attention is a big help in helping them have fun. In the player life journey, that's toward the end of helping them.

She continued, if game data points to people having friends in the game have fun, how do we help people make friends? If data points to people sticking round longer if they do something in particular, how do we point people at that activity. Another way to look at it is having player centric marketing and player centric experiences. If you look at it in a traditional way, it's marketing and brand management. It's Community, PR, and customer service.

Sugar added that is sounded like the idea was to try to care more about the client rather than their wallet CCP Denebola agreed, expanding that one of the ideas to consider is that money follows time. If we can get people to spend time having fun, they'll spend money. So the question is how many people are getting past x weeks. Looking at the whole player base, how many are coming back? If people are not coming back, maybe they're not having fun, and maybe we should do something about it.

Chance pointed out that there had been lots of talk about who EVE is for, and wondered who CCP though would not fit in as well with this view of EVE.

CCP Denebola replied that one of the biggest groups of people the game is not intended for are players without the tolerance for a complex game. Another group was players looking for a constant high adrenaline game. An example of that would be many of the reaction-based FPS players. The players CCP is looking for are those that like to master complex systems. Those that like to work out how things work. When we think about potential players, we're thinking of their motivations and their needs states. Today we were looking at games EVE has a high cross-over, and one of the highest was world of war ships.

Chance asked if CCP was just looking at video games, and was curious about other games, like Magic the Gathering.

CCP Denebola replied that they haven, but that would make sense to her. The other thing CCP sees in our players is that they're highly educated and they're professional to the point where we're thinking leveraging that insight in our marketing and advertising campaigns.

Jayne pointed out that it sounds like CCP Denebola is very metric based

CCP Denebola replied that it's not solely metric based, and while she is personally more metric biased the entire team is balanced overall. It's also about distilling the emotional states. These are what we're calling the emotional pillars of the game. Translating that into trailers, Facebook posts, everything.

Jayne added that what she was talking about reminded him of CCP Quant's talk about the types of players in the game. It seems to him like the marriage between hard metrics and that would be great.

CCP Denebola replied that it was part of her staff, it's what they do. It's about understanding players from a metrics perspective, and using perspectives to work out what works and what doesn't. So metrics play a specific role in what we do.

Mike asked if CCP Denebola was looking to do something to address the gender inequality in EVE

CCP Denebola replied that she would like to, but she doesn't have high hopes when it comes to changing that. She thinks that the best thing to do at the moment is to just be inclusive in our communications, so that we're accepting of everyone.

CCP Seagull added that being inclusive is something she's been working with and pushing for with both male and female characters. She wants it to be that people feel like "I want to be them" not "I want to be with them" for both.

Sugar added that people ask her why she play this game, and she says it's a spaceship game and she can lose her stuff. She don't pick games off her gender. She doesn't believe in idea of "she can't play that game, she's a girl". She came to EVE like anyone else.

CCP Denebola explained that one of the other thing she has just introduced is net promoter score. She wanted to have a sense for player happiness that was a little more than the forums and the very vocal groups of players to get a sense of how

general player happiness is tracking. So now CCP is sending it to 700 players a week and getting 300 responses back, and we're checking what makes players happy. So instead of just relying on the vocal players, it allows us to have more rational discussions for anything to do with player happiness. What we've seen so far is a net promoter score that is in line with other titles she'd seen, maybe a little lower. It's a good level of player satisfaction. What she's more interested in is how it will move and for unhappy players for what makes them unhappy.

CCP Guard added that there's a big group of players that don't come talk to us, and don't watch our videos. He sat next to a player who had been playing for 8 years and had never read a dev blog. It was strange, and was good get that perspective.

Corbexx asked CCP Denebola if she played EVE, to which she replied she played years ago and she's running through the NPE again at the moment, but other than that she doesn't play much.

Chance brought up the This is EVE campaign, and other people came to him saying that they didn't know it was like this. Showing human emotion and experience

CCP Denebola said that we're working on stuff like that with emotion and focusing more on the human element of EVE for a few reasons. People who play EVE tend to over index in two areas: analytics/complexity and community. One of the things we're looking at is something that kind of puts the spotlight on player stories. The reason being that when we think about that we've done with EVE that is unique, we think that EVE is more than any other game creates the ability to have meaningful experiences. A higher normal than people say "EVE is one of my defining attributes." So what is the meaning that our players find in EVE? We want to really put the player's experiences and emotions in the spotlight. So what should we feature?

Sugar said CCP has done This is EVE, so now they should say "My EVE is". CCP is asking "why are they having fun, what is their EVE?" That's what you're looking to define.

Chance brought up that we haven't seen both sides of a situation in a trailer. Show the full narrative from everyone. Steve suggested that we explore the other side of the butterfly effect trailer.

Chance added that while This is EVE is great, it would be even better if different sections of the video expanded to interviews with more details.

Sugar stated that EVE stories are exciting. If you ask people what got their attention, it will be heists. It wasn't just wars, it was these hugely complex things. She came to EVE for what people can do to people, and it takes thinking.

Corbexx explains how he would explain EVE in terms of WoW to other people. Jayne shared stories that people said to him about how WoW was awesome with 40 people. He fought with 300. People can be the grunt, or the mastermind Sugar added that someone can come in and kill my shit, and I have to think. Chance stated that it would be interesting to send some messaging with an elitist tone.

Sugar said that the fact you can build an empire yourself off your own intelligence, blood, sweat and tears is amazing. You have people play games and the way they play has nothing to do with the game features. That's the kind of thing that is cool. You didn't patch it out.

Mike added it's important to look at not why you came, but why you stayed.

CCP Denebola then started explaining that when you start playing a game, a player has intrinsic motivations. Then they get into a rut. And then they come back to the game and they lose it. How do you not lose it?

Sugar replied that for her it's personal projects. The things she tends to do are things she created. Players run fictional campaigns, they created everything that they do. They made it, and that gives it value. People say "I don't want to mine" Then don't! They can make whatever you want to do.

Steve replied that it's also a challenge, and a slow burn challenge.

Jayne added that EVE doesn't have a rut. It's self-imposed.

CCP Denebola clarified that she's talking about your intrinsic motivation runs out.

Sugar replied that if you start to swim, you figure out you want to do something, which could be whatever. But how the player gets there is up to them. Those that are invested have made something for themselves.

Chance stated that his goal was x that could be a powerful thing.

Endie added that the thing that drives people away the most is when they have a huge goal and they aim for it and they achieve, but it horrendous cost. The people who stayed there were the ones that knew when to take a break and not burn out. The only thing that brings you back reliably is social bonds with the group.

CCP Falcon replied that it's so much the human interaction, it's the unpredictability of the interaction. There's nothing to constrain it to something you expect. You can undock and be in trouble without any warning.

CCP Guard added that when someone is being nice to you, it's because of something you did.

CCP Manifest stated that he can affect anyone's game. And they can affect mine.

Sugar replied that the single shard nature is very important to that.

Maria ended the session asking what kind of changes and developments people found by playing EVE in their own lives. The CSM responded with a number of examples.

Lowsec

CSM Attendees
- Sugar Kyle
- Corbexx
- Gorski Car
- Jayne Fillon
- Chance Ravinne
- Steve Ronuken

Remote Attendees
- Endie
- Mike Azariah
- Sort Dragon
- Cagali Cagali

CCP Attendees
- CCP Fozzie
- CCP RedDawn
- CCP Delegate Zero
- CCP Affinity
- CCP Larrikin
- CCP Masterplan
- CCP Guard
- CCP Logibro

Sugar began the meeting by going over some of the points of discussion from the last meeting. This included the potential concept of converting FW into a 4-way war, rebalancing faction police and FW missions. CCP pointed out that missions have had a pass already in December, and CCP Affinity said that CCP has some designs for further FW iteration but other tasks are taking priority right now. Sugar added that there will be a number of changes to lowsec and FW stemming from the capital changes.

Sugar stated that she had gotten a lot of feedback regarding how the factions in FW interact with each other. They have lots of ideas on how to change the core of the warfare. Once they won the warzone, what did they do? She said the potential 4 way war concept was hopefully going to help with that. CCP replied

the 4 way war has been moved off the short-term roadmap since it would have taken more implantation that originally estimated and new tasks have taken priority. Chance asked how complex it was to allow individuals inside corporations to separately join FW, to which the reply was that it's also quite complicated.

Sugar asked about allowing FW participants to shoot each other freely in null-sec and WH space without losing faction standings. She said there was a dissonance between the lawless idea of nullsec and the idea of the factions keeping them bound by the rules of the FW zone. The point of discussion then moved towards how the issue lies more with area weapons causing issues, especially bubbles, and how these restrictions prevent the normal usage of FW members in fleets. CCP agreed that this was a significant issue.

Steve asked about having anyone that enters a FW complex go suspect, to which CCP responded it's something they are still very interested in doing. Steve then asked about whether there was any more discussion on splitting highsec up, to which CCP responded there had been no more discussion put into it recently. Sugar asked if CCP is keeping an eye on the stats for faction warfare, to which CCP responded yes.

Sugar talked a bit about how there is more action in lowsec at the moment due to nullsec having moved in. She also mentioned that the capital changes are also going to have a fairly large impact as well. On the topic of citadels, she said that she's had a wide range of opinions brought to her. She's also happy to hear that lowsec is going to finally be able to pin down supercapitals.

Mike asked if the metrics for lowsec have shifted to reflect the extra activity in low, based on the discussion with Gridlock. Jayne asked if it would be possible to add an option for fleet finder to open the fleet to the whole militia, and Gorski asked if you could open contracts to militia as well. Jayne then asked if it would be possible to decouple system upgrades to tier level.

Sugar talked about how there is a wide variety of desires of different FW people, with some desiring more autonomy, and with some people who have been in FW for a while feeling the feature's age.

Jayne asked if CCP sees more role-players in FW. Sugar added that they have more loyalty and play more of a role aligned to their empire, and they wear that identity.

Chance asked where CCP sees some space to work on some of these ideas or changes for lowsec and FW. CCP responded that it's hard to say, but one thing they were thinking about is incorporating FW more directly into the new player experience. Sugar highlighted that while FW is one of the best structured PvP paths in the game. She warned though that FW is an easy way for new players to shut themselves out of the other empire's space, and they may not understand that properly when they signup. Steve brought up an idea of making an easy way for FW members to easily mend their standings. CCP commented that standings need to be looked at overall, as this is an issue for people that run missions as well.

Web Team

CSM Attendees

- Sugar Kyle
- Corbexx
- Gorski Car
- Jayne Fillon
- Chance Ravinne
- Steve Ronuken

Remote Attendees

- Cagali Cagali
- Endie
- Mike Azariah
- Sort Dragon
- Thoric Frosthammer

CCP Attendees

- CCP Avalon
- CCP nLock
- CCP FoxFour
- CCP Falcon
- CCP Logibro

CCP Avalon opened by explaining that there are a few web sections that the team is planning on sun-setting. The CSM brought up that some of the information on older parts of the EVE website is still important. The CSM also brought up that there is some historical content that would be a shame to lose. At the very least, they stressed that the comment threads from dev blogs should be preserved.

CCP Avalon continued that they're looking at more doing some more iterations on the main eveonline.com website. He then asked what the CSM thought about the new Valkyrie forums. The CSM responded mostly positively.

Gorski asked if the end idea is to have it tied by character like the current forums. CCP Avalon explained that the forum natively didn't support it, so they are considering writing a plugin.

Steve asked if there was progress with getting paparazzi to generate full body character portraits, to which the web team responded it was a different team.

CCP Falcon asked the CSM outside of EVE Mail, how much they used EVE Gate, to which they responded they don't use it much. Cagali added that he likes that the corporation history updates very quickly.

Sugar asked about the item database in the wiki, to which CCP responded that the current item database is very bad. They also added that any sort of plan to replace would be based upon a new system using CREST for info.

Sugar asked if the Web Team had anything to do with the account management site. The Web team explained that they work on the front end of the site, but there is another team that works on the back end of the site. The CSM explained a problem that people are encountering with it, and the web team responded asking people to file a bug report with as much information as possible

Structures

CSM Attendees

- Sugar Kyle
- Corbexx
- Gorski Car
- Jayne Fillon
- Chance Ravinne
- Steve Ronuken

Remote Attendees

- Cagali Cagali
- Endie
- Mike Azariah
- Sort Dragon
- Thoric Frosthammer

CCP Attendees

- CCP Ytterbium
- CCP Claymore
- CCP Nullarbor
- CCP Fozzie
- CCP Mimic
- CCP karkur
- CCP Larrikin
- CCP Affinity
- CCP Masterplan
- CCP Mannbjörn
- CCP Guard
- CCP Logibro
- CCP Manifest

Sugar opened by asking about markets in Medium Structures. CCP Ytterbium countered by going into a bit of a summary. He said that their main concern is making sure the feature is as polished as possible.

He then asked the CSM about their opinions on a few things. The first was market taxes. The CSM asked again for the market being available in medium citadels,

and CCP replied that this will not be the case as they need to provide some incentive to build the larger citadels. The CSM countered that this is more about wormhole groups in C1 and C2 wormholes. CCP added that they're looking at a direct trade function where you can select items and send them to the deliveries for individuals or corporations to allow people to send stuff to each other when they are not online. Corbexx then brought up the issue of how personal hanger arrays don't allow someone else to evacuate your stuff for you. CCP countered that they can't allow that as it means that directors can take their stuff. CCP added that in wormhole space all items in all hangers will be dumped into cans in space if the structure is anchored, so you can recover their items for someone that is absent. Corbexx also asked about deployment of larger citadels in wormholes, with CCP responding that you just need an Orca for a large and a Freighter for an XL. CCP added that you will be able to build them all at a Starbase. Chance asked about disabling trashing when the citadel is reinforced, to which CCP responded there are some ideas around that. They also said that your tether is disabled when you start a self-destruct action. Chance then asked about the unanchoring role requirements, and CCP responded that want a completely separate role as it's so powerful.

CCP then moved onto anchoring and unanchoring. Anchoring takes 24 hours from the time it starts, and it is invulnerable during that time. Once it has finished anchoring, it has hull, but no shield or armor so it has to repair itself which takes 15 minutes, during which time you can shoot it and blow it up very quickly. That timer might be modified depending on where you deploy it, such as sovereignty. The citadel will not be able to be armed for the first timer. The timer will not be globally visible, but anyone will be able to see it if they warp to it.

Jayne asked about what happens to those trying to build a citadel inside a wormhole once Starbases are removed, to which CCP replied that there will be another structure, the assembly array, by then you can move in and use to build the citadel.

CCP Nullarbor explained that he would like to make unanchoring take a week, as it gives lots of time for both attackers to start an attack (an attack interrupts the unanchoring), and gives public users a chance to move their stuff out. It also gives a chance for corporations to stop the unanchoring if they need to. It finally makes

people commit when they place one down. CCP Ytterbium also explained that this is also important to make sure that there is some vulnerability as the structure is invulnerable until the next Monday after it is deployed. The problems with having a one week unanchoring period is that it also makes it tougher for smaller corporations to manage. There was some discussion on how this wouldn't align well with the current Starbase use case of a temporary staging ground, to which there was some discussion with CCP for the most part being okay with the change there. Several CSM members expressed concern with it being much harder to invade. The CSM was happy with larger citadels having longer unanchoring timers. Sort asked what happens to the citadel itself when it finishes unanchoring, to which CCP replied that it will be able to be scooped by anyone. Chance asked about the deconstruction animation, and when it will play.

Thoric again highlighted that it will make the logistics for invasion much more complicated, but CCP replied that citadels are much more powerful for staging. Steve added that CCP could also add a new structure to help with this by providing only the tethering function.

Sort Dragon asked whether there was a module to limit hostile citadel deployment or block them in some systems, similar to moon blocking. The response from CCP was no, but the extra deployment type was part of helping people prevent them from going online.

Chance asked if there was any chance to steal it during unanchoring by deploying it from space, to which CCP replied no, it can only be deployed from a cargo hold.

CCP returned to the topic of market taxes. They are thinking of increasing the taxes in NPC stations, by increasing the broker's fee in all NPC stations to 5%. Citadel owners with a market can set their own broker's tax rate, and that broker's tax would then go to the citadel owner. Transaction tax at this time would increase to 2.5%. The CSM commented that is a very high tax rate. Jayne asked what would happen to market orders in citadels you no longer have access to. CCP replied that orders would remain, but you can remotely cancel them, and then send them to another station or citadel with the asset safety mechanic. Jayne asked about reducing NPC transaction taxes in XL citadels, to which CCP replied they're considering using a rig for that. There were also some questions about how the skill would affect the broker's fees for market orders in citadels.

Steve asked about CREST and market orders, with CCP responding that you wouldn't be able to see them due to technical reasons. Steve asked about broker's fees, to which CCP responded that it's also technical complicated, so won't be. Steve gave some more examples of why it would be important. CCP responded that it would be nice to provide both, but it's a matter of what you they technically do. They will try and put in what they can.

Sort asked about contracts in citadels, which CCP replied that you won't be able to make contracts in citadels in the first release (contracts will come at a later date), and that they would also raise the contract fees to put them in line with the market. Mike asked about the margin trading skill, to which CCP responded that it would exactly the same, so yes it would work.

The topic then moved to the subject of jump clones. Originally there was going to be a limited number of jump clones overall, but it would be annoying due to having to show the total JC capacity and usage. Instead, CCP is looking at making it that rigs or modules just increase the number of jump clones each player can have. The CSM was receptive. The topic of what happens when the cloning service is offlined or removed then came up, to which offlining it would just disable the ability to jump to them, but the clones would be destroyed if the structure is unanchored or the service module is removed. CCP explained that you would also have to pay to the citadel owner to install the clones. The topic then moved to offices, where CCP also initially wanted to limit the number of offices in a citadel, but after they changed plans for jump clones they are reconsidering whether they want to limit the total number of offices. There was some discussion around how much of an extra advantage allowing unlimited offices for larger groups was. Steve brought up the topic of costs for offices, to which the reply was it could be either renting corporation offices or everyone essentially has one. CCP Ytterbium also added that they are considering taxing ISK for reprocessing instead of taxing materials. Sort was supportive of the change.

CCP asked for more thoughts from the CSM on the limits for personal hangars, offices and jump clones. Jayne said that it would be good to have scaling costs to make a soft cap. Sort Dragon reiterated that if the citadels are used for staging, the number of offices should not be limited, but a rental cost is fine. CCP Nullarbor floated the idea of making the office cost have an NPC cost based on

the number of offices rented in a system, and then a cost on top of it that the owners can charge. This would help encourage people to spread out their offices. Sort pointed out that this scaling cost by solar system would not be a great way to allow people to make these structures personal, and would interfere with that goal. Sort asked what the concern around limited offices was, with CCP Fozzie replying that it made it much easier than it previously has been to have everyone stage out of the same location.

The topic moved then to citadel wrecks. The first point was there was a pool of 15% of the base materials, of which all the items in that pool would have a 50% chance of dropping. There was also a similar pool for salvage. The wrecks would last for around 2 hours, and would have a lot of hitpoints. The modules would also be dropped just a like a ship's modules. There was then some discussion on how the salvaging should work, with the explanation for the current system being that once it is successfully salvaged it would drop in a can.

Corbexx asked whether cloning services would be available for any sized citadel, to which it was confirmed it would. CCP elaborated that only the market and some weapons are restricted by size.

Steve then brought up the topic of CREST endpoints for the citadels and what would be available. CCP asked him to send them a list of the ones he thought important.

CCP then recapped the access control function, where a player sets up profiles and then assigns structures to that profile. You can then build access groups that allow or deny people, and then they can assign that group to a part of the profile. The CSM asked if you could filter by militia in the access groups, but CCP said not at the moment. CCP also outlined there are several other things they wanted to add to the access groups, but they would come later. Chance asked what happens if someone leaves the corporation, to which the answer was they would no longer be listed in the access groups, but they could be added back in manually. Sort asked about whether the profiles and access groups can be shared, to which CCP replied that profiles are owned by a single corporation, while access groups can be shared. CCP also wanted to work on CREST endpoints for these as well. Sort asked about firewalling citadel missiles, to which CCP responded they have a lot of health, so good luck. The CSM asked about festival launchers on citadels, to

which CCP responded the art department is already busy enough. Sort asked about how the tethering and supercapitals work, and there were concerns about being safe logging in and logging out in combination with bumping. CCP said that they don't think it's going to be a problem, and that they're going to making sure that it will be safe. CCP will look into what means they have with the physics engine if their current solution doesn't work.

EVE Launcher

CSM Attendees
- Sugar Kyle
- Corbexx
- Gorski Car
- Jayne Fillon
- Chance Ravinne
- Steve Ronuken

Remote Attendees
- Cagali Cagali
- Endie
- Mike Azariah

CCP Attendees
- CCP Snorlax
- CCP MrHappy
- CCP nLock
- CCP Maxwell

CCP Snorlax started by saying that he didn't have any specific new things to bring to the CSM about the launcher, but invited the CSM to give any feedback they had regarding the new launcher. Sugar asked if the team has stats regarding those starting the game by the launcher versus launching the game directly skipping the launcher. CCP responded that they didn't have solid numbers, but they have a pretty good estimates with about 50% of players using the new launcher. Sugar asked about how happy the Mac users are with the new launcher. CCP Snorlax replied that they're aware of issues with the Mac launcher that make them less than happy. Steve brought up the inability to paste passwords, to which CCP replied this is actually an issue with the Qt package they use in the launcher.

Steve brought up that at times he has issues where it appears that the launcher is just doing nothing with a grey bar at the bottom. CCP Snorlax replied that they deployed a fix that should have hopefully dealt with that issue, but to file a ticket if he still encounters it. Sugar then brought up again that CCP needs better documentation externally on how to file a bug report, so that people are better aware that they can and how to do so.

Gorski asked if it would be possible to give accounts a custom label so you can better identify all of your accounts that you have saved. CCP asked if being able to see the characters on the account instead would be useful, as that has been on the roadmap for some time. CCP added that it is waiting on some work from a few different teams to make it a reality.

Chance pointed out a few small areas of potential improvement for the launcher, such as labeling a few more areas that are external links with that text. Cagali shared an image he mocked up showing some additions he thought would be useful such as remaining subscription time. CCP replied that some of these are on the roadmap, so they hope to do so in time.

CCP also showed off the new logging tool, LogLite. LogLite captures logs from both the launcher and the game client. Jayne asked if it would show more information about socket closed errors, to which CCP replied if there was more information to be show, it would show it. But usually these errors are caused by connection issues. The issue of using the logs to get information that isn't normally available was brought up, but CCP stated that anything that goes into logs is something they already consider the player to have access to in the client.

Cagali brought up that it could be made clearer what the multilaunch toggle did. He also said that it was the best feature.

CCP then showed they're adding an auto-launch on login option that will automatically launch clients when you've logged in or started the launcher if you have saved accounts.

Team Size Matters

CSM Attendees

- Sugar Kyle
- Corbexx
- Gorski Car
- Jayne Fillon
- Chance Ravinne
- Steve Ronuken

Remote Attendees

- Cagali Cagali
- Endie
- Mike Azariah

CCP Attendees

- CCP Rise
- CCP Cognac
- CCP Contra
- CCP Seagull
- CCP Orca
- CCP Merc
- CCP Mannbjörn
- CCP Recurve
- CCP Guard
- CCP Logibro

CCP started by introducing the team, and what they've been working on. There was a request to work on opportunities, but the team stated that the opportunities feature belongs to another team. Corbexx asked about the usage and consolidation of accounts, to which CCP responded that they haven't seen much of it but its early days so far. CCP also indicated that they're surprised somewhat at how high injector prices started.

CCP shared a story from another player where they took a fleet of new players out, and they were now flying some ships they weren't previously able to, and they were really happy and enjoying them. Chance talked about how his group

instituted a rule where people were not allowed to talk about injectors due to some people getting upset over others talking about having them so much.

CCP stated that they're carefully watching to see what the longer term effects of skill trading are. CCP asked how many people have alts that are optimal, and are now just looking to train on them and extract the extra skill points. Most CSM members responded that they do have at least a few.

Sugar asked about having a skill point pool that when you're not training a skill the skill points would go into. Mike also asked about being able to remove level 0 skills. CCP said they have not done so due to the extra load this would likely place on CS from people removing the wrong skill. They added that there have been cases where people have even used extractors thinking they were injectors.

Corbexx brought up having some kind of daily reward of Aurum for doing something in the game. Sugar brought up that it would be nice to have a better gifting system so you can directly gift items from the NES. CCP asked how people would see this working interface wise, with the CSM responding that you would just get an option to either buy for self or buy for others where you just type in their character name. It would then show up in the other person's redeeming system. Steve brought up the idea of being able to activate SKINs for other people.

The team brought up that they are looking to make some more changes into the skill queue, such as being able to put a skill in the queue and have it also add the pre-requisites. Chance brought up having the ability to search the active skill queue, and Steve brought up being able to buy a skill and all of your untrained pre-requisites. Sugar also added showing the number of skill points to train a skill or use an item to help how many injectors would be needed. CCP replied that they were considering making it instead directly show the number of injectors, but the CSM responded that it might feel a little more like a cash grab.

Mike brought up that the NPE needs to teach players more about the skill queue, injectors and implants.

CCP also brought up a separate topic where drones won't auto-aggress NPCs anymore. Steve brought up that jamming NPCs might be a problem.

CCP then asked what type of alts people think are the most common. The CSM's responses were varied. CCP then asked whether they know many people that have alternate primary play style alts, to which people responded that they mostly see support alts.

EVE Brand

CSM Attendees

- Sugar Kyle
- Corbexx
- Gorski Car
- Jayne Fillon
- Chance Ravinne
- Steve Ronuken

Remote Attendees

- Cagali Cagali
- Endie
- Mike Azariah

CCP Attendees

- CCP Orca
- CCP Denebola
- CCP Seagull
- CCP Falcon
- CCP Guard
- CCP Logibro
- CCP Manifest

CCP Denebola started by staying she would remain standing for the rest of the session for extra energy.

The first part of this session was trying to find where people feel the soul of the game is. CCP has been doing lots of research around this, to distill where the core of the brand is. The idea is to create more consistency in the brand, and to do that, we need to define exactly what it is.

The first exercise was to think about if EVE was a car, what car would it be? (CCP was aware how silly the question was, and added that the exercise was meant as a warm up).

- Mike: De Lorean

- Endie: De Lorean; good-looking, advanced engineering for its time but those design decisions (aluminum) are limiting now, and liable to kill the owner
- Corbexx: Triumph Stag: Looks great, needs a new engine
- CCP Guard: Tesla; doing things that others haven't.
- Jayne: Land Rover ; not well known or liked, but it does its thing really well
- Chance: Nissan 300ZX; you can do a lot and it's rewarding, but people don't understand it.
- Gorski: A project car that needs lots of love, but is greatly enjoyable
- Steve: The Homer (from the Simpsons); It's a lot of different things to a lot of different people. It has a depth that people don't usually bring together
- CCP Falcon: 1996 Skyline R34 GTR v2 - In their time the top of the line, but now it's a niche car with respect from a cult following.
- CCP Manifest: The Monte Carlo from *Training Day*. It's custom built, it exudes confidence, and is something you fly in the most dangerous neighborhoods.

CCP Denebola then asked what the most important things about EVE are. What's the core of it? Everyone then started writing their thoughts on post-it notes, and they were sorted on the whiteboard.

Some of the areas were:

- Community and helping
- Longevity
- Space - was an original pull, but not something that retains.
- Permanence
- Consequences
- History
- Discovery
- Complexity and potential
- Purpose and responsibility

 CCP then moved on to talking about the 3-month hurdle. The game is complex, and some people get help from others or push through the 3 month hurdle. Most people seem to drop out before then. The CSM responded that this is where

people hit a long waiting period, and people become bored as they cease making visible process. The CSM also added that people who have been exploring the features find that going further requires working with others, and if you haven't found a community to work with then they stop progressing. Chance talked about how he was running out of objectives just as he found a group, and they gave him new purpose in the game. He then elaborated that they opened his eyes to there being even more in the game than he knew existed. Cagali added that EVE community drama in general would cause a lot of people to leave the game.

CCP Denebola asked then what could CCP do to help fix these problems. Jayne responded that CCP should remake Corporations, Alliances and social groups, and fix wardecs. When the optimal way to deal with an issue is to not play the game at all, it's not good mechanic. Sugar added that there is a lack of tools to help make EVE a social game. The idea of the social group is that these are not as hardcore as the corporations. CCP Seagull added that this is essentially what people try to do through chat channels. Sugar continued that it's like having a club. Jayne brought up that incursion groups will never create corporations as that would allow them to be wardeced and yet they create all of the other surrounding structures that a corporation would normally create.

CCP then asked around wardecs, what we could do. Jayne answered that the defenders need some way to win and thus end the war themselves.

Third-Part and CREST

CSM Attendees
- Sugar Kyle
- Corbexx
- Gorski Car
- Jayne Fillon
- Chance Ravinne
- Steve Ronuken

Remote Attendees
- Cagali Cagali
- Endie
- Mike Azariah

CCP Attendees
- CCP FoxFour
- CCP Burger
- CCP Tellus
- CCP Bartender
- CCP Guard
- CCP Logibro

CCP FoxFour began by explaining how we are adding some new notifications to the client that allows CCP to send notifications directly to all players through the existing notification system. He also said that he has moved the downtime notification to the new notification system.

And then Cagali made Urngh noises.

CCP FoxFour went over that he is working on cleaning up the API and CREST, and that one of the main changes they're making is removing public CREST and rolling it into authed CREST. The result will be that if the resource being requested doesn't need authentication it just works. One other thing he is working on right now is allowing you to get the information in the fleet composition window into CREST for the fleet boss only. This will likely be on a 60 second cache and the fleet composition window in the client will have its cache reduced to 60 seconds as well to match. They're also rewriting the XML API from .NET to Go, which will allow CCP to move it to an external datacenter and possibly allow CCP to add the

ability to get API access with SSO tokens. Endie asked if it will have valid schema definition documents, to which CCP replied yes.

CCP FoxFour then explained that there is a problem with adding some functionality to CREST is that it requires sessions. So to help solve that problem, there is some backend rewrite going on, and after that we are looking to offload some services to external services.

Sugar brought up the issue of siphons, which the reply was that it needs to be solved on the EVE Server side, and with the POS feature slated for eventual removal, CCP can't justify the time to fix it.

EVE Metrics

CSM Attendees

- Sugar Kyle
- Corbexx
- Gorski Car
- Jayne Fillon
- Chance Ravinne
- Steve Ronuken

Remote Attendees

- Cagali Cagali
- Endie
- Mike Azariah

CCP Attendees

- CCP Larrikin
- CCP Quant
- CCP Guard
- CCP Logibro
- CCP Manifest

The meeting opened with CCP Quant sharing some metrics for Skill Trading with the CSM. The CSM asked if CCP had the stats for skill points injected normalized by skill rank. CCP then showed off the differences in total skill points before and after in the first 24 hours for characters that used skill injectors. CCP Quant then went over the ISK market prices of the injectors and extractors over the first day and a half.

After this there were a few stats that were requested by the CSM, most of which were displayed. The details of these stats are NDAed.

Steve also totally didn't monopolize Quant's time asking about ice mining in wormholes.

New Player Experience

CSM Attendees
- Sugar Kyle
- Corbexx
- Gorski Car
- Jayne Fillon
- Chance Ravinne
- Steve Ronuken

Remote Attendees
- Cagali Cagali
- Endie
- Mike Azariah

CCP Attendees
- CCP Skrekkur
- CCP Burger
- CCP Delegate Zero
- CCP Surge
- CCP Mimic
- CCP Logibro

Cagali opened the session with some notes he had about new players. He and some others had previously come up with some more proposals for improving the opportunities system. He says that rookie help still have new players coming in saying that they can't find the information that they're looking for. Mike commented that there are a lot of veteran players who help out with the rookie help channel, and they and ISD are instructing new players to skip the opportunities and find the career agents.

Chance asked whether the opportunities were too small of a scale to be effective. CCP Delegate Zero then elaborated on some of the history of what they're worked on for NPE. His previous team had the task of working on the current NPE, the opportunities system. The idea was to move away from a very structured tutorial to something much looser. The end results from the metrics is that the new system is actually better by a few percentage points. The team is really focusing

on second session statistics, and now the team is rethinking their current methods.

Their opinion is that the previous tutorial was not the solution, but that there needs to be something more towards the middle of the two. So they're looking at developing something new called the Empire NPE. Cagali then talked about setting up a focus group around the NPE, and having some CCP participation. CCP then continued that they are currently in the concept stage. Mike asked if there is some kind of separate methodology for video games versus teaching normally. CCP responded that there are a lot of similarities, and that they're going to really focus on getting feedback from the CSM and the wider EVE community.

Cagali proposed that we should let certain approved veteran players get access to the rookie help channel under an agreement. CCP said they could look into it. Cagali also pointed out that the current setup means that you have rookies teaching rookies, who don't always know things. CCP asked if there were particular reasons why some of these people that were helping weren't applying for ISD so they could get access to those tools. The responses were that ISD is too much of a commitment, and there were other restrictions that would interfere with normal play.

CCP Delegate Zero brought up the topic of currently how if you leave your starter corporation you can't get back. He proposed that instead of going to a different corporation, have it that you can go back to your starter corporation. The CSM agreed with it being a good idea. Mike asked if it would be possible to pick which NPC corporation you wanted to join when you left a player corporation.

CCP returned to the Empire NPE concept they're working on. CCP then showed off some concept diagrams. He explained that the setting is important, and that we already have the empires. They're presented with the choice of picking an empire to fly for, and then start the game in space told that they're part of an empire's force. As part of this, they would change it from three starter corporations per empire into one starting corporation for each empire. This would not remove all the existing corporations.

Sugar then pointed out that none of the existing bloodline and school choices matter. CCP agreed, saying that people feel worse when they realize they wasted all that time. CCP continued that they find that most people like to start on their

own without other players. They would have this operational tour, led by a character. While they complete objectives, they would guide players through the basics of the game.

CCP also spoke briefly about the career agents. They are considering a new version of them with new players being referred to them straight away. These new agents would be better merged with the opportunities system. Sugar commented that this would better integrate them into the lore of the world. Mike also commented that these could also point people at the flight academy videos that are now in client. CCP Delegate Zero brought up that while they may pull people out of the game a little, they are still very valuable so they likely would if they find people having trouble with a certain part.

Chance asked what the progression would look like. CCP explained that they would first do the orientation course. Then the player would have a choice of doing something from a few different categories, which roughly match the existing career agents. Once they have completed one of the base levels, they would then have access to the advanced level operations. The first level of the operations would roughly take a single play session.

CCP brought up the idea that in character creation that you could express interest in a particular aspect of EVE, and that the game could then guide (but not restrict) towards a specific order of operations. CCP also brought up rewards and awards will be part of it, with awards being things like medals and rewards being items that are much more practical.

CCP also brought up the idea of a medal case, which the CSM was mostly receptive to. CCP talked more about adding more achievements that people can display if they wish (such as reaching a certain skill point total). The idea of the system is to gradually guide people to start to work things out for themselves. CCP continued that some things in EVE are super complex, and to complete some of the advanced ones you may have to do some extra research. There was also some discussion about parts of the tutorial that are PvP rather than PvE. There was some discussion about the types of objectives and tasks that would be appropriate and actually work.

The topic then moved to helping players handle losing things, like ships. The topic of making a part of the tutorial have an NPC scam the player was brought up, with

lots of people liking the idea. Steve brought up that having to require a player to interact with another player is timing, and the difficulties with that.

CCP Delegate Zero brought up the idea of having a path from the new tutorial to Faction Warfare. Sugar stated that she didn't have a problem with it other than having new players tank their standings without realizing the implications. Chance asked what would happen if it was harder to lose standings and easier to gain them. CCP stated that there are ways to deal with the standings issue. There was some discussion on the difficulties of standings for new players, such as lack of warning before you jump through a gate to hostile space. Steve brought up being able to repair standings with pirate factions.

Summit Review

CSM Attendees

- Sugar Kyle
- Corbexx
- Gorski Car
- Jayne Fillon
- Chance Ravinne
- Steve Ronuken

Remote Attendees

- Cagali Cagali
- Endie
- Mike Azariah

CCP Attendees

- CCP Seagull
- CCP Delegate Zero
- CCP Guard
- CCP Logibro
- CCP Manifest

This session was about general summit logistics, and how the summit went.

Cagali started by saying that remote attendance is a pain, as there are microphone issues and it's difficult to hear people. CCP said that ops should look at the room. He wishes that he could have come to Iceland. He's also disappointed that the summit is at the end of the term, and that the CSM can't do much about it. He said it would be better to have this summit half-way through the term. Steve pointed out that the first summit has to be later in the term though as there has to be space between getting elected and the summit. Sugar said that January is better. Sugar added that if members of the CSM wanted they could still work on finishing with features and helping with CCP. CCP Manifest added that a month ago a lot of the things talked about would not have been in a state to talk about.

Jayne added that having the current CSM have the option to attend the Friday reviews. Cagali pointed out that it is vitally important that the CSM is aware of what each team is doing, and where certain features have gone with teams. Mike

also pointed out that the CSM will very happily do some preparation work on any topic CCP would ask. CCP added that now is a good time to work on the communications issues and iron out any kinks left before the new council comes.

Moving to the topic of the state of EVE, Chance talked about how the citadels and capitals are all cool, but there are some other issues such as NPE, corporations and branding that are getting left in the dust. The day to day mechanics are causing problems that need to be fixed. Corbexx agrees the capital stuff is great, but he worries that CCP is focusing on the higher end stuff too much, while leaving behind the larger group of new players. CCP said that they are in many ways skewed with where they invest their efforts, but they do put a lot of thought into how this helps inspire people to help with them.

CCP continued that part of the idea is to make goals that includes everyone, including the veteran players and the new players. Making sure that environment has something for everyone to be able to participate in. CCP does admit there are issues with getting to the point where they can fight. Sugar added that there is something that has happened in the past that has caused the game and its community to morph into something different. It's an old game, and an old community, and the way in which people who have played since the beginning has changed drastically. Sugar wonders how many of these really old players will continue to stick around just due to the amount of time they've been playing. She continued that when she asked people what they would do if they could make their own roadmap, and she got a wide range of responses.

Corbexx talked about how he's looking forward to the new stuff that is approaching wormholes. Sugar is disappointed that there isn't more for lowsec. Jayne's worst case scenario is CCP touching a large number of features, but finishing none of them. His worst case for citadels is they get introduced, and Starbases and Outposts are not removed at the end. Endie elaborated that he's also worried that the rest of their functionality is not going to make it. The CSM was in agreement that they're worried that CCP won't finish what they start. Cagali added that he thinks it will be fine, if not good, to just have CCP just say they're finishing all the stuff they've previously started (or at starting) instead of working on something else new.

Building upon the success of the last year, Chance added that while finishing things isn't sexy, there's a lot of other things from the company that gives EVE a chance to do good work without CCP go without attention. Chance added that EVE needs to be in a good position to possibly accept new players being brought in by other games from CCP. Corbexx added that Blizzard is really good at cross-game promotion.

Sugar talked about how CCP should highlight all the features that we've actually done, more than just through EVE Updates.

Corbexx then brought up the topic of the long list of things that haven't been done. CCP Guard stated that CCP was born out of a crazy future vision where we could do all these things, and eventually realized we couldn't do quite as much as we thought.

Sugar stated that there she feels there is a lot of waiting from the player base, lots of anticipation for already announced things. Corbexx commented that there is a lot of difference between what people think the development team has the capacity to do, and what they can actually do. Sugar commented it's like the difference for going down the street between someone from the USA and the UK - one is 20 feet, the other is 20 miles. CCP Seagull then talked about how CCP also needs to focus on working out how to best distribute everyone. At the moment the dev team size is stable.

The CSM also commented on how the CSM travel arrangements were also very late this year, and CCP said that it won't be as late again.

The CSM asked if they could get some more details on Five-0's potential roadmap. Sugar also brought up having more follow up on the new camera, to which CCP replied they will. CCP also added they will continue to work on the camera and won't remove the old one until they're happy with it. Sugar asked for an update for players on the state of the EVE Store.

CCP added that they are looking at making improvements for onboarding the new CSM, with the CSM and CCP discussing various ways to improve the process. One of the points of discussion is whether or not CCP should wait until Fanfest to announce the results. A better thing to start with would be confirmation that CCP has received their application.

CCP Seagull ended the summit by thanking the CSM for taking the time and effort coming to the summit, and for working with CCP throughout their term.

>>End of Summit<<