# CSM⁹

## COUNCIL OF STELLAR MANAGEMENT

**17-19 September 2014**

**Summer Summit Minutes**

Contents:

Please note: Sessions are listed in order that they were timetabled and attended.

## Session: Third Party Development

**CCP Attendees:**

- **CCP Falcon**
- **CCP Leeloo**
- **CCP Seagull**
- **CCP FoxFour**
- **CCP Chimichanga**
- **CCP Tier**
- **CCP Terminus**
- **CCP Nullabor**
- **CCP Cognac**
- **CCP Muerte**

**CSM Attendees:**

- **Ali Aras**
- **Sion Kumitomo**
- **Steve Ronuken**
- **Sugar Kyle**
- **Mynnna**
- **Mike Azariah**
- **Corbexx**
- **Asayanami Dei(REMOTE)**
- **Xander Phoena  (REMOTE)**
- **Mangla Solaris (REMOTE)**

**SESSION OPENED: 10:06**

FoxFour introduced all staff present (see above) before giving some details of his previous work, including that on Team True Grit where CREST was used heavily for DUST. He then informed the CSM

that he was dedicated to third party development, having been transferred to Team Size Matters who have a lot of CREST experience and that he is a good fit for third party development.

FoxFour detailed the future plans for Single Sign On (SSO), which was first released in a limited fashion back in August to a few people - fleet up and dotlan are two examples.

The next step will be to open this up so anyone can register for SSO. No neutrality required in this phase, so corporations and alliances can now use it.

Delays have been because CCP has been working on the 3rd party dev site, with it's own dev blog feed and content more focused to third party developers, as well as an info portal for all third party developers.

The content on this will be evolved with community input, and is accessible for update by the dev team rather than people having to go through web team for updates.

A documentation tab will probably be added to the developer site, some time after launch to make sure that it's entirely up to date.

CCP has plans for a crest endpoint that's basically documentation, so that people can generate their own documentation and keep in line with the official documentation.

FoxFour proceeded to show the 3rd party website, walking though the various steps for signup. Unfortunately, the first account he tried was denied, as it hadn't been paid for by a credit card, leading to:

FoxFour - When you register as a third party dev we'll check your account to make sure you're eligible. You'll need to have a credit card on file with us, otherwise you won't be eligible.

Ali - Why not?

FoxFour - We need to have contact details for you, for security reasons as we're giving you read/write access to TQ.

A verified email address is also required. CCP are hoping to go live with the website late next week (WC 22/09 2014), connected to Singularity, and looking for feedback.


Questions and Answers:

Ali - How do you anticipate the secret key interacting with open source software

FoxFour - The same as any other secret key - Don't include it in your source, they'll download it themselves on registration - this is pretty standard .

Nullarbor - In a scenario when someone steals your client id, we'll take it out of rotation and cut people off who are doing bad things. The best practice is to have your own hardware and to host there.

Steve - How much as the license changed or is it the same as what's been circulated already?

FoxFour - We've talked to our lawyers and the biggest change is redistribution of content - you can't change and redistribute content received from the API. This is a problem for the community. There's a possibility that  the license will evolve more into a policy rather than a license for individuals, but it's more likely that we'll simply re-hash the license to make this more clear.

Seagull - If you receive public data, redistribution should be fine, however you should not be able to redistribute data that is not publicly available. If i give a developer access to data, I should be able to trust them and they should be bound by policy not redistribute private or unauthorized data.

Ali - There are a lot of Alliance "HR" tools out there, and data given to those can be pretty sensitive. While that's fine in the metagame of EVE it might not be good that it gets out into the real world.

FoxFour - When you're signing up to a website it should clearly state that it's giving out data publicly. The idea here is not to hamper devs, but protect end users.

Tier - If you grant access to your data to any developer, you can revoke it at any time. This is the same with a lot of other third party apps - IE - Facebook etc.

FoxFour - You'll be able to go to community.eveonline.com and manage the access of third party APIs to your crest data - the user will always have control over what data their apps are receiving. Once this goes onto SiSi, we'll be speaking with our security guys and gathering feedback from them and from the community. We'll then start with a limited SSO trial, then full public. The same will then happen for CREST. When we select initial test websites for CREST, we'll be looking at skills and fitting CREST data for testing, then we'll look at opening it up further if feedback is good. We're very confident of the technology but we need to make sure that it's on SiSi for a while. We don't have time frame for testing but we're going to make sure that we do this right.

Steve - It would be great to also have read only stuff for CREST, such as character skillsheets etc.

Nullarbor - That's the idea, we'd like to give access for both read and write for everything, but there'll be far more control and granularity for the write access side of things as this is where we need to make sure that users are comfortable with giving write access to their data.

Asayanami - Will everyone use SSO / third party, or can they still use API?

Seagull - If you want to use SDE, XML API or public crest, it's no worries, you don't need to sign a license and can continue as normal.

Nullarbor - Once the SSO is online, there'll be fewer additions to the XML API and we'll start pushing new feature so both public and SSO verified CREST. This does not mean the death of the XML API, it'll still be there, but just for the basics.

Sion - What about gambling and the SSO CREST API?

Seagull / Falcon - If we start supporting gambling then we have to comply with law in the US/EU.

Ali - Does this apply to public CREST and XML?

FoxFour - We don't know who's accessing this and don't monitor it, so there's no precedent in place for that, but if people are registered with us then they won't be able to use our endpoints for gambling.

Seagull - We're trying to create a platform for third party developers to create kick-ass tools, but we need to make sure that we keep humans playing the game rather than software. We want to put as much in the hands of the community as possible and harness the creativity.

FoxFour - The ball is rolling now after a few setbacks, but we're getting there.

Mike - Once you're done with this, what's next?

FoxFour - Cleaning up the API, taking care of documentation and a baclkog of CREST features.

Mike - Will there be a CREST for dummies for those of us who aren't sysadmins?

FoxFour - Documentation including XML getting started is already out there, and we're hoping to see the same thing for CREST.

Nullarbor - As we've seen with the XML API, our community write wrap-arounds to make working with the API easier, so we're hoping they'll continue to do this for CREST.

FoxFour - Documentation was scattered and convoluted, so we've focused this into a few key pages. We're hoping the community will assist with this further in future and help it to grow. We have an endpoint for crest right now for documentation internally. This will allow us to updated documentation to the server. We haven't released this publicly because it was designed for developers to use internally. We need to re purpose it before we can make it public, and clean it up for public consumption.

FoxFour - Once we have this up and running and on the developer website, we can ask developers to look over and clean up their documentation. This was Nullarbor's idea and we all think that this would be wonderful.

Nullarbor - We've used and seen this internally, we had raw instructions in code on an endpoint, but then were created a wiki page for it and a lot more people started experimenting with CREST internally.

Mynnna - Multi character training endpoints for the API are a bit messed up with stuff like evemon - can this be looked into.

FoxFour - Yes, I'll take a look at it when I can (smile)

Note: A market endpoint wasn't talked about here. But did come up in the game design session. They're looking into it.

**SESSION CLOSED: 10:46**

## Session: Content Tools

**CCP Attendees:**

- **CCP Falcon**
- **CCP Leeloo**
- **CCP Affinity**
- **CCP Abraxas**
- **CCP Tuxford**
- **CCP Ytterbium**
- **CCP Red Dawn**
- **CCP CCP Manifest**

**CSM Attendees:**

- **Ali Aras**
- **Sion Kumitomo**
- **Steve Ronuken**
- **Sugar Kyle**
- **Mynnna**
- **Mike Azariah**
- **Corbexx**
- **Asayanami Dei(REMOTE)**
- **Xander Phoena  (REMOTE)**
- **Mangla Solaris (REMOTE)**
- **Progodlegend (REMOTE)**

**SESSION OPENED: 11:00**

CCP Affinity starts with a rundown of new content tools for creating NPCs, new dogma attributes and how they're applied.

CCP Affinity - We started with NPC creation. We have created a new way to make NPCs. We used to have to create one individually and use player ships to move over dogma attributes and apply them. It was very confusing and very time consuming. Now we can make decent templates and add modules directly to the NPCs.

CCP Affinity - We are working on escalating paths. We have a lot of defects on them.

Ali - What is an escalation path?

Mynnna - Clarification on "Escalating Path" meaning Expeditions? You run your Anomoly and have a random chance of it giving you more?

Mike Azariah - Does this also include wormhole capital escalations or is that a separate usage?

CCP Red Dawn - That is a different usage of that term. The wormhole capital escalations are different from the general ones.

Mynnna - I am confused that you say people do not run them. We have players who buy them from each other and run them and split the loot.

CCP Affinity - People do run them. There are many which cannot be run at the moment and some which do not escalate at all. We have a lot of hidden content content because of this. If we fix them it opens a lot more content.

Mike Azariah - A lot of people complain about missing the old pirate logs and they wish they'd come back.

Mynnna - With the ones that do work I know there is a large gap between the relative value of how long they take to run and how they pay out.

CCP Red Dawn - They have relatively low escalation rate - 2% to 4% or so. It makes for a lot of hidden content. We want to improve this.

CCP Affinity - We also want to look into addressing problems with creating new agents as paparazzi is broken.

Mike Azariah - What is Papparazzi?

CCP Affinity - Paparazzi is our image rendering system. It renders all player portraits but currently does not allow us to create/render new or existing agent portraits, they are all manually inserted into the DB.

Mike Azariah - Put portrait creation into the hands of players and outsource it?

CCP Tuxford - It goes deeper than creation of portraits, we need a lot more work on the backend.

CCP Affinity - Then after that our roadmap gets less certain but we possibly want to look into COSMOS. Sugar created a PvE little things and a lot of that was escalation related. That should all be patched up and we can potentially focus on COSMOS little things.

Mynnna - I hope that if you all fix it and make it nice and new you reset it for people who have already done it.

Mike Azariah - The expiration is six months now?

Mynnna - Unless something has changed COSMOS is something that you do once.

CCP Tuxford - It is strange from a business perspective to make this concept and then allow you to only do it once.

CCP Affinity - We will look into a re-design

Mike Azariah - This is your road map?

CCP Affinity - This is our roadmap although things change. NPC creation is almost done. Escalation paths we are working on at the moment but after that we have a few possibilities and COSMOS is one of them.

Mike Azariah - Are there any plans for new escalating paths and new content?

CCP Affinity - We're looking to fix all our existing escalating path content before we create anything new.

Sugar Kyle- How long has it been since we have seen some of this? It will be like new content.

Mike - This is good for sure. Hidden content is frustrating.

CCP Red Dawn - We really don't want to just remove old content for the sake of it, we'd rather maintain it and add new content when ready.

Steve Ronuken - Cosmos content is difficult as you train all the skills but the blueprints are so rare to get hold of. And then when you do get the blueprint copies you use them and you cannot get anymore.

Mynnna - I have been working some on anomaly balance and talking to you about it.

CCP Affinity - There is a lot of it that is just in an awful state right now and it is almost hard to prioritize where to begin.

CCP Affinity - Is there anything else PvE related you want to talk about?

Sugar Kyle- Rogue drones: We have lots of sites. They give you ISK. But, they're kind of useless and need to be worked on, nexus chips aren't really dropping enough to make them compelling. If they added anything like modules or something to make them more worth it.

CCP Affinity - I know that we nerfed them and then nothing was really done with them.

Sugar Kyle- And then they clog up the systems and no one runs them and nothing spawn. Some people run them to despawn them but they are often long and burn through a ton of ammo for no real reward.

Mynnna - The loot table for them is relatively shallow, and there's no real depth to using them or any real loot. They need to have rogue drones tinker with other technology and use that for weird stat modules.

Sugar Kyle- I was told that T1 heavy missiles don't drop.

Sugar Kyle- There's also issues with Midular being referenced as alive in a few missions, when she got shot in the face and is now dead.

Mike Azariah - It would be great to have content start to be updated, a paragraph here and there to bring them back into context. Just some more dynamic feel to the content that causes a slow gradual change in the universe. The Roleplay community will like to see this change.

Mynnna - It would be a small update and a way for missions and PvP to have change on the world.

Mike Azariah - That would be nice but I'd like to see the ingame text change so that Sansha Incursions are not new and Rogue Drones are not new anymore in the text.

CCP Affinity - We do try but we have one writer to keep up with everything.

CCP Affinity - I started a 20% project to update the chronicles and add content relevant to the game that reflects them after the Children of Light stuff on Reddit.  I will start with 2003 chronicles and work my way to present day, creating in game content that fits with the chronicles.

Steve Ronuken - It would be great to have more NPC life in space too to add more immersion to the game. Such as the NPC haulers that go between systems.

Asayanami Dai - Revisit w-space loot drop rates and/or distribution between different classes. Also w-space anoms tend to accumulate in empty systems and stay there for weeks or even months if no one happens to connect to them and activate to start the despawn timer.

CCP Affinity - We've discussed with Team Five-0 about doing this, it is possible this will happen next instead of COSMOS fixes but we will wait and see.

Ali Aras - A balancing pass for null sec anoms. There are issues in terms of the number of people that can be supported in a given system, we need to spread people out more and distribute the wealth. I think the escalation path fix will help.

Mynnna - More escalations means a drop in the value of some types of loot.

Ali Aras - If the drop rates are the same, this will still be fine, theoretically.

Mynnna - As module balancing proceeds that will help because maybe some of these things that are bad will not be?

Sion Kumitomo - Dungeon creation is difficult, more info on this?

CCP Affinity - The dungeons are created in game using the POS tools. Then you have to flip between a separate ESP webpage and in client to sort triggers and place content. We are trying to streamline that process. It is not yet nailed down.

Mynnna - All of the dungeons are unique.

Mike Azariah - This is different from other games where they have five maps and populate them with different things.

Mynnna - Correct even the different maps that are the same are all created separately. The balance I think about with moving spawns around is not simple because each dungeon has to be edited separately.

Asayanami Dei- Some little things for W-space: Add PvE content to w-space when it is added to k-space like Ghost sites. Fix off grid C4 site spawns.

Sion Kumitomo - How long does it take to make a dungeon?

CCP Affinity - Maybe an hour or two, but there's a lot of time that goes into generating NPCs - Creating and balancing an NPC can take 4-5 days but as I said, we are working on the new tools to make that process easier.

Sugar Kyle- Interbus gives LP, but there's no LP store to buy stuff in.

CCP Affinity - I have been tasked many times with working on the LP stores but there have been other priorities.

Sugar Kyle- It would be great to have this fixed. Give them something? Let them convert the loyalty points for a lesser rate? But something so that people would run agents.

Sugar Kyle- Also, in regards to exploration content - Old static sites were removed, then came back as escalation content with keys and stuff still in them. Can these be removed? Sometimes they don't spawn? It doesn't make sense anymore.

CCP Red Dawn - One dungeon in particular has a 0.04% change to spawn the key.

Sugar Kyle- People would like to collect the keys. But now newer players don't have that stash and these complexes are not the content they should be.

Sugar Kyle- Next! Standings! CCP Affinity and I had a conversation about standings yesterday.

CCP Affinity - I'd love to remove standings, if I had my way, but a lot of our systems are tied into them.

Sugar Kyle- People do not seem to want to remove standings. Talking to them it seems that they want them to make more sense, be rebalanced.

Mynnna - Have more ways to get them.

Sugar Kyle- Yes, have more ways to get them. People feel that the disadvantages of low standing are far worst than the advantages are good. It is good that it is harsh but the harshness is out of proportion with standings gain, hundreds of missions in gain equals one podkill in loss. We want people to kill people and we do not want to discourage this. This is exceptionally true in FW when people leave with destroyed standings.

Mike Azariah - From the high sec point of view you want to give people a reason to not just sit at a gate killing everyone. Standings are the one protection against gankers being full time.

Sugar Kyle- No. That is security status. I'm talking about standings. And people who say, "I've left Faction Warfare I want to try Amarr space but I have to spend how long grinding so that I can reinvent myself?"

Mike Azariah - There is no way to repair them

Mynnna - It is hard enough to get them let alone repair them

Sugar Kyle- We shouldn't devalue the gains people make above zero. What they worked for should be preserved. My goal is to let people get back to zero. Not to make it easier to get from zero and go up. There should be an alternative to grinding for months just to get somewhere.

Asayanami Dei- Maybe tie the ranking system in FW to standings? For example, you can join at 0 standings, you work your way up in ranks and gain standings that way. That when someone joins a corp with no standings and talks to any NPC agent it resets the player corporation standings, etc.

Mynnna - We need Tags4Sec for standings. There are the data centers that somewhat do this but they are not even accessible unless you have a certain level of standings already. So they are not useful for repairing.

Sugar Kyle- It is about harm.

CCP Affinity - We've discussed having standings decay over time if you're not actively working for a faction.

Mike Azariah - I'd almost be in favor of that if it works both ways. They'd need to decay both ways back to zero.

Xander Phoena  - A specific skill to reduce decay over time?

Sugar Kyle- People would also like to have Concord agents again.

Steve Ronuken - How viable is it to get agents in outposts or is that still impossible?

Mynnna - When you build the outpost there is an agent office that is part of the outpost.

Steve Ronuken - It would be a way to get more income into null sec in a way that has to be done by players.

Sion Kumitomo - Missions scale

Mynnna - I don't like missions necessary.

Steve Ronuken - It depends on the agent. Why do they come to null sec? They want resources. You'd have to get them something that made them come there.

Mynnna - As they exist they have some conceptual upsides.

Sugar Kyle- Who does the popup notifications in space? Can we look at the wording for things like criminals jumping into system and the popup says "YOU"? This way I'll stop thinking I am in the wrong character.

CCP Ytterbium - I came up with an idea a few months ago that is a potential mission revamp. When i play I like to do missions in high sec. Missions are dull and we want to make them more exciting. The content is pretty static and people have generated the perfect roadmap to get through a mission with information on triggers, spawns etc. Sleepers and Incursions changed this for a while, but then people started bringing caps to C6 sites and over time incursion communities have incursions nailed in this way too.

CCP Ytterbium - We don't want to end up with NPCs ganking you and talking smack about your mother in local, but they need to be more dynamic. There's the possibility and there's been the consideration of grading people's efficiency in missions against eachother and giving a mission report at the end of your mission that defines what reward you'll get.

Sugar Kyle- This forces the people to compete against each other and harms casual players, pushing them into min-maxing in order to compete with the more hardcore mission runners. Some of these people don't want to compete with other players, they want to relax and have fun shooting red crosses. It is why the log in.

Corbexx - This already happens to an extent with incursions and makes people whine.

CCP Affinity - People will not be getting less they will just have a chance to get more.

Mynnna - You will always get what you do now. You just get more from the bonus pool.

progodlegend - Maybe if what Mynnna said, if you always get what you get now it will be okay. But I agreed with Sugar, if it all all harms the casual player it will have a negative effect. Eve's biggest problem is that it is hard to play casually. Anything that discourages casual play is bad.

Xander Phoena  - There is probably a bigger question here about how easy it is for casual players to be a part of Eve.

Mike Azariah - What about another type of PvE, like has happened with burner missions. You can do this if you want to but don't have to. Make it a new category of PvE. This would not replace PvE wholesale. It would give people a chance to opt in.

Corbexx - Then you are spending a lot of time designing stuff for a very small minority of people.

Sion Kumitomo - This works fine but it shouldn't be a blanket thing. It sounds like an excellent idea. We should be sure not to force people into it. Missions are dull and boring, but this would help. People would do these things because they are higher.

Sugar Kyle- As long as it is not a blanket where you cannot get away from it.

Mike Azariah - Have both not one or the other.

Sion Kumitomo - Even if it was just a box that you check.

CCP Affinity - This should be optional for sure, and the rewards should be fairly balanced. It is a matter of wording so that people know what they are getting.

CCP Ytterbium - This isn't a thing, it's just an idea we had. It's rough around the edges and is just an idea.

Mike Azariah - There are more ways to reward players and show them that they have accomplished something.

CCP Affinity - If people start getting "one star" for a mission, they'll feel like they've done a bad job - We need to balance this to make sure people don't feel like they're being told they're not doing a good job. But if everyone has a standard and they can get extra payout that would be good.

Corbexx - What's happening with rehash of wormhole content.

CCP Affinity - We're talking about it, I've been talking with CCP Fozzie about it, but in the same respect we need to wait and see what we come up with. We want to change things though. I'm a little wary given the response from players regarding the most recent wormhole changes.

Corbexx - There's disparity between different types of systems because of the benefits of running them, this needs to be addressed - example - black holes until recently were useless. You are better off going to high sec and doing incursions. I do not think you will get a negative reaction by improving what people get.

Sugar Kyle- Also the sites have a problem with pooling and not despawning.

Corbexx - People are running sites and they are not getting done and a buildup happens. It is not as bad now.

Sugar Kyle- They need to decay?

CCP Red Dawn - Mini profession sites are something that's on our radar too. We've considered adding timers to sites to allow them to refresh.

Sugar Kyle- These should be in lowsec too to deal with the drone site pooling!

CCP Red Dawn - Some type of respawn timer.

Ali Aras - Discussion regarding data and relic sites. These pool in systems that are highsec islands or systems that are hard to get access to. It is good in k-space. It offers players a chance to be clever. It applies to null sec as well. With a bit of extra work you can get more money. I like the idea of adding a timer.

Mynnna - This happens in deklein where people running the sites quite literally follow them across the region and back in order to make money.

CCP Affinity - I'd like to have a longer discussion on wormholes, we should schedule this for the game design session.

Ali - Low level wormholes are not a good ROI. I can make more ISK mission running in highsec with less risk rather than going into a c2 and running sites there.

CCP Affinity - I'll definitely bring this up with game design to make sure that we talk more about the state of wormholes, as it's something that we do need a more extended discussion on.

Corbexx - some people say c5/c6 makes a lot of money, but once the 4-5 sites are done that's it. mathematical example - c5/c6 5.6bn isk for alliance over the course of 22 or so hours - 240m/ hour per alliance member is not a lot of ISK, there's a misconception about mid and low-level wormholes. you also need to get this stuff back to empire which is risky, otherwise you lose a lot of profit.

progodlegend - Are we saying that wormholes are not worth any money?

Ali Aras - It can be terrible. I make more money doing null sec anoms or even high sec missions then running C2 sites alone in a T3 which involves exposing myself to a much greater risk than the other two activities.

Corbexx - That does not include prepping and scanning and bubbling and scouting and then getting it out to sell in high sec. People don't realize that you don't have money till you get it out.

Mynnna - And sometimes you get ganked.

Asayanami Dai - Even the C5/C6 has to get out to sell.

Corbexx - The relic and data sites in the higher level wormhole sites are not worth it. We run them for the sleepers not for the sites. I don't know if its worth moving some of that to lower class wormholes. But just adding more loot has the problem of devaluing reverse engineering.

CCP Red Dawn - We do have a plan later in the year to adjust the data site loot.

Sugar Kyle- You can just give more sites to lowsec. It allows people to train to probe properly! :D

Asayanami Dai - This was brought up to me from the Eve Uni forum. Apparently incursions only last one or two days. Because there are groups that specialize in running low sec sites that are coming in and despawning them in less than a day. People do not have time to travel to a new incursions.

Progodlegend - To bad

CCP Affinity - They're designed like this, and I do not care about the politics behind incursions. This is how it was designed and if players want to fight over it then it's their call. I think it is exciting that they have these conflicts.

Mike Azariah - I discussed this as lunch with CCP Affinity that this is how the mechanic works and that it is good that these things happen.

Mynnna - The people who are complaining are complaining because they feel they should be able to farm this as long as they wish.

Mike Azariah- The only thing I ask for is a random timer between gaining full control and the spawning of the mothership. Between eight and twenty four hours to eight and thirty six hours from control until spawn. I'm not trying to control so that it last longer. There needs to be less predictability about the spawning of the mothership once sansha get full control of the constellation, as right now we're in a position where one timezone can effectively control incursions.

Mynnna - That's not unreasonable at all, that's something that should be done.

Mike Azariah - It becomes one time zone owning all of the inclusions. If the mothership is on a delay it starts to randomize the incursion and it gives everyone a chance to play.

Sugar Kyle- What if the randomizer was on the front of the incursion so that when the next one spawned it was more unpredictable.

Mike Azariah - Because the weaker timezones have a harder time get a foothold.

Sugar Kyle- Then they are not going to be able to take the fight anyway.

Steve Ronuken - That is not true. Popping the mom is a single fight unlike grinding the influence bar down.

Corbexx - They can do the other sites without an issue.

Steve Ronuken - I see what you mean.

Mike Azariah - I am not asking for the mom not to pop until the withdraw. I am just trying to get it more randomized across the time zones. Random means that it is less predictable across more people.

Corbexx - Similar to wormhole sites with random triggers.

Mike Azariah - Yes

Mynnna - Unlike in nullsec where you want to get the site done as soon as possible.

Asayanami Dai - This needs to be take into account if designing these new types of missions where people get rated.

CCP Affinity - I would like to put the ability to make MORE ISK in the hands of players, but players would always get a base reward that we authored for completing the mission.

Steve Ronuken - How have things been going with scouts sites?

CCP Affinity - No change really, but they're now at least not training sites.

Sugar Kyle- Now that they are worth something hopefully a culture change will occur over time that allows newer players to get into the scout sites in battlecruisers and T1 logi.

Mynnna - The "expensive ships" mantra in incursion communities makes us laugh, because the vast majority of our guys run them in base T2 hulls.

Mike Azariah - Not everyone is elitist and there's a lot of variations between incursion groups - some people aren't about max-minning, some people just want to have fun.

Mynnna - The changes to payouts were great because it's far more difficult to run an incursion in null, and there's far more risk involved. This was very well received.


**SESSION CLOSED: 12:07**

## Session: Web Team

**CCP Attendees:**

- **CCP Falcon**
- **CCP Leeloo**
- **CCP Priya**
- **CCP Avalon**
- **CCP raRaRa**
- **CCP Tier**
- **CCP Damage**
- **CCP Manifest**

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- **Mike Azariah**
- **Corbexx**
- **Asayanami Dei(REMOTE)**
- **Xander Phoena  (REMOTE)**
- **Mangla Solaris (REMOTE)**

**SESSION OPENED: 12:33**

CCP Priya - We are trying to see what you are using the websites and forums for. We're looking for information on what you guys use and would like to iterate on, and what you're not utilizing.

Mynnna - Eve Gate's Eve-mail is not good, and it would be great to get this separated as a dedicated email client. If it was a proper mail client that we could search would be amazing for many people who organize.

Mangala Solaris - Eve Gate's Eve-mail system needs improving.

CCP Priya - That is another question. Is anyone using Eve Gate for anything outside of mail?

Ali Aras - The only part of EVE Gate used is the EVEmail and the function to search for players and corp history information on people. I am looking for the "show info" information and I may do a quick scan of their forum posts.

CCP Falcon - Similar to a e-mail address book?

Ali Aras - Kind of

CCP Priya - We're looking at what we can close and how we can separate things and keep the stuff that people want to use rather than closing the whole service down. We are not going to just remove it without providing people with services they currently use.

Sugar Kyle- There are people who do not realize that there are calender functions that connect from Eve Gate to in game.

Ali - People have attempted to use the calendar, but in the same respect a lot of groups are using third party tools in order to fill this gap. If the eve-mail was moved to another e-mail program people would start using that e-mail programs calendar.

Mynnna - If something comes out of the corp and alliance revamp as the concept of a social group which is not the same as a corp, such as an official club status, I could see where an in game calendar could be useful for a group who came from dozens of different places without a shared infrastructure.

Sion Kumitomo - Smaller corporations would probably want to use their entitlement to forums on the EVE Online forums.

Corbexx - They can

Sugar Kyle- A corporation can have personal forums on the Eve Forums I believe

Sion Kumitomo - I've never heard anyone use it.

CCP Falcon - Every corporation can create their own forum

Sion Kumitomo - I know that there are at least three people in game who develop forums and jabber for people to use. Perhaps, these things are not publicized well enough that people do not realize that they have this access.

Sugar Kyle- A social, open calendar would be great, that people can add random events to that are public and can be used.

Sion Kumitomo - Something along the lines of a community bulletin board would be great.

Sugar Kyle- Yes, but something that is not quite the forums. A lot of players no longer wish to go to the forums. They won't go so they won't get the content. Also a forum system that doesn't eat your drafts.

Sion Kumitomo - Something like a 'What's going on in Eve' location where people can see what other players have put together

Mangala Solaris - Calanders would be amazing if we had ways to give poeople acces to events. Right now we cannot. I know a few groups who use them but having that expanded to registered social groups could be great as well.

Mynnna - It sounds like calendars are keep and improved

Sugar Kyle- For the front page of the website the tickers on eveonline.com should really be updated to show better and more relevant information.

CCP Priya - We're looking at simplifying the eveonline.com site.

Sugar Kyle- EVE Gate should be a one stop shop for mail, events, news, dev blogs, information, events. A lot of it is buried under sections and subsections.

Sugar Kyle- Mobile use

Ali Aras - Yes. Mobile is a big thing that needs improvement and people need to be able to access their EVEmail via mobile devices. The forums would be nice but the mail would be amazing. We'd decrease dependency on third party aps.

Managala Solaris - Eve gate feathers that work and work on mobile especially would be a win. Give forums a talktalk setup they offer tools so you will not have to reinvent the wheel

Mynnna - If I am on my iphone I can read the mail just fine. If I go to the desktop it copies the chain into my mail. The mobile does not do this.

Sugar Kyle- When you reply the mail is a blob of text because the html is not built in

Asayanami Dei- A mobile app for mail/news/calendar/dev blogs?

Mike Azariah - The chat channels not so much but EVEmail definitely needs to stay. So many people need this to play, and a lot of people simply stick outside of the game and use EVEGate for comms. They want a lightweight way to get the communication done when what they need to do is outside of playing.

Xander Phoena  - This is me when I go to work

Mangala Solaris - I log into the client to write certain mails because the browser breaks

Sugar Kyle- Being able to answer mail at work is useful for me due to my work hours. Even if it sucks I will still use the mail client, that's how important it is.

Sion Kumitomo - It seems like people only really use mail, and none of the status updates or calendar etc.

Sion Kumitomo - A dev feed, twitter feed, post feed, so that people can just see this information in one place. It might get use.

Sugar Kyle- People use this for direct communication.

Mynnna - There is a RSS feed

CCP Priya - How are you using the community services?

Sion Kumitomo - Most people are just using the forums, EVEmail and a the ability to look up information on players. We need more of a reddit approach where we're not really being provided content, but just have a venue to display it.

Mynnna - It would be nice if they could customize it if they wanted

Sugar Kyle- There are so many players who don't realize a lot of stuff that is going on because things are so separated, news in one place, blogs in another, wiki in another place.

Ali Aras - Access to ingame chat channels from outside the client would be a godsend for people. Corp / Alliance etc. The same functionality for private channels in game on EVE Gate. This would replace the need for third party tools like jabber etc. It would also be sweet if we could have a protocol that could be connected to by pidgin.

Mynnna - That would help to eliminate one of the meta barriers to people trying to get into null sec and not having the IT infrastructure in their group.

Ali Aras - It would be nice if it was a protocol that I could connect to with pidgon or an IRC client

Mynnna - And if eve voice was a bit better it would help people

Steve Ronuken - If the forum RSS feed could include the author, that would be great, with some better formatting.

Mynnna - If it formated it a bit better and didn't just give a block of text

Steve Ronuken - Also the EVElopedia would be great if the item DB was linked to it so that it updated from TQ rather than being out of date.

Mynnna - If someone links a kill in eve mail it would be nice if I could right click and copy link and get the CREST information or have some way to view the in game kill link out of game.

CCP raRaRa - We want to decouple the forums from "GATE" so that you don't need to go through EVE Gate to update you forum details, profiles, etc. Is there anything you wouldn't want to us to remove from the forums?

Steve Ronuken - Being able to distinguish which character you're posting with is really important.

Mynnna - Can we have an add bounty button and a reason field as well?

Sugar Kyle- The draft disappearing thing is really bad, and needs to be fixed. The session timer is bad in that it eats your posts if you don't know to hit the draft link.

Steve Ronuken - Type, type, type, post, gone.

Ali Aras - The session timeout for the forums needs to be fixed badly. This causes a lot of problems.

Mynnna - It causes a habit of copy and saving everything.

Sugar Kyle- Or writing everything in another program just to write on the forums.

CCP Leeloo - We can set up another session with the web team in a few weeks if more feedback and discussion is needed.


**SESSION CLOSED: 13:01**

## Session: Ship & Module Balancing

**CCP Attendees:**

- **CCP Falcon**
- **CCP Leeloo**
- **CCP Fozzie**
- **CCP Rise**
- **CCP Terminus**

**CSM Attendees:**

- **Ali Aras**
- **Sion Kumitomo**
- **Steve Ronuken**
- **Sugar Kyle**
- **Mynnna**
- **Mike Azariah**
- **Corbexx**
- **Xander Phoena  (REMOTE)**
- **Mangla Solaris (REMOTE)**
- **Progodlegend (REMOTE)**
- **Major JSilva (REMOTE)**

**SESSION OPENED: 13:05**

CCP Fozzie - We'll go through what's coming in Oceanus, module tiericide first stages plus some ship changes. A dev blog will be coming out next week. We'll then allow you guys to bring some stuff up that you have concerns about, then we can go through future plans.

CCP Fozzie - First - Module tiericide - Similar to what was done with ships,. The main target is named modules. We want them not to be a bunch of items gated by price but where they are useful and you

can make choices and interesting choices. We want to consolidate a lot. We want to make all named modules useful and create a distinction between T1, named and T2 modules.

CCP Fozzie - Categories for balance will include Power, Projection, Application, Fitting, Usage and Overheat. We want named modules to always be better at their core function than standard T1 mods. They will all be about equal with each other and then the decisions come in with other things such as fitting.

CCP Fozzie - For this release we'll be looking at cargo scanners. Team Banana Stand are working on these. They are one of three teams (additionally Pirate Unicorns and 5-0), who will be working on module teiricide With Cargo Scanners they will be going down to one meta type.

Mike Azariah - What will happen to people who have BPO or BPCs for these?

CCP Fozzie - We will not be eliminating any types that have BPOs or BPCs. The named ones do not. We will not be eliminating T1, T2 or COSMOS. All named scanners will be converted into one type.  For anything removed we'll cancel market order and refund brokers fees etc to make sure no one is caught with market orders at a price they do not want.

Ali Aras - What will happen with loot drops after this, given there'll be less types dropping?

CCP Fozzie - New modules will drop for a combination of the drop rates of the modules they replace. They will drop as commonly as they did before.

CCP Rise - If there were four before and one now they will drop with the frequency of when there were four.

progodlegend - Is there any plan to introduce BPOs for these named items?

CCP Fozzie - We'd love to eventually but not right now. It is a dream thing. It fits into our general game design and our policy in Eve that if we can let players build it we should let them build it. There are various plans that people have looked at, but we're running a pass over the modules first. After that, we can look at it. It may come in a type where there is an item dropped by NPCs and you combine that with the T1 item to get the named item. It would also stimulate T1 industry. We have very high level ideas but it is not on the short term plan.

Steve Ronuken - Could you potentially introduce these as a "fail" for T2 invention.

CCP Fozzie - This is possible so long as we didn't devalue the the loot drops for people. This is far into the possible future.

Mike Azariah - What's next after scanners?

CCP Rise - Cap Flux Coils are being worked on first. They are being evened out to be competitive with cap power relays. Then it will be about a trade off not their simply being worse.

CCP Rise - Any groups where we have the basic types, which do exist, we are rolling into this.

Mike Azariah - Will you be renaming "Basic" modules?

CCP Rise - No, just the basic cap flux coil.

CCP Fozzie - These are modules that are worse than T1 with less fitting requirement and less skill requirements. These no longer drop but they'll be left named as basic. All the groups that have these we will be combining them into one type and moving them into a storyline type to indicate that it is special.

CCP Rise  - These are sometimes useful as they have way lower fitting requirements for niche fits.

CCP Fozzie - The classes that Team 5-0 are working on are the fitting modules - Reactor controls, Micro Auxiliary Power Cores and Processors. Also, light missiles in conjunction with interceptors and light interdictors. We are still working on all of the names.

progodlegend - Is there any plan to make the names more along the lines of hardwiring.

CCP Rise - For instance "tuned" always resembling mods with lower fitting costs, so once someone learns the pattern then they become familiar with the bonuses and their names. But we want them to be interesting and readable.

CCP Fozzie - Where meta 4 items are better than T2 we'll be downgrading them so that T2 are always superior. I do not think that having unique faction items is bad or that we will have to do much to them.

Corbexx - What about ECM Modules? There are many used.

CCP Fozzie - They'll also be looked over and simplified. Likely, the meta4 will be nerfed.

Sugar Kyle- How will this affect salvaging? This profession has been nerfed expansion after expansion.

CCP Fozzie - We expect that the profit from salvaging will go up after these changes on average. This won't be an overnight change as we're doing this part by part, so the profit will come over time.

CCP Fozzie - Number of reactor controls will be  dropped to only have one named T1 variant, but the stats will be better than any current T1 named reactor control. We';re not trying to remove progression from officer and dread space stuff. It serves a useful function. Most of it is staying the same across the higher meta levels.

Sugar Kyle- Where will COSMOS modules fit in with regards to this?

CCP Fozzie - They'll fit in fine with this, and their biggest advantage is that they have among the best fitting requirements. We don't really want to change them too much at this time. Faction stuff that has an advantage probably won't change.

Sugar Kyle- Do to their special nature I've had people suggest special quirks that do things like use T2 ammo without the bonuses or very exotic things like that.

CCP Rise - Something that came up is whether we should have more variation in faction loot groups. Ideas for this included faction modules with more varied stats that are being discussed. Shield boosters, extenders, armor hardeners etc. We've discussed having variation within the faction modules. There is room for debate. Right now, we are focusing on the T1 modules. Weirdness will get tuned up along the way as it comes up.

Asayanami Dai - So is meta level going away eventually all together?

CCP Fozzie - Eventually, meta level 1-4 is not going to matter anymore. We have multiple named modules and they will all be meta 1. The plan is to keep meta as an indicator progression but mainly so that you can see that there is meta 0 for T1, meta 1 for named, meta 5 for T2. It is particularly good for telling the differences between officer modules.

CCP Fozzie - We're not going to try and distinguish between T1 modules by having different meta levels, however this will still be the case for T2 and officer.

Asayanami Dai - How many modules will be removed by this?

CCP Fozzie - Probably upwards of 200 when we're finished, over time.

CCP Rise - There will be less modules removed as we move into more complex modules. There will be more room to keep them on. Instead of a power level progression there will be more room for choice.

Sugar Kyle- What will happen with extremely tight fits? Such as meta damage controls.

CCP Rise - That is still very progression based.

Sugar Kyle- Yes, but they still pick and choose for their fit and make choices.

CCP Fozzie - People will have a clearer guideline on what module they need if they need to save on CPU or Grid etc.

Steve Ronuken - Will recycling be bumped up for T1 stuff to compensate for this?

CCP Fozzie - Probably not, we don't want to affect mining profits with this by taking dominance of the mineral market away from the miners. The recycling is more a legacy feature but we are still working on it.

Sugar Kyle- Will we see more drone loot out of this too? Will you make more drone loot? There is almost nothing in their loot tables now.

CCP Fozzie - Possibly, that's something we'll have to look at. As we hit the groups we will decide.

Mike  Azariah - Will faction ammo be tiericided?

CCP Fozzie - We've considered this but there aren't many plans for this so far. We klnow there is bad faction ammo and good faction ammo. We'll probably look into it in the future. We've considered giving the lesser faction stuff more hp to overcome firewalling, so we have to think about this.

progodlegend - Nerf firewall?

CCP Fozzie - Yup. As part of a general balance of missile HP. One of the ideas we have bounced around is making the bad faction ammo have more hit points. It is just an idea not a short term going to happen now.

Mike Azariah- Defender missiles?

CCP Fozzie - We'll probably find a different use for these, or just remove them from the game at some point. However, we may still say that ten years from now.

Mike Azriah - Another concern that has been brought to me was T2 crystals. The complaint is that there is no need to use anything other than scorch.

CCP Fozzie - There may be some changes. Scorch might be to required and the others may get a bit of a bump but it is not a waste land.

progodlegend - The others are useful. Conflag does more damage than others.

Mike Azariah - I misspoke. I meant mining Crystals?

CCP Fozzie - That is outside of the scope of the module changes but it is something that should be looked at.

Mike Azariah - You do not consider that ammo?

CCP Fozzie - They're in their own category, and we'll probably be looking at them at some point.

CCP Fozzie - Co-processors will also be changed, because for some reason all the Guristas officer coprocessors are meta 13/14 and the Serpentis are all the low end of faction. This needs to be balanced out. Someone decided that Gurista victor.

CCP Fozzie - Because of the interdictor and interceptor tweaks we decided to tackle Light missiles now. Light missile launchers will also be changing and being simplified, two variations with better fitting requirements, a choice between CPU or grid savings. Capacity will be different and the rate of fire tweaked.  We will also be balancing faction launchers too.

CCP Fozzie - We will have a dev blog out next week for this.

CCP Fozzie - There'll be changes to the crow and malediction as well as smaller tweaks to interdictors and the rest of the interceptors. This is a follow up pass. We are not changing roles at this point.

Mynnna - With one less low the Crow will be less agile

progodlegend - It will be extremely harder to fit with an extra launcher

CCP Fozzie - Yes it will be tricky to fit. It will be quite good as a tackler. It will be quite usable with light missiles but the fitting will be tricky with power grid and trying to get a DCU. It is intentionally challenging to fit. It will now not be soft locked into kinetic damage but it will do less damage overall without the bonus. It is a nerf for the damage Crow.

CCP Fozzie - Malediction is switching back to a rocket bonus. You can still fit light missiles but it will be less damaging. We will improve the agility to compensate. The Raptor will get the slot lay out that the Crow had. This separates it a little bit from the Taranis. I believe people will be more interested in playing with the options.

Xander Phoena  - Why haven't these changes been communicated to the public yet?

CCP Fozzie - They aren't finalized yet. They'll be out next week most likely, and on Sisi by the end of this week probably.

CCP Fozzie - (Showing Interdictor changes) These are milder changes. Roden ships are probably going to end up with a 10% tracking bonus across the board, the Eris already has this. Interdictors need to be balanced out to compete with the Sabre, which leading the field.

CCP Fozzie - That's everything going into Oceanus, after that we're looking at taking a look at bombers. We're also looking at reverting cloak changes so that cloaked ships now uncloak each other again.

progodlegend - MORE HP FOR BOMBERS! Good changes!

Sion Kumitomo - It is an excellent idea

CCP Fozzie - It will make running bomber fleets more difficult and more annoying but it puts a higher premium on actual people. There is a reasonable chance that it will be released in Phebe. Also, I've discussed with you about changing HP and agility some

Steve Ronuken - What about cloaked ships being able to see each other when they're in fleet together?

CCP Fozzie - That has potential exploit issues.

progodlegend - What about the terrible state of short range weapons for fleet warfare? Small gang, it works, but for larger fleets it doesn't. Even in small gang fleets you see long range weapons normally fit across the board. They just don't do the damage for fleet warfare.

CCP Fozzie - I think you are correct. For fleet warfare you are correct.

progodlegend - For instance, heavy beam lasers with multifrequency do more damage than heavy pulse with multifrequency . They do as much as heavy pulse with conflag.

CCP Fozzie - That is a decision we made when we did the medium weapon rebalance.

progodlegend - I remember that. I feel that this is a very low hanging fruit thing that you could do to add variety to fleet warfare. The compelling reason to choose short range guns over long range guns is to just give short range guns more damage. I know it has to be looked at from a balancing point for small gang warfare. However, when I put a fleet why would I ever choose blasters? If I could reduce my fleet by a third or a half I might be compelled to use blasters.

CCP Fozzie - If we increase the base damage of short range weapons that damage makes them better for fleet warfare, they become overpowered in all other situations.

progodlegend - I understand that is the problem

CCP Fozzie - Not everything has to be equal in every situation. Short range weapons are always not going to scale well. Some mechanics will be better in smaller groups than in larger groups.

CCP Fozzie - Short range weapons are still dominant in small gang environments. Medium rails are very good right now and they may be too good now. Over all you are seeing more use of short range over long range. It used to be that short range weapons were dominant so it is in a much better balance now.

progodlegend - while the majority of the population are in high and lowsec, the vast majority of large fleets are in null. There's no reason to fit short range weapons at all in a fleet above 20-30 people. In my opinion if you are in a fleet of 15 or more and you are not using long range weapons you are not using

everything to your advantage. There is never any reason to put heavy pulse lasers on a ship if I have heavy beam lasers. Tracking is not an issue, I will always have enough web and paints. I if I can choose between more range and less damage or more damage and less range I'd have reasons to make choices. I know it will unbalance small gangs so I guess it won't happen.

Corbexx - But ti make a difference to the bigger fleets you will break everything else.

CCP Fozzie - There's no plan to look at short range weapons for an overhaul at this time. There are some changes that have been delayed by dogma changes and other tech we have in the pipeline, but there's a lot we still want to look at.


**SESSION CLOSED: 14:01**

## Session: Player Experience

**CCP Attendees:**

- **CCP Falcon**
- **CCP Leeloo**
- **CCP Turtlepower**
- **CCP karkur**
- **CCP Rise**
- **CCP Delegate Zero**
- **GM Dagon**
- **CCP Skrekkur**
- **CCP Arrow**
- **CCP Affinity**
- **CCP Seagull**
- **CCP Chimichanga**
- **CCP Legion**

**CSM Attendees:**

- **Ali Aras**
- **Sion Kumitomo**
- **Steve Ronuken**
- **Sugar Kyle**
- **Mynnna**
- **Mike Azariah**
- **Corbexx**
- **Xander Phoena  (REMOTE)**
- **Mangla Solaris (REMOTE)**
- **Progodlegend (REMOTE)**

**SESSION OPENED: 14:07**

CCP Rise started the session with introductions all round in particular to all members of Team Pirate Unicorns. He opened discussion by letting the CSM know that CCP's focus with the New Player Experience (NPE) is to focus on making sure that both new and old player have an accessible means of either starting fresh or looking to move into a new career/specialization in EVE. CCP is keen to avoid pushing players into a "mission style" track that introduces them to the new system via PVE.

Rise continued by suggesting that concrete examples of how CCP are adding this sort of content are tooltips and new notifications (opt in for now) as opposed to simply pushing players into missions directly. He did confirm that these are ongoing projects, in a state of iteration based on community feedback. He then advised that CCP are investing in playtesting to ensure that the iterative development is actually a good thing for the playerbase. He cited opt-in notifications as an example of this.

Mike Azariah asked for some clarification as to what exactly 'notifications' would be.

CCP Rise agreed that there is a lack of knowledge about what notifications 'are' in Eve Online. At the moment there are three different types of "thing" in EVE that are regarded as "notifications". Rise advised that CCP wants to move everything to one centralized place - one system that's easy to configure, organize and use. Some examples of the types of things that could be encompassed by the new notifications system include - starbase out of fuel, evemail, bounties and skill notifications. Over time, the plan is to add dialogue boxes, invitations, industry job completion, killmail notifications and more eventually.

He followed that there is a large degree of motivation within CCP to get the notifications system working smoothly quickly so as to progress to a more "achievement-like" NPE that encourages players to explore options open to them, rather than just running a linear line of missions.

 Mike considered one possibility where the notifications system would advise that a certain skill has finished training and make you aware of the ships or modules that you have now "unlocked" as a result encouraging the player to experiment.

 CCP Skrekkur confirmed that this is definitely a possibility and something they would like to see happen in the future.

CCP Rise reiterated this adding that diverting people to ISIS for instance once they have hit a new level of mastery or can fly a new class of ship would give an added depth to the sense of progression.

 Mike followed up by asking if there would be a way to opt out of these notifications for veteran players who feel they don't require this level of feedback from the client.

 Rise advised that CCP is always walking a tightrope between customization and complexity. Offering too many ways to customize what can be displayed on any screen at any given time can lead to some very complex option screens. They are looking into how to address various different user cases without cluttering the UI however.

Mike then asked about conversation spam and other problems generated by popup windows. Rise advised that this was looked at for the first iteration of notifications but hasn't yet been finalized.

Ali moved the conversation by pointing out that by completing tutorials at the moment, players end up with a sort of "starter kit" to get a player up in running in various professions. How would these items be given to a player in the system suggested above with less emphasis on missions?

CCP Delegate Zero advised the meeting that at the moment there is a feeling in CCP that too much is given to players at the start for the effort required by the tutorials. There does need to be some form of starter springboard but no definite way as of yet for how to deliver it. One way would be to tie it into the aforementioned "achievement" system.

Ali followed up by making CCP aware that one of the main problems for new players who want to get straight into PVP is how do they fund themselves? How could this work under this suggested new system?

Rise advised the CSM that CCP wants to separate prize rewards so that people are doing the NPE because it's fun, not because the game is giving them stuff at certain stages. The structure for learning must be established first then rewards can be layered in afterwards.

Mike pointed out that if too much was given away in a '"starter pack" there was the risk of it being farmed.

Sion wanted clarification on the entire concept of an "achievement" system. CCP Rise answered that they were starting with CCP Scarpia's high level idea of pointing out game features and making people aware of them, so that they can choose how to interact with them on their own. Playtesting has been carried out in just giving hints and visuals and suggesting people try out features, using curiosity as a driver and a catalyst to make people want to learn. After that, show players how the basics, such as mining or mission running, can lead to larger, long-term careers in EVE.

Mike and Sugar both raised the thorny issue of new player harassment in starter systems. Mike believes that a slightly larger non-harassment zone for new players might be a good idea. Sugar pointed out that new player career agents are one jump outside of protected systems. This leads to people spam duel invites to new players or getting them to 'help' them with tank tests and such. These systems are more starter systems then the system with Aura in it.

 Rise mentioned that this is something he hears a lot but the data CCP has collated doesn't support the thesis. Mynnna pointed out that those people are still around. Sugar countered that she has have this brought to her from her monthly discussions and she has heard it from a lot of players who invite friends and family to the game or who started with friends and they are the only one left of their friend group and these are the reasons why their friends left. Spamming duel invites and other forms of new player baiting are common and confusing to people just starting who have not learned Eve. CCP Skrekkur suggested CCP would look to gather more data on the issue.

Ali adds that some people stay because they were ganked. Turning the question on its head, Sion asked why do people stay who have been ganked? Sugar answered that she thinks it is a certain type of mentality that causes people to stick around. When she started playing she accepted that Eve would be hard and that mentality is needed. She points out that this discussion isn't about protecting people from bad things but educating new players about what can happen, the choices they make, and their repercussions.

Rise picked up the baton by suggesting that with a new system based on achievements, CCP could theoretically start players out wherever they wanted to and not concentrate players in areas where they're liable to be harassed. However he added that it's good for new players to see others flying around, learning and generating a sense of life in EVE.

Sugar mentioned the possibility of no tutorial at all for those players who just want to get into the game and learn for themselves? Rise answered that with a new achievement system style tutorial, it would mean that they could quit out of it whenever they were comfortable to do so. Sugar suggests that some people may just want to be flung into the game with an 'alternate no help' start somewhere random. They will seek their own education instead of assuming the NPE gives them everything they need. They can always go back to the Tutorials if they wish.

Delving into more specifics, Sugar wanted to bring up a point. Both double-clicking in space and the safety button aren't addressed anywhere in the current tutorial system. There's very little official information about either anywhere.

Rise mentioned that these sorts of issues had been raised in the playtesting CCP had commissioned. They had taken note of how players had responded to the tutorial system and had looked at dimming specific areas of the UI so that information regarding different parts of it could be displayed. Sugar seemed satisfied with this response advising the meeting that this would answer a lot of the most basic questions that she gets with the UI when working with new players.

Sion asked for more details on the commissioned playtesting Rise had mentioned above. Rise advised that there were some big blocks in place to the tutorial system to new players. Certain things are counter-intuitive and don't clearly explain how they fit into the bigger picture. Rise continued telling the meeting that some of the messaging and wording in the UI is clearly confusing and could do with an update. CCP has found found that some of the simple stuff was confusing to players. They have already started working on changes to this.

Sugar pointed out that merging items and ships into the station panel is great for new players so that they can see they have stuff - why don't we do this by default? Rise confirmed that this is how it will be working for all new players going forward.

Going back to the topic of the commissioned playtesting, Sion wanted to know if this was a new project for CCP?

Rise and Delegate Zero confirmed that it is something CCP has only recently started to do. They have done it internally before but recently reached out to gamers who haven't played EVE and some of the things brought to light have given us a lot of food for thought. The biggest issues were UI stuff, such as people trying to use weapons as if they were hotkeys in other games, offlining modules by accident, and not being familiar with the visuals and suchlike to be able to identify ships.

Rise continued that player-created documentation is a great source of information for rookies and CCP will continue to point people in that direction, but at the same time they must ensure the basics are explained within the game.

Steve and Mike both mentioned a player who sits constantly in the help channel with an awesome database of questions and answers and recommended CCP talk to him.

Rise confirmed that they would and backed that up by mentioning that they have the permission to start experimenting with the NPE. The intention is to start experimenting with what works best for new players and see what kind of feedback we get.

Sugar wrapped the meeting up by pointing out that there are a lot of people on blogs, forums and social media who point out that they tried EVE but couldn't get past 'x' and that it is a good place for free-form feedback.

**SESSION CLOSED: 15:01**

## Session: Roadmap

**CCP Attendees:**

- **CCP Falcon**
- **CCP Leeloo**
- **CCP Seagull**
- **CCP Scarpia**
- **CCP Mannbjörn**
- **CCP Delegate Zero**
- **CCP Manifest**

**CSM Attendees:**

- **Ali Aras**
- **Sion Kumitomo**
- **Steve Ronuken**
- **Sugar Kyle**
- **Mynnna**
- **Mike Azariah**
- **Corbexx**
- **Xander Phoena  (REMOTE)**
- **Mangla Solaris (REMOTE)**
- **Progodlegend (REMOTE)**

**SESSION OPENED: 15:05**

**The contents of the roadmap are under NDA, however a brief description of the session is available.**

CCP Seagull - Introductions all around!

Sveinbjorn - We have a new release cadence and we're now looking at fitting a new roadmap into it. We plan to have the next three months clear at all times, then we plan to have a highlevel overview of long term vision.

The contents of the Roadmap itself are under NDA. However, a few details about organisation came up, which aren't.

The team of people in production roles who are not contributing directly to making game features is now much smaller.

Teams have been empowered as product owners. They can take initiative, and decide what to make (with oversight from production).

The CSM is happy in most part with the way the Roadmap and development organisation plan was explained.

*CSM Addition:*

*As this is a very short session, **Steve Ronuken** thought he'd bulk it out a little with a recipe for his favourite bolognese style sauce. Since bolognese is not under NDA, this remains in the minutes:*

*Chop up 1 pack of unsmoked streaky bacon. fry it off. Add around 250 grams of chopped onion, 3 cloves of garlic and fry it till translucent. Add a couple of tablespoons of balsamic vinegar, and a teaspoon of worchestershire sauce. reduce it a bit. Add 800g of steak mince, and 500g of pork mince. Fry that up. Add a small handful of appropriate herbs. Add a broken up beef stock cube. Mix it thoroughly. Add around a third of a bottle of red wine, around 50g of tomato puree, and 500g of tomato passata. Simmer gently for around 1.5 to 2 hours. You'll need a big pot.*


**SESSION CLOSED: 15:58**

**Session: Economy Overview**

**CCP Attendees:**

- **CCP Falcon**
- **CCP Leeloo**
- **CCP  Ytterbium**
- **CCP Thomas**
- **CCP RubberBAND**
- **CCP Recurve**
- **CCP Manifest**

**CSM Attendees:**

- **Ali Aras**
- **Sion Kumitomo**
- **Steve Ronuken**
- **Sugar Kyle**
- **Mynnna**
- **Mike Azariah**
- **Corbexx**
- **Xander Phoena  (REMOTE)**
- **Mangla Solaris (REMOTE)**

**SESSION OPENED: 16:08**

CCP Recurve - Introductions all around. CCP Recurve was working under Eyjo but now monitors the economy.

CCP Recurve - We have been stable but we have seen deflation over time. In 2014 we have been stable with deflation. Over the summer we have seen a fall in Mineral Price index. I was expecting it to go up after Crius.

Mynnna - Why were you expecting it to go up?

CCP Recurve - I was expecting things to become more expensive to produce due to increased production fees.

Mynnna - The minerals have been dropping

Steve Ronuken - The minerals have been dropping because the ore is worth more than the minerals

CCP Recurve - We see that PLEX has been rising steadily since its launch. We see that same development on Serenity.

Mike Azariah - Does Serenities indices run similar to ours?

CCP Recurve - Reasonably, yes. They are not massively different. It is harder to compare because their expansions come out later than ours.

Mike Azariah - Where are they now?

CCP Falcon - They got Rubicon about three months ago. They are catching up.

CCP Recurve - Looking at daily prices we see the same rise.

Mike Azariah - I would love to see a third line showing the price times and mass to see the trade volume.

CCP Recurve - It is a different world so I compared it to the fundamental product of tritanium.

Mynnna - Do you have graphs or numbers on total asset value

CCP Recurve - We had a process that automatically calculated. But, the servers reboot before it can compile.

Mynnna - That is a pity

CCP Recurve - It is recursive

Mike Azariah - If you narrowed the parameters, can you get test samples?

CCP Recurve - We are working on a solution. There is a steady growth.

Mike Azariah - There is a nice peak there

CCP Recurve - That was the battle of B-R. Older players came back and their accounts reactivated which increased the ISK in the game. We do not count inactive accounts for this.

CCP Recurve - Average ISK per character is steadily rising. It is very unevenly distributed.

CCP Recurve - The top 20% own 89% of the ISK. It is more unbalanced on Serenity.

CCP Falcon - I'd like to add the graphs into the minutes. These graphs are hard to quantify into words.

CCP Recurve - We can do some. In the net inflow and sinks and faucets the biggest drop was Odyssey with the Sister's ships coming in.

CCP Greyscale - Not everyone realizes that LP is a massive ISK sink

Mynnna - I'd like to see this go back to the Faction Warfare change

CCP Recurve - The highest we have seen production was after the battle of B-R

Mike Azariah - The bump in research came from the rush before Crius

CCP Recurve - It is showing that a lot of people are trying something new

Mike Azariah - If it is trying something new do you expect it to go back down towards pre-Crius changes

CCP Recurve - The numbers are not starting to drop yet. People are trying it and seeing that they can do it

Mike Azariah - You are still monitoring the price of PLEX, I assume. Are you still following Dr Eyjo's approch that as long as it is not going fast it is okay.

CCP Thomas - I am doing it a bit different. I am motoring PLEX prices and who uses them for subscription in contrast to that. If PLEX prices rise high and users stay stable I'm not to worried. Not just sale and turnover.

Mynnna - Where is the point where people just say nope, no more?

CCP Thomas - Not yet

Sugar - Have people been using it or have they been hoarding it? People use it as gold. Are they buying and subbing or buying and hoarding?

CCP Thomas - Some of both.

Mynnna - On the transactions up there each PLEX gets sold several times

Mike Azariah - Have you tracked how many the times the individual plex is buy and sold before it turns into a subscription

CCP Greyscale - The item ID does not work that way

CCP Thomas - We have not made any intervention with the PLEX market. The only thing we have done are our regular sales.

Discussion about the lack of use of teams. General discussion about the industry changs, team use, and movement from minerals and compression.


**SESSION CLOSED: 16:50**

## Session: Monetization

**CCP Attendees:**

- **CCP Falcon**
- **CCP Leeloo**
- **CCP Thomas**
- **CCP FoxFour**
- **CCP Cognac**
- **CCP Terminus**
- **CCP Delegate Zero**
- **CCP Seagull**

**CSM Attendees:**

- **Ali Aras**
- **Sion Kumitomo**
- **Steve Ronuken**
- **Sugar Kyle**
- **Mynnna**
- **Mike Azariah**
- **Corbexx**
- **Xander Phoena  (REMOTE)**
- **Mangla Solaris (REMOTE)**
- **Asayanami Dei(REMOTE)**

**SESSION OPENED: 17:05**

Just to head off the people running for their pitchforks and torches, because of the title.

**Seagull - Clarity that we're not going pay to win, we just want to offer more services to our subscribers**

Team Size Matters was introduced as the team in charge of Growth and Monetization, which covers the New Eden Store, and things to do with Plex.

Parts of Team 5-0 was also present.

A brief retrospective of what has been done up to this date was given, along with a breakdown of how Aurum has been spent over time. While it had spikes, which then fell away over time, before spiking back up, there does appear to be a fairly consistant baseline of Aurum being spent on apparel, ship skins, and services (MCT, re-sculpts)

Items are being trickled onto the NES, without notice to players, to try and smooth out the spikes, and investigate how word of mouth spreads.

90% of people who are using PLEX gifting are using it for their alts.

New race specific, but not race locked, clothing going into the store.

There may be a purge of old trial character names; if this happens, there will probably be an email these people and let them know in advance. There are a large number of names associated with trial accounts, which are older than 1 year old.The accounts will remain, but characters would be renamed. A name change option in the event they come back is probably. It is possible that this will happen with old (7+ years inactive) inactive paid accounts, but that's far more nebulous. (This feature has since been delayed)

Space object factory is in progress and is coming (initial release in Oceanus) This means that CCP can now do permanent skins rather than the separate types. We want people to use ship skins and we want to reduce the risk for doing so. Price points will change, as they are no longer disposable. When asked about the popularity, Fozzie said they're being used a lot, but generally in situations where they're not going to be destroyed. CCP are considering time based purchase of ship skins, and permanent ship skins. These are not tied to a particular ship, but a particular character.

Existing custom versions of ships (hyperion interbus issue for example) will be turned into a base ship and a skin license that can be applied, so as not to cause issues for people who already have skins. People who have these skins now and have been assisting in testing will receive a permanent copy of this skin as thanks for testing.

Store bought skins would be permanent, drop ones would be temporary (X time, possibly tied to account activation, rather than X ships exploding), maybe some special edition permanent ones would drop rarely. Still to be decided. (This feature has since been delayed)

Possible new services from the NES:

Race change certificates.

Gender change certificates.

Neural remap certificate. - This is controversial, and discussion was had about limitations. Removal of attributes was discussed as well.

Character rename certificates were brought up as a possible option. This was a controversial subject, with extensive discussion, both between CCP and the CSM, and within the CSM. History would be

maintained, searching would bring up a person with either name, which eliminated a number of concerns about it. Xander had concerns about it, which were based on the shared history of the community. Sugar raised that the Gender change certificate would pretty much require the name change. Further discussion was pushed to the forums, to allow for more reasoned, longer discussion.

Features:

Redeem in space. Which should make wormhole people happier.

CCP are trying to get services into the store, and are interested in ideas. Sugar and Mike brought up babysitting other people's accounts, wrt skill plans.

Some discussion was also had on the creation of content for the NES by players. Legal issues were raised by CCP as a reason why this would be, at best, slow to happen, if it happens at all.

*CSM Note: Hats were brought up in the Art session. Please don't murder us.*


**SESSION CLOSED: 18:01**

# CSM⁹

## COUNCIL OF STELLAR MANAGEMENT

## Session: Sales & Marketing

**CCP Attendees:**

- **CCP Falcon**
- **CCP Leeloo**
- **CCP Dhalgren**
- **CCP Isabella**
- **CCP Manifest**

**CSM Attendees:**

- **Ali Aras**
- **Sion Kumitomo**
- **Steve Ronuken**
- **Sugar Kyle**
- **Mynnna**
- **Mike Azariah**
- **Corbexx**
- **Xander Phoena  (REMOTE)**
- **Mangla Solaris (REMOTE)**
- **Asayanami Dei(REMOTE)**
- **Major JSilva (REMOTE)**

**SESSION STARTED: 18:05**

CCP Dhalgren (VP Marketing) introduces himself and the other CCP personnel in attendance. Some discussion follows on the level of experience everyone has as Eve players .

CCP Isabella (VP Sales) discusses some of the recent issues she has experienced and then explains how this has went on to vastly strengthen the relationship between her team and Community.

CCP Manifest introduces himself and his position within the company, explaining that with his PR hat on, he also CCP Dhalgren advises CSM9 that marketing encompasses PR and Community, creative, development, advertising and acquisition. The goal is that hopefully at the end of all these teams working together, CCP has a player that stays with Eve for a long time. Marketing looks for the right people who might be interested in EVE and drops them off at the front door.

Mike asked if they have any direct involvement in retention. CCP Dhalgren answered that Marketing does assist Development with both retention (via Community) and reacquisition (via Customer Lifecycle Marketing, aka email marketing). The rest of the Marketing team is predominately focused on acquisition. However, as of late, they have been looking at some new strategies with the goal of attracting new players and keeping them for the long term.

CCP Dhalgren then gave a presentation that covered a variety of subjects. First up was the new release cadence – we now have updates every six weeks or so, as opposed to the old semiannual expansions. Previously, players had been trained to expect a new game every six months. Money would be heavily invested in ads, trailers and general marketing to create spikes of interest. This created a 'wake and sleep' cycle for Eve and its playerbase.

The new approach emphasizes that Eve is now continuously improving. Emphasize that Eve isn't a game that gets touched up twice a year but that it is the world's deepest, most immersive online experience and it's getting better all the time. It's alive. There are a number of tools that can be used including spreading out dev blogs so there is a continuous supply of information to the player base rather than a whole glut in a short period of time before each release. Livesteaming via Eve TV is also something that can be taken advantage of more. Supporting player gatherings throughout the world is also vital.

CCP is moving away from thematic releases, which makes life more difficult for Marketing, but makes for a better game – practical benefits for players.

Mike interjected here that that one thing he would miss about biannual thematic releases is the trailers that came along with them. Both CCP's Falcon and CCP Dhalgren confirmed that there is still a cinematic team working on making trailers for Marketing to use to promote the game.

There is also a push to make marketing content engaging, truthful and more reflective of the actual in-game experience so that they feel more inclined to share it with their friends on social media and the like. Players who come into the game via other players who they happen to know are more likely to stick around and cost less to acquire from a marketing perspective. As such, it is imperative that CCP gives players the tools they need to more easily spread the word about Eve. CCP Dhalgren then showed CSM9

a graph that backed up assertions made at Fanfest this year that players who move into a corp within their first week in Eve are vastly more likely to stick around for an extended period of time.

At this point Corbexx asked if it would be possible to give more people access to Jessica – CCP's engine for making cinematics and used in the likes of Clear Skies 3. CCP Falcon and CCP Dhalgren confirmed that this is something they will look into further as the potential benefits could be huge.

Mike asked if the Marketing team has considered the speed bump of people coming into the game who feel they are starting the game ten years behind those who have been here for a substantial length of time? CCP Dhalgren confirmed that if they continue to look for people who may have that something that Eve appeals to, who join for the personal challenge. Marketing maintains behavioral metrics on the playerbase such as where they go to discuss they game or to look for information or help. Using this information, they can target specific types of marketing because different people look for vastly different things from the game.

Asayanami pointed out that there are a lot of different ways Eve players cover the game daily from social media to Reddit, podcasts and news sites. However he pointed out, if you want to get a lot of interesting information on Eve, you are often forced to go to third party websites. Finding these blogs / Youtube channels / news sites / podcasts via the Eve forums can be tricky as they are often hidden in pockets of questionable posting. Improving the Community website could make a huge difference here, making it easier for CCP to point players to third party player-created content.

Xander asked if CCP are keeping metrics on players using Twitch.tv to stream Eve since the functionality was integrated into the client? CCP Falcon confirmed that this was something they would look into obtaining and share with CSM9.

Sugar pointed out that at the moment, the website front page goes out of its way to get new players to download Eve without giving them enough reasons why through sharing third party content. After delving into the world of Eve via that page, they would be far more likely to download the client as a consequence. CCP Falcon and CCP Dhalgren advised that the Eve Online website is currently undergoing work and once it is complete, they would like to specifically work more on the Community portal.

Sugar continued that it is important to express how alive Eve is rather than how old EVE is. One option would be to show off the MoMA exhibit and content of this nature to help people visualize Eve's heartbeat?

Sion was keen to point out that the community is probably the biggest asset Eve and CCP has. As such, it would be incredibly beneficial for the Community team to have more of a say in how Eve is developed directly. Often, good things are done in the game but how they are messaged can directly affect how those changes are perceived by the playerbase, either positively or negatively. Having Community more in line with development could go some way to assuage this.

Ali wanted to point out that Eve has substantially fewer women proportionally than any other MMO – average MMO is around 10% while Eve sits at around 4%. She wanted to know if there were metrics as to why this may be and how they go around resolving this massive discrepancy.

CCP Dhalgren wanted CSM to know he was aware of this anomaly but his priority is to grow Eve full stop. There haven't been any marketing campaigns generated from CCP so far explicitly with the goal of targeting women. The problem with the community-led marketing as described earlier as Ali put it is that if only men play Eve then it there are less women to attract other women. Obviously it doesn't have to go that women attract female players and vice-versa but there is certainly a correlation.

Xander asked if there have been any case studies done into why there is such a massive discrepancy between the proportion of the playerbase that are female compared to other MMO playerbases? CCP Dhalgren advised that no such studies have been done but for him, it's more important to understand why anyone would want to play Eve at all irrespective of age, sex, background, etc and only after that to ask the secondary question of how do we get more of a particular demographic. He went on to emphasize however that the question on women is very important – there are women out there who would enjoy Eve but aren't playing and CCP needs to look at how to find them.

CCP Dhalgren followed on by confirming that he has been impressed at how quickly CSM can mobilize after seeing the hard work done by CSM and the Community team to quickly resolve the recent Somer issue. At this point he confirmedheard via a popular EVE podcast (his favorite in fact) that this expedience hasn't always existed.

CCP Dhalgren moved the conversation back once again to how they market releases. CCP releases a huge amount of communication each and every release - video blogs, in development, Facebook, patch notes, news and dev blogs. CCP is no longer marketing these on third party sites. Instead, the focus is more community-driven viral marketing. He asked if CSM agree with this change in direction?

Sion mentioned that the last release, Crius, was clearly marketed towards returning players with very little, if anything, to attract new players. If some form of token effort is made, new players will turn up and give Eve a try. CCP Manifest confirmed that as the feature set for Crius was relatively obscure and clearly aimed at current and returning players, it made more sense to focus all efforts on account reactivation. This won't happen every expansion – it was just coincidence that the feature set for Crius made it 'right' in that instance.

CCP Dhalgren advised CSM that CCP are trying to set up layers of marketing rather than two loud and expensive bursts per year to attract both new and returning players. What they are attempting now is using the releases to energize the community, attract returning players, but at a different level, looking to attract new players with a different message rather than trying to be all things to all people.

Sion countered that if you are relying on the community at large to assist in marketing this, they will naturally speak in a higher level of language and jargon to players who have never played the game. At that point, there is the potential for a natural conversation to flourish between both parties into the depths of Eve. Keeping the community happy and energized is vital when marketing in this way. While CCP Dhalgren agreed with this he was also keen to point out that they do want to try to market Eve to people who perhaps know anyone who plays currently so maintaining those different targeted levels of marketing was important. In time, CCP wants to have a repository of assets that the community can use to talk to people who don't currently play, allowing the current community to market Eve for CCP.

CCP Isabella wanted to point out that she was impressed by the diversity of the people on CSM and the length of time each has played. She added that she felt it was important that the CSM was representative of as wide a group of players in Eve as possible. She added that there is often a block for players in the early months of their Eve career simply because of how overwhelming the options are to a character of that age.

**SESSION CLOSED: 19:16**

## Session: General Low-Sec Discussion

**CCP Attendees:**

- **CCP Falcon**
- **CCP Leeloo**
- **CCP Delegate Zero**
- **CCP Greyscale**
- **CCP Chimichanga**
- **CCP Fozzie**
- **CCP Rise**
- **CCP Masterplan**
- **CCP Bettik**

**CSM Attendees:**

- **Ali Aras**
- **Sion Kumitomo**
- **Steve Ronuken**
- **Sugar Kyle**
- **Mynnna**
- **Mike Azariah**
- **Corbexx**
- **AsaDJ FunkyBacon(REMOTE)**
- **Xander Phoena  (REMOTE)**
- **Mangla Solaris (REMOTE)**

**SESSION OPENED: 09:05**

CCP Fozzie - This was a session requested by the CSM. We do not have anything new to announce. But, we're interested to hear how you guys feel about the last few releases and the content we've added to

lowsec. We've made tweaks to Faction Warfare and we'd like to know how you feel it is going and what you'd like to bring up.

Sugar Kyle- In general the feelings are good, people are out in space doing things and hunting. They have things to do and find. A lot of the complaints that are coming in are very Faction Warfare focused and some of this has been addressed by tweaking the NPCs inside of the complexes. This has been addressed by the last changes and I have not heard as much about it. Factional warfare missions are still an issue in terms of the NPCs and the wide gape between the Factions and their missions. We have a thread up on the forums for feedback about improving the missions. The use of bombers is a unbalanced, being able to two shot everything and claim all the LP. There have been suggestions to use faction cruisers to do these.

Sugar Kyle- Standings are also an issue - Can we possibly work on fixing standings to zero with tags collected. New players lock themselves out of highsec areas with FW and end up unknowingly screw their standings because the standings are not clearly explained. The NPC funnels players into Faction Warfare as something to do early in the game but it does not explain how they may harm themselves in the future when they are trying out the game and trying to make money. Standings are not intuitive and they are not something that you learn on the job.

CCP Fozzie - It is something we have thought about for sure.

Sugar Kyle- I am not asking for positive standings. I am asking about a better way to eat up some of the negative standings. While we want people to be loyal to their faction we can't make them. I know people who have left faction warfare for years and they still are locked out of high sec areas. They should be able to reinvent themselves.

Sugar Kyle - Some people have complained that it is to frigate and destroyer friendly and that there should be more larger ship content.

Sugar Kyle- What can we do about supers in lowsec? It is not about stopping them but about the fact that they can just leave. It has a big point of contention. We can fly around with HICs everywhere and have Broadswords in the frigate fleets.

Sugar Kyle- I received a request from a mining group who mine in low sec. Is it possible to get more asteroids in the belts? What about more 5-10% ore types? This is what they are interested in.

Mike Azariah - Are they asking for more Ore or physically more asteroids. I like the idea of bigger is better with more asteroids.

Sugar Kyle- Both. They want more actual rocks. However, we'd love to have another appeal to mining in low sec with more 5% and 10% ore types.

CCP Greyscale - Between having rocks that spawn more quickly and more rocks which do they want?

Sugar Kyle- Anything. If you give we are happy.

CCP Greyscale - We could probably fix this, we can look at it for sure!

CCP Fozzie - Showing EVE metrics, increased trend in lowsec and nullsec mining post crius and through Hyperion. The ores were buffed in Crius and the overall trend has been an increase. Null sec mining is

higher than its ever been. Low Sec is at a higher mining volume then it has ever been since they started tracking this. Wormhole mining has been down.

Corbexx - Was this a problem before Hyperion as well?

CCP Fozzie - Yes. It spiked in Crius and then dropped to where it was before Crius.

Mike Azariah - It would be interesting to see the graphs without the expansion changes.

CCP Fozzie - The oh shit reaction for null sec was not a one week thing. It was a drop and recovered over time as people got used to the changes in interceptors. But there are more people mining in low sec.

Sugar Kyle- Yes they are there. Most of the mining in lowsec goes on in backend systems. Mainly mining frigates that are regularly hunted. The Venture miners are pretty smart and make themselves not worth catching.

Sugar Kyle- My biggest pet peeve is gas distribution in lowsec, as a booster manufacturer. I know why it is like it is but it is awful. It makes some regions just not worth it because no one uses those boosters.

CCP Greyscale - That is more a booster balance issue in general.

Sugar Kyle- Yes.

Mynnna - CCP needs to look at boosters in general.

Sugar Kyle- A lot of the little quality of life changes have been fantastic and have worked really well. There seems to be more movement and fighting over moons as local resources with local groups which is good. There are also a lot more people using wormholes from lowsec. There are more roaming gangs and move movement in general. And people pay more attention to wormholes.

CCP Greyscale - Has that triggered more people going into wormholes?

Sugar Kyle- Yes. We still tend to use the straight through ones.

Sugar Kyle- We've brought up imbalance in sites and NPCs in lowsec to CCP Affinity, and had a good discussion regarding balance of lowsec.

Sugar Kyle- Overall feelings are good. People would like more ships. But in general the move towards a more mobile PvE style has been good. I don't want people to sit and be fat and farm in one spot and having incentives to go out is good.

Sugar Kyle- The warp speed stuff still hits us badly in our roaming fleets. I know there is the argument about off grid boosts being bad.  Command ships are a nightmare for us for boosting, mobility is a key part of our gameplay. We are taking a small fast fleet out and dragging along a Command ship works poorly with warp speeds.

DJ FunkyBacon- If you are to slow you can't catch things. We need to be fast to get fights. Battleship fleets can be dodged for miles.

CCP Greyscale - Would a smaller faster gang boosting ship be good?

Sugar Kyle- That will have to be looked at. Because moving command ships around with a fast light gang is a problem. A lot of what we do is getting in and out of places. You are seeing larger Angel hulls used for warp speed changes. Mobility is key. The slower it is the less of the chance of us moving it. We have to think about third parties that will be coming in. I don't know how the stats are look. The productivity seems good. We seem to be killing people?

CCP Fozzie - EVE metrics rundown of lowsec deaths and then I'll go over my points I wrote down.

  Low sec there was a plateau and then its gone down a bit.

  Wormholes are static.

  Jumps in high, low, and wormholes appear to be stable.

CCP Fozzie - We don't want to make a gang destroyer with current mechanics, we want to work on the backend first then probably the release after we fix that we'll look at releasing a destroyer that gang boosts. We're very much looking to do this though.

Sugar Kyle- We have these small groups with 1-3 people and they can't just bring an Eos along. It is going to affect them. We have these small groups and I feel we should have these small groups. And these small groups are willing to fight larger groups but if the larger group has boosts and the small group does not it really becomes a question of do they have any reason to try. It has to be looked at and considered.

DJ FunkyBacon- Make HICs boost, then people could catch supers in lowsec and would actually fly hics there.

CCP Fozzie - With standings we have been thinking about doing some kind of potential for tags for standing.

CCP Bettik - We'd like to use tags to be able to repair standings, but we have to look at it. What avenue to use. Faction tags? Or new tags that drop from NPCs?

Sugar Kyle- People would like to use current tags.

CCP Fozzie - We also have to make sure we're not potentially giving a use to something that's heavily stockpiled. That is why we use new tags.

CCP Bettik -  We'd need some time to look at this. We'd think about something in game where we could change drop rates. We don't want to add more just to add more. We would probably do a mechanic the same as tags for sec, for standings instead. It will take some time and we will have to look at the UI.

Sugar Kyle- This would make a lot of people happy.

CCP Fozzie - Team Banana Stand are looking at standings and stuff and whether we should be adding to the system or detaching things from the standings system and trying something new.

Sugar Kyle- I don't think that standings should be something where people are injuring themselves.

CCP Bettik - We understand.

Sugar Kyle- It becomes a huge negative and people become trapped by their standings.

Mynnna - This could be good for those of us who want to do stuff with pirate groups too.

Sugar Kyle- Another standing issue is the changes in standings for gaining and losing standings in militias, gaining rank lifts your standings, losing standings loses you rank, raising your rank again doesn't get an increase in standing, but dropping again means you lose standings further.

DJ FunkyBacon- Correct. That is exactly how that works.

Sugar Kyle- We'd like that to reflect itself properly in one way or another.

CCP Greyscale - We should look at that.

DJ FunkyBacon- I don't want any standings repair to go above zero.

CCP Fozzie - Correct. We don't want that.

Mike Azariah - To add in you don't just get support for that from faction warfare but for high sec missions as well.

DJ FunkyBacon- My only concern with standings is the shooting of militia mates or allied militia mates and the potential of awoxing with the ability to fix standings low risk, really easily. I'd be concerned to make it to easy to fix your standings because people would just attack their militia pilots and repair with ISK easily and quickly.  I'd want to make it challanging. Not the grind that it is now but I'd really frown upon someone going down to -8 and just fixing it with 50-60 million after podding their whole militia fleet.

CCP Bettik - How long is the timer for joining and leaving Faction Warfare? If the 24 hour timer could be adjusted.

CCP Fozzie - Back to FW - There are issues that we need to fix. There is the balance between the faction missions. There is an issue with the AI where they shoot their own faction members. Fixing old content to this degree gets messy, unfortunately.

Sugar Kyle- Yup! But we have to bring it up.

DJ FunkyBacon- People seem to be more in favor of making the FW missions harder more towards the Gallente instead of wanting them to be easier.

CCP Fozzie - We'd like to make the missions more vulnerable and open to interference.

DJ FunkyBacon- FW missions are unique right, and aren't part of the general mission system?

CCP Fozzie - Correct! It'd be ideal if we could keep some of the good aspects of the missions and change them up a little rather than just scrap and renew them.

Sugar Kyle- The war zone has changed. Faction Warfare has changed. The missions need to catch up.

CCP Greyscale - For miners in lowsec, with the way you describe how they are doing it, would they be interested in longer mining range to allow them to sit further off the belt, or a module to do this?

Sugar Kyle- Yes

CCP Fozzie - We've done it with the Coverter and the Hulk

CCP Greyscale - With how you describe what they are doing it seems that they would find a use for this.

Sugar Kyle- Yes. They are often struggling with range when it comes to movement.

CCP Fozzie - I am thinking of making a module that does nothing but slow down your ships speed.

Mike Azariah - Would it decrease the speed that you entered warp?

Mynnna - A module that lowers how fast you enter warp so at 50% instead of 75% of maximum speed.

CCP Fozzie - That is another thing.

Sugar Kyle- I believe that people are willing to sacrifice yield and the immediate numbers for the better ores and access as long as they can be productive.

Mike Azariah - They position themselves on the other side of the rocks.

Mynnna - The reason the third tier mining belt was most popular in high sec was because all of the rocks were right there and easy to get at.

Steve Ronuken - Making harvester implants easier to get hold of? Right now you have to go to ORE space for them.

CCP Greyscale - We could look at this.

Corbexx - I still think that wormhole mining should be in anomalies that you have to scan down.

Sugar Kyle- What about mods for gas miners to improve their experience? This would help out a lot.

CCP Fozzie - Potentially. It is unexplored territory. We only have two ships with gas mining bonuses. The tricky point where we have things with no mods to buff it it is suddenly a big increase in total yield and it has to be looked at.

Sugar Kyle- Yeah but it might encourage people to gas mine.

Corbexx - In Wormhole space people do gas mine a lot.

Sugar Kyle- True.

CCP Greyscale - It seems from talking that most activities in lowsec are about roaming and movement rather than settling, would it be better for us to theme gameplay around this if t is an area we want to go with low sec. It seems like a way to define that type of space.

Sugar Kyle- Roaming gangs move around a lot. Their roaming area may be a thirty jump roam not just their immediate constellation or region. Even groups using Titans have several posted around to move around with.

CCP Greyscale - Is this consistent? We want to focus on activities that move around when we think about low sec instead of static things like settling down in one belt.

Sugar Kyle- I believe so.  You don't want to be predictable or you're dead meat. Most of the fighting in lowsec is done on gates, so we need to give people a reason to move around. Even the miners have

several systems that they use and they check their stats and the activities and make their decisions based around this.

CCP Greyscale - This gives us a good differentiation from null which is more about settling down and building infrastructure. If you want more tools you want them to help you move around and do things.

Sugar Kyle- My concept is that if you do activities in low sec over a period of time you will find enough stuff to earn ISK. If you roam around in low sec finding sites to do, rats to kill, people to hunt, you will make three hours worth of ISK in a reasonably comparable fashion to someone in another type of space doing a more static activity due to that space and taking the risk of losing your ship.

CCP Masterplan - This is why the warp changes affected people so much in lowsec.  Movement is life there.

Sugar Kyle- I think that you will find that people have had to contract some of their asset sprawl in many cases. Short distances in EVE have become a lot longer. People will hunt you down. They are moving faster then you are. They get in front of you and cut you off. That high sec may be three jumps away but the fleet coming for you is faster and they can cut you off before you reach it. I think this is incredible but it needs to be known so that content can be designed around this. Otherwise we simply cannot use many assets because they hinder us.

CCP Greyscale - We have to keep that in mind as we design in low sec. Everyone is fishing in low sec basicly. You keep moving or you die.

Sugar Kyle- Yes. It does not matter how good a group is. People will still try to grab stragglers or do quick attacks.

DJ FunkyBacon- Correct. That's what we do. We'll follow a bigger, more powerful fleet and try to pick off their stragglers. You don't have to worry about bubbles so we can bail if we need to.

Sugar Kyle- I like that dynamic. But it is why I worry that when people start discussing convoys I know how easy it is to take them down in five or six jumps much less covering thirty jumps.

Mynnna - From an outside perspective, with the Mordu's sites, and Tags4ec and the ghost sites it seems like this has created, maybe unintentionally, that nomadic aspect. Where if you want your it's more profitable to move around to run them.

CCP Fozzie - This is been something we have been going for in low sec for a while going back to the much maligned change when the static DED complexes were moved.

Sugar Kyle- Can we talk about it?

Fozzie - You just talked about how great mobility is!

Sugar Kyle- I did! Ugh! Still… the vast majority of the player made static content has moved to factional warfare areas which has left a lot of regions dead. And people miss those communities and what those communities had. The movement to FW space  has not been the same.

*(Editor's note - CCP Fozzie hates pendulums.)*

DJ FunkyBacon- Once a militia is kicked down to tier 1 then there's not a lot of incentive to stick around because the rewards are so low and the penalties are so stiff at the bottom. This affects both sides of the fight and has a detrimental effect on FW because people don't want to work back up due to the extreme difficulty of picking yourself back up. It is not that we need more carrots but that we could use fewer sticks when people are in this position.

CCP Fozzie - The balance of handling the tier bonuses and penalties has always been an interesting problem. We've discussed decoupling PvP kills from the indexes. We've looked at the route of keeping the same numbers but changing Tier one to be normal playout instead of fifty percent. That type of thing.

Sugar Kyle- One last thing - FW plex runners are losing standing to neutrals who come into their complexes - They don't want to pirate, but they have to shoot at people which means they lose standings defending what they are there to defend from neutrals. Sure they don't lose standings to outlaws but many pirates are not also outlaws.

DJ FunkyBacon- If someone warps into a plex they are there to fight. They shouldn't have to wait to be shot. They are there to shoot you in the face.

Sugar Kyle- People just don't want to have to go on the offensive to be defensive. They don't want to be pirates and they feel forced into it. And yes they can correct it but it is that they even have to take that standings hit in the first place.

CCP Fozzie - There's no plans to look at this right now, but we see the desire for a change there.

CCP Greyscale - We have some old designs on this but haven't moved forward with it.

CCP Fozzie - To go back to Funky's words on the back and forth balance, there's a discussion

whether we want EVE to be hard and gritty or whether we want it to be tough. It's a discussion that comes up every couple of years and we'll maybe look at it at some point.

DJ FunkyBacon- If we could corporate tax LP that would be great.

Sugar Kyle- Yes. This has been asked for quite often. If people do not have the ISK to give their corporation that they could give LP instead.


**SESSION CLOSED: 10:00**

## Session: Nullsec

**CCP Attendees:**

- **CCP Falcon**
- **CCP Leeloo**
- **CCP Greyscale**
- **CCP Fozzie**
- **CCP Scarpia**
- **CCP Seagull**
- **CCP FoxFour**
- **CCP Nullarbor**
- **CCP Delegate Zero**
- **CCP Masterplan**
- **CCP Rise**
- **CCP Terminus**

**CSM Attendees:**

- **Ali Aras**
- **Sion Kumitomo**
- **Steve Ronuken**
- **Sugar Kyle**
- **Mynnna**
- **Mike Azariah**
- **Corbexx**
- **DJ FunkyBacon(REMOTE)**
- **Xander Phoena  (REMOTE)**
- **Mangla Solaris (REMOTE)**

**SESSION OPENED: 10:06**

CCP Fozzie - This is a two hour nullsec session which covers power projection and sov null.

CCP Greyscale - It will be up to you on how we work through this

CCP Fozzie - Do we want to discuss things in chronological order or big changes first?

Mike Azariah - We'd kind of like goals first, then how you plan on achieve them.

(The rest of the CSM agrees)

CCP Fozzie - We have a nullsec working group put together. One thing that we have been trying to write out is the goals and motivations. What reasons do people have for living in null sec in the first place? We're trying to figure how much people are motivated by economic factors and how much they are motivated by aspirational factors and having their name on the map. We will keep in touch with those of you who live in nullsec on these things to see how much having your name on the map matters to you and how much things like not having your enemies name on a map matters

CCP Fozzie - When it comes down to the changes we want to create an environment where the active living in null sec is a bit more involved in some way. Where warfare is less soul crushing and allow a larger variety of organizations in null sec. These are points we have discussed before where it allows both large groups and small groups to be able to operate in known space.

CCP Fozzie - We want people to be active in space. We want income to be more bottom up than top down. We've made good strides at that in the last while. I know some have negative feelings about renting. But it is absolutely a bottom up income source. The money may funnel to one group but the income is coming from being active in space instead of moon mining.

CCP Fozzie - Those are the basic goals. A lot of it we have discussed, such as CCP Greyscales Dev Blog from 2011 and with every CSM since then. The overall chronological view is that we have plans to release a set of changes later in the year that will address movement in nullsec and power projection. This is not a silver bullet. It is targeted to improve specific things in specific ways. Then in the longer term we want to look at sov next year.

CCP Fozzie - We are down to two systems we'd like to look at. We're looking at prototyping two different high level options. The two are a very occupancy based system and a extremely freeform sovless system where it is cut down to the bare necessities and all the infrastructure is independent of each other.

CCP Fozzie - In a way this is trying to do a better version of the pre-starbase sov while finding a better solution to station ping-pong then what we have been using.

CCP Greyscale - We started looking at nullsec earlier this year. CCP Seagull said we need to step up priority on this when she officially became the Executive Producer. We know that it's an issue and we need to address it. Movement is the lowest hanging fruit that we can address this year. Null sec is after corporations and POS in the roadmap that you are familiar with. (Post-facto clarification: nullsec-specific

systems are on the roadmap later; all work on the roadmap builds up to that.) That means we have force projection which is something we can do right now. The changes we have discussed about sov are mid term changes where we wish to see what we can do with the current null sec to fix the most egregious problems and iterate upon that.

The goals for movement are fairly well defined. The goals for the sov changes are what can we do to make it less bad sooner rather than later. We had an off site time with this. CCP Fozzie put together all of the documents, blogs, and insights that have been put together and we spent the day talking about them. Some of us where very opposed at first to some of these systems but we think we've come to a point where everyone is happy with some variant of where we want to go.

CCP Fozzie - Questions or more details?

CSM - More details

CCP Fozzie - No sov fits better for our long term goals for EVE. The idea of allowing Sov to be more granular. "I have control of this asteroid belt." It fits in well with the future where we'd like more structures and stations in space. Where things benefit more from having these structures.

Mike Azariah - All of it being destructible?

CCP Fozzie - Yes. All of it being destructible. Starbases and infrastructure. Outposts, eventually. We want everything to be destructible.

CCP Greyscale - Retrofitting outposts will take time. But new stuff we want to build destructibility into it from day one. We do not want to make anything ever again that cannot be blown up.

CCP Fozzie - We know that there's no system we can implement that'll work until the end of time, but we need to put something in place that we can iterate on. No sov would mean independent infrastructure where people could fight over putting up their flag and/or fighting over infrastructure.  It leads more into the play style we'd like to have but we are investigating it.

CCP Fozzie - In its early stages it would still have something like a sov beacon. This beacon would give no benefits. It would simply be a flag to say this is mine. If someone wants to tear down the flag they can and they can fight over this while another person owns the station.

CCP Fozzie - We would investigate by putting it live, how much people care about this. We would need a much more robust capture system that is not 'just shoot a bunch of hit points and wait for a timer'. It is less defined than occupancy which we have looked at more but we want to investigate this as part of the process.

Sion Kumitomo - What about the Occupancy Based

CCP Fozzie - Occupancy borrows a lot from what has been talked about. The key components of any occupancy based system will be that if you do not use your space you will lose it. That is the key. It is not about making it super easy to defend. it is aimed at insuring that you cannot hold sov in space you are not using. Anything that gives you occupancy means it has to give you risk. Everything can be destroyed.

CCP Fozzie - The most attractive way of organizing this borrows from the separate infrastructure of no sov. You get 'points' for lack of another word, from activity. Every object in your system requires an

upkeep of 'points'. Your TCS would need a continued upkeep of 'point' each time. Your station, your ihub, etc. Then you decide your priority list. Such as, TCU, Station, Pirate Detection Array.

CCP Greyscale - This is NOT a design. It is something to discuss. This is a sketch idea that I put together. This is not a review of changes that are going to ship.  I want to be clear about that. These things are bound to change.

Goals :

- Make it hard to lose control of a system you are active in
- Make it very easy to lose control of a system you are not active in
- Avoid the need to grind systems endlessly for safety

Ensure that the activity that counts towards activity is always vulnerable to disrupting

Avoid a point system that makes people compete against each other. This results in two mining fleets working against each other to grind points and working against each other.

Work with peoples natural play patterns rather than dictating them into boring tasks before they can enjoy themselves.

Activity points - Hardest part figuring out what the scores are and how they score them

If they could find a way to see gross profit  by the sov owner in a system that would be good

Different systems may have different score systems.

Everything requires infrastructure to get stuff ie (potentially) you can't make bounties without something that can be attacked in a system.

Prioritized list of infrastructure you care about with a weekly upkeep

No incentive to grind things endlessly but that has to be balanced by needing points to fight wars

This does not solve conquest mechanics. He is reasonably confident that because it depends on people occupancy they can get rid of time zones.

CCP Greyscale - The basics are that if you are using a system you basically will keep it forever. If you are not, you will be screwed.

Mike Azariah - If you don't use it but no one wants it do you maintain it until someone contests it?

CCP Greyscale - Yes, but it becomes trivial to contest it

CCP Greyscale - I'd like some type way to measure GDP in a system. Total profit made in a system.

CCP Fozzie - Total profit made by the sov holders.

Mike Azariah - WIll there be different types of systems? Mining systems? Bounty systems?

CCP Fozzie - Potentially that will be customizable. We don't want to skew people towards one activity type in a system. But there may be a total that they can work towards.

CCP Greyscale - It is a possibility but it would have to be disruptable. Maybe upgrade that boosts mining.

Mynnna - Is there a reason why you cannot tweak the existing indices for the GDP?

CCP Greyscale - It will be a similar system but they are not good enough as they currently are. It is a big sticking point that may sink this entire system. From there everything requires infrastructure that can be attacked. This may extend to where you cannot make bounties unless you have a bounty structure down, potentially. POTENTIALLY.

Steve Ronuken - A Massive operating ESS. (Encounter Surveillance System)

CCP Greyscale - Exactly. Continuing. We need some type of scalable tool so that you make infrastructure that is important to you. From there we decide maybe each week your points are pooled and then you decide to to distribute it. Those points then go some type of support for that item to give it some form of invulnerability or unconquerable status, etc. But this is not an exact idea yet, just potential thoughts. Extra points would roll over but probably not beyond a week so that you cannot build up a huge backlog. There is also a point cap at some point.

Mynnna - Such a stockpile is valuable if we are invaded

CCP Greyscale - Yes. There is a lot of balance to that. To continue, if you are only counting points this week and last week there is a natural degradation. This does not solve conquest mechanics and how ownership changes. I am reasonably confident that because the only way to disrupt is to bother owners in their own time zone we may be able to get rid of reinforcement timers. We no longer have a timezone safety issue with infrastructure.

Corbexx - So you have to get rid of their points to disrupt their infrastructure

CCP Greyscale - Yes, by disrupting their activity

Sion Kumitomo - There is a solution in there for conquest mechanics. If you allow people to generate competing points while they are doing this you have point competition

CCP Greyscale - I do not want to do that.

Sion Kumitomo - Why?

CCP Greyscale - That creates degenerate gameplay where we have two people running opposing mining fleets in the same system

Steve Ronuken - There is a way around that. You create sites for the infrastructure. Instead of out mining people you go and take out NPC miners in someone else's space.

Mynnna - I do not care for the idea of contrived sites

Sion Kumitomo - If you have a point generated system and you can cap ratting and stuff, if you can just stop people from ratting and have things degrade, you don't have to do those things as an invading force. You just need to invade.

CCP Greyscale - Exactly. That is what we want.

Sion Kumitomo - Once you do that and those points decay, hypothetically you reach a threshold where you can start onlining your own things. Presumably, this would allow you to set up shop and do your own things just by being there

CCP Greyscale - Potentially. I, personally, do not want anything that encourages null sec warfare to degenerate into ratting contests. This is why I am against any type of offensive PvE.

Mynnna - He is not saying win through PvE. He is saying you have come and suppressed them. They may still think they live here but you have set up shop.

Corbexx - After two weeks when they have no points left they cannot support their structures anymore. You put your self online and go carry on the war.

CCP Fozzie - We are talking around each other here. You are saying is you can move in and take it. What CCP Greyscale is saying is that eventually there is some way the outpost changes. We can't just let the attacker online their own outpost. After things drop below some point we need a mechanic for change.

Ali Aras - You need some type of mechanic for treaties and something similar. When you have two alliances living together in regions such as Providence. You may have a corporation or alliance that is allied with you and living in you and in your fleets and working with you.

CCP Fozzie - They still make money they just don't get points.

CCP Greyscale - There is no competition. It only matters for infrastructure

CCP Fozzie - They don't take anything away

Steve Ronuken - Going back to corporation and alliances, depending on how many levels that goes it may help deal with that type of interaction.

Sion Kumitomo - Ether one of these systems is going to depend on what we have not yet talked about. Power projection.

Mynnna - On the treaties point. I wrote a thing on treaties in my null sec paper. What treaties you have matters when you have a PvP group and a PvE group together. It would allow these groups to team up and not combine cultures.

CCP Fozzie - We have a word for that. It is called 'renting'.

Mynnna - It would be a formalized renting except that the renters would not be cattle.

CCP Fozzie - How would they not be cattle?

CCP Greyscale - We could allow that but that creates absentee landlords which is exactly what we do not want.

Mynnna - Not really. If they are abentee the PvE group is slaughtered

CCP Fozzie - There are multiple definitions of absentee.

CCP Greyscale - Absentee can be defined by people living in the building and the landlord lives somewhere else and he just wants the money vs him also living in the building.

Mynnna - If they are not actively there, defending the PvE group the PvE group gets killed. Its symbotic.

CCP Greyscale - What this comes down to is who owns the outpost. In this you are saying that the landlord should still have formal ownership.

Mynnna - It allows for an arrangement like that

CCP Fozzie - With the current renting system all of the same factors are still in play. You can still go and mess with renters. If you stop them from making money they can't pay their rent and that hurts the renters. The thing is that it is difficult to hurt them that much that they stop paying rent. Functionally, I don't see any difference from that and the current nature of renting.

CCP Greyscale - Potentially, null sec would be more interesting for people who are currently renting who would be interested in employing that null sec PvP group in exchange for station access.

Mynnna - It could go the other way around

CCP Greyscale - The dynamic would be more interesting if the renters where paying you to come in and giving you station access instead of currently where you are charging them for access to your stations

Mynnna - It opens how that dynamic works

CCP Fozzie - You don't need treaties. You need station access and standings

Mynnna - It went beyond that. It would prevent all of the CFC can use all of our space. If you open a treaty with someone else who had space the costs go up. Another topic to discuss, as CCP Fozzie said, it is hard to do that much damage but are you going to do something about AFK Cloaking. It is there and it is the only significant way to do that much damage and there is nothing you can do proactively.

CCP Fozzie - We have said in the past that we want there to be more interesting gameplay there. AFK cloaking, however, is an entirely social form of power. To me, it is the equivalent of posting on the forums until someone stops ratting. It has the same physical impact in many ways. Both have strong value. Both could be done with better game play. We'd like to give you better active game play to chase down someone cloaking just as we'd like to give you the ability to put bounties on the forums.

Mynnna - It is fine that you can disrupt ratters but it is how it works

CCP Masterplan - Is it the cloaker that you are worried about or the people that the cloaker can bring in.

Mynnna - The later

Ali Aras - It is the people that the cloaker can bring in.

Sugar Kyle- The power projection changes we have not heard may help address some of that

CCP Masterplan - It is the covert ops cyno?

Mynnna - Correct. He is in a Covert Ops or a Bomber and he lights a cyno to bring the Black Ops in.

CCP Masterplan -  What if a cloak and a cyno could not be fitted together?

Steve Ronuken - A cloak and a cyno at the same time is not a huge deal. You have depots.

CCP Masterplan - That takes 60 seconds to anchor.

Mynnna - In the old days it was not a bomber that would cyno in black ops it was just a cloaked HAC. It was just as effective.

CCP Fozzie - Local mechanics come into this as well.

CCP Greyscale - That is for a later discussion. The last things on this list that I want to go over that I think are interesting would be TCUs being just another piece of infrastructure. It turns having your name on the map to be a separate thing.

Mike Azariah - Will you still be able to see who lives in what system if they don't have their name on the map?

CCP Fozzie - Maybe

CCP FoxFour - Unless changes are made we do tell you who owns all of the stations. We may not show you on the map who owns the system but we do show you who owns the station.

CCP Greyscale - This is all hypothetical, remember. We have discussed granularity. It would be cool if you could claim chunks of a system. My point of view, ownership is a function for safety and security given how fast it was to warp around having two groups owning the same system wouldn't work well. Before the warp changes, maybe. With current changes you'd not be able to own anything.

Xander Phoena  - You have presented two potential systems. Do you have a particular preference and why?

CCP Fozzie - We like whichever prototypes better.

CCP Greyscale - If we had a general consensus as to which we liked best we'd have picked that one.

Sugar Kyle- Removing reinforcement timers is a problem for low sec.

CCP Greyscale - It will be a problem in low sec, we know that it will affect people in other areas of space and we are still talking about that. I'd like to integrate as many things as I can into this system if we go down this road and if it would work but it is not a universal solution at this moment.

Ali Aras - With the delete/no sov method, how does protection work? How does invulnerability work?

CCP Fozzie - No sov relies more on a final battle capture mechanic over occupancy. Occupancy depends on how we'd work it. It'd still be a huge change.

Mynnna - It seems like a hybrid would be the best

CCP Greyscale - We went into the off site talks to see what we wanted to do. We have different ideas as a group. The players are pushing very hard for change. We needed a unified opinion on what we wanted to do. We wanted to have a strong look at no sov and not just take occupancy by default. We want to move Eve away from all of these big restrictive systems and have more free form. No sov is where we'd love to be, but it'll probably end up being a hybrid of the two because it'll be more efficient. We want to start here and look around to make sure it's best.

CCP Nullarbor - Sov is also a very social and political system. How do we show who owns a system? Why should we create roles?

CCP Greyscale - We don't want to fall into building the political system

Mynnna - Sov is just you can do whatever you want to in your space and then have the ability to defend it. Right now that system does not happen. These ideas give us the tools to work with that unlike Dominion sov which forces us into a structure.

Mike Azariah  - Both of these have more granularity. It will allow for easier tweaking during releases. That is a large advantage over the current, correct?

CCP Fozzie - Correct. We do not believe that there is a perfect sov system that we can put in and leave in place forever. Everything we do is based upon continued iteration to improve and balance.

Mynnna - What about population density?

CCP Greyscale - We have density on our minds. We are skewing towards null sec being pockets of dense activity being better for the game if I am correct?

CCP Fozzie - I don't think that means you have to do missions

Mike Azariah - By population you mean characters in space?

CCP Greysacle - Yes

Mynnna - Also things that are worth doing

CCP Greyscale  - We'd like to be in a position where there are dense pockets of activity in nullsec to create clusters that are worth defending rather than a spread of population over a wider area that will afk at the first sign of trouble.

Sion Kumitomo - What about power projection? I'd like to see how it ties into these ideas before I can say one way or another

CCP Greyscale - We want to stop "pile-on" fights. We'd like more traffic in space due to logistics and travel, but we don't want to make the game bad.

CCP Greyscale - We want people to be able to use logistical disruption to their advantage.

Sion Kumitomo - The potential changes to jump drives are very popular among leaders of coalitions given the fact that they'll spread out conflict a lot more and create more flash points and staging areas.

CCP Greyscale - Goals for power projection. This is all changeable and debating these are just general.

-We want to move away from pile-on fights. We want to severely reduce the ability for everyone in the universe to turn up to a big fight at short notice. Similar to Asakai over B-R. Its bad for marketing but god for game play. We're going for gameplay.

-More traffic in space due to logistics and travel. We would like to see more ships in space on gate-gate routes in null sec to increase the amount of potential interactions in space

-Don't make the game bad. We are very keen to avoid making changes that make the game 'unplayable' in the extreme case or significantly and unjustifiably reduce the enjoyment that players derive from our game. Example: We'd love to have freighter convoys but if they make the game awful we won't do it.

CCP Greyscale - Secondary goals

- Logistics disruption as a weapon in that people can attack supply chains
- More vulnerable reinforcements. A way to intercept reinforcements coming to help and spread warfare across several systems.
- Smaller political units. It would be nice if we could incentive political leaders to reduce the number of players they have blued leading to a more interesting, diverse, and accessible nullsec.

CCP Greyscale - I think this may help to decrease the size of coalitions. CCP Fozzie disagrees with me. It will be nice if it happens.

Mynnna - I don't think it will be enough on its own

CCP Greyscale - We know that we could do it but would it break the above rule of not making the game bad?

Mynnna - I feel what this will do in the short term is make things more stagnant

CCP Fozzie - Can things be more stagnant? When it comes to great powers fighting each other, will this change it?

Mynnna - Little wars and raiding and harassment maybe not. Any big taking of territory is only less likely to happen.

Sion Kumitomo - I think the only two potential wars in the next year is Providence or one of the coalitions collapsing into infighting. Providence is an area where there is likely to be a proxy coalition war right now. That's about it. In general the idea of nerfing jump drive and their ranges is quite popular with the upper level meta-game people. It does prevent the need to have alts in every area of space because I'm looking for super caps on the other side of the galaxy. This is good and I think it is necessary and has a lot of movement. However, given the state of the game right now this is not going to cause more stagnation but it will inhibit more war. No one will have a way to launch an attack due to current sovereignty methods. The only way to counter act that is to add some sort of destabilizing force in addition to this. Mynnna's idea was to add more NPC space. If you add more NPC pockets in and add these jump changes you suddenly regionalize and balkanize all of 0.0. That adds more political pressure. It adds more avenues for invasion and with the jump drive changes you have more staging areas.

Sion Kumitomo - Right now in our space we have 0.0 NPC and 0.0 Sov. Places like Branch we can ignore because there is no 0.0 NPC. Places like Delve there is an endless stream of activity. We have more content in those two regions then we do in the rest of our regions combined. It means I have to keep my people happy and organized. So, this change is good but by itself it is not enough.

Mike Azariah - It is not a bad change?

Sion Kumitomo - No. This will hit groups who use caps more then it will hit us with our subcap usage.

Mynnna - Even with doing this the problem is that structures are still EHP bricks.

CCP Greyscale - That problem is recognized still.

Corbexx - Wormhole corporations also move capitals around in k-space at times. This will affect them too

CCP Fozzie - It will affect everyone that uses caps.

CCP Greyscale - This is what we are thinking about changing

Ranges - We want to reduce them. We do not yet have a ballpark for target range

Reactivation - Jump drives are instant now. Any attempt to reduce movement speed will require some non-zero wait between jump drive usage above and beyond current capacitor registration restrictions.

Clones - Jump clones are probably too powerful for moving around. We may want to restrict them. We need to establish clear goals for them before we do anything with them.

Medical clones - Medical clones can be similar used to move around quickly for certain players. An easy solution to remove abusive movement would be to limit clones to only being installable in your current station.

Structure grind - If we reduce projectability of supercarriers, grinding down structure hitpoints becomes even more painful than currently.

Jump Freighters - They will require significant discussion.

Capitals vs Stargates - We may find that allowing capitals to use stargates will free our hands with regard to range changes

East of Cyno use - Currently ship cynos are very straightforward to use. We would like to spend time considering how cynos work and if we can significantly improve their system in pursuit of goals.

Landscape as a result - Changes to force projection will alter the current cartographic balance which may lead to further adjustments to such things as stargate links

Industry as a result - Changes to jump logistics will have significant knock-on effects of industry in null sec.

CCP Fozzie - We discussed this at fanfest as well. That the only way you switch the location of your medical clone is to switch it to your current location. If you lose access in a conquerable outpost it will automatically go back to your corporation home system which cannot be a conquerable station.

CCP Greyscale - There is impact to new players and new players going out to null sec. That is something we will think about some.

Sugar Kyle- Give them a one time free jump to their new null sec home.

CCP Greyscale - Or we could give them a jump clone there. We'd have many options there.

Mynnna - Don't allow BlackOps to jump to normal cynos. Otherwise, people will use them for cheap projection if they have a better range.

CCP Greyscale - We are thinking about those usage cases.

CCP Fozzie - We can use the other areas to help things. Let's say give jump freighters a bonus to reactivation time while cutting range or give BlackOps the range and leave the new, lower, activation time.

CCP Greyscale - Letting capitals use stargates will not let them into high sec. Removing the caps in high sec restriction would be nice to remove but it brings problems such as capital in level 4 missions and high sec warfare. We need to look at where NPC stations are and if we need to add them. Cyno usage has never been looked at to see if it is doing what we want or if there is a better way to do it. These are the things we are going to look at.

CCP Greyscale - Things we are unlikely to touch: Jump drive mechanics as a whole.

CCP Greyscale - Our goal  that we want to achieve is if you want to go any significant distance with a capital you are better off warping there then jumping there.

Ali Aras - Even with how slow capital ship warps are?

CCP Greyscale - Yes. It may need to be balanced but that is the slowness we are thinking about. It will take hours. Even with TiDi you won't get there.

Steve Ronuken - How many of the hyperspace low modules are around?

CCP Fozzie - Decent number of those have entered the game.

CCP Greyscale - This is the current best plan

        -All ships can now use jump gates

-We have the ability to set 'max sec status allowed in' on individual ships which prevents entry into systems above that status

        -Characters now have "jump shock" attribute that is fully persisted

-On jumping, characters increase their jump shock attribute. The amount is based on the distance traveled and the current jump shock. The intent is that the further the jump travels and the higher the jump shock attribute is before the jump the longer the increase in jump shock.

-On jumping characters receive a jump shock timer. The length of the timer depends on their current jump shock attribute. While active the character cannot use any form of jump drive, bridge, portal, or other fast travel device.

-Jump Freighters and possibly BlackOps ships gain some bonus to jump shock accumulation so that we do not break their gameplay

-Review existing jump ranges

Xander Phoena  - Where does a super capital rebalance work into this?

CCP Fozzie - Not this year and these projection changes are being done this year

CCP Greyscale - If we have to do directed tweaks to them to make this work we will but a general rebalance is not coming this year

Sion Kumitomo - I think this looks good.

Sugar Kyle- About jump clones. With changing jump clones as a movement option will the timer perhaps be reduced for people who want to change clones to change implants a little faster.

CCP Fozzie - We may look at separating jump clones for travel and clone swapping for implants. The jump clone system was intended for movement but it has become an implant swap half of the time. We may decouple it.

Sion Kumitomo - With sov mechanics as they are and all these timers not having a way for people to come in and drive a wedge is a problem even with the jump changes. I think that adding chaos into it will help break the coalitions. I think this will help some and it is a good starting point. But, if you would be willing to entertain the idea to make it even harder to hold coalition level space by having something like more NPC null sec.

Ali Aras - NPC null is an issue for people who aren't making a lot of money out there. It sucks for those people who're working on it. There is not a lot of good NPC null sec. And you have people who want to live in NPC null sec and be a pirate and not be in Sov.

DJ FunkyBacon- There are benefits to people using caps as well. Those first on the scene, increased reaction time in low sec, would allow people to actually jump inc aps and still have time to do something and get out if done right.

Sugar Kyle- We have not yet discussed ranges I know, but when I think of range I am thinking something as extreme as one system is too small. I don't want the range so short it discourages capital usage to support smaller roaming and hunting fleets. I don't want the current system where they just take midpoints to you before you can get on field. But, I want people to continue to have small scale capital battles in low sec where you drop a triage onto a gate fight. That ship is vulnerable and it often dies but its used as a force multiplier to supplement not having the people for five logistics ships and I feel thats a good trade off that we shouldn't lose.

CCP Greyscale - What type of deployment ranges are you using right now?

Sugar Kyle- A current maximum jump? Their region or a circle around their staging points. They are often supporting a subcap fleet and they need to get there before that fleet dies.

DJ FunkyBacon- Most cap ops are either a quick escalation or ninja drops where it is important to get in, get something done as quickly as possible, and get out before PL can respond.

CCP Greyscale - Remember that they will be committed. Once they jump in they will not just jump out again because of the jump shock timer.

Sugar Kyle- That is okay. That will cause people to decide where they will deploy. I'm happy with extract decisions. I want to make sure we can still put them into fight.

CCP Fozzie - Most of the concepts we are talking about are very significant decreases, especially for carriers. We are throwing around changes between 1 to 1 and a half at base. It is all very open. There are often options where you could take one gate jump and have a significant increase in your range. It is the escalating jumps that it gets long.

Sugar Kyle- As long as we can still put those assets in space, using those assets, and risking those assets, it is good. Extraction is its own thing. And I've brought up extracting supers in low sec.

Sion Kumitomo - To go back. Economic vs aspirational factors with owning space. We have found that it is both. When all else is equal the aspirational factor of having your own system and owning it is very important. People will want a system that is useless simply because they want their name.

Mynnna - Or they used to own it and want it back

Sion Kumitomo - We've had entire alliances motivated by the size of their name on the map. Economically speaking, living in null sec is not the best route to becoming ridiculously wealthy. Most of our people use alts to make money or we give them money through the alliance.

CCP Fozzie - That being said I do still believe that is being a bit overstated. Considering so much of the actual ISK in the game is from null sec bounties. A lot more people are making their money in null sec

Sion Kumitomo - Are there numbers?

CCP Fozzie - Bounties are way up

Ali Aras - How many of those people are, shall we say, mechanically assisted?

CCP Fozzie - We have the security team catching people

Mynnna - The thing to point out here is loyalty points

DJ FunkyBacon- Do these bounties include player bounties or NPC bounties.

Steve Ronuken - Do you have any idea of the order of magnitude of the jump shock timer?

CCP Fozzie - The main thing we are aiming for is that end goal that if you are travelling a long distance the optimal way to do it is through gates. In practice you will use a combination. If you have the option of doing pure gate jumps or pure cyno jumps it will be faster to use the gates.

Sion Kumitomo - Do you have a comparison of the value generated via bounties and the value generated by mining, loyalty points, or manufacture?

CCP Fozzie - They feed into each other. A lot of methods are not adding ISK. Missions do but a lot of the mission ISK is bounties.

Mynnna - A lot of mission goes right to Loyalty Points

CCP Greyscale - Manufacturing is such an enormous ISK sink that we may want to add a new form of injection

CCP Fozzie - Although the new injection of T2 insurance is here

CCP Greyscale - We can fix that. Assuming we fix that, which we probably will. We're looking at seeing if there is anything to give up. (I have no idea what I'm saying here, the last sentence doesn't make sense to me.)

Sion Kumitomo - The interesting thing for me is not the raw ISK hours it is the ISK per hour

CCP Fozzie - It is not just ISK per hour its also ISK per effort. We don't want to discount the fact that a lot of rational human beings are choosing to make money this way

MikeMike Azariah - I'd prefer to talk about ISK per week instead of ISK per hour. It would give a better overview

Mynnna - Not everyone is motivated by economic reasons

Sion Kumitomo - The point is that people do not generally choose to live in nullsec for economic reasons they do it for aspiration reasons. I have people contact me all of the time because they want to carve out their little bit of space. They want to be a space overlord. They do not want to be a renter, a peon, or a grunt, they want to take a crack at it. There are a lot of people who would do it and they feel that their space fantasy is impossible. Many go to wormholes.

CCP Greyscale - And that is not what we want. We want people who want to be in wormholes in wormhole space. We want people who want to be in null sec to take a try at null sec space.

Mynnna - Renters are often as much what Sion says at anything else. A lot of people I have talked to find renting a good enough sense of ownership.

Sion Kumitomo - It is what I dislike about renting. These are people who wanted to carve out their own destiny and they are locked into a serfdom.

CCP Greyscale - I've always liked renting as a stepping stone. It happens still, I believe? But, that should be a regular step.

CCP Fozzie - Or, renting should be an option for those who only care about the economics. It is a mix and it is tricky to find out what percentage cares about their name on the map and they cannot fulfill it. What ones care about economics. What percentage of sov owners actually care about having their sov name on the map.

Sion Kumitomo - This is frustrating as you know there are people who want to build a space empire. A lot of what is there is ill and on the edge of a cliff ready to go over.

CCP Greyscale - You mean the social structure?

Sion Kumitomo - A lot of these social structures have evolved because of the mechanics. When you have a socio-mechanic system and all of these people are intertwined and locked into a death spiral and everyone knows, but pulling out means you fall fastest. It'd be good to bring it out so people who want to carve out something can. But, me? No, I don't want to share.

CCP Greyscale - It is not an optimal play for you to share. To look at the big picture it is about the optimal way to play and you all are doing that. You are playing a flawed game but it is the optimal way to play.

Sugar Kyle- With there being more NPC null it lets people go to null sec to learn the mechanics of null sec instead of trying to learn those mechanics some place like low sec where everything is different. The fights. The space.

DJ FunkyBacon- Sometimes null is the stepping stone to low sec

CCP Fozzie - It can serve that purpose still, low sec. But yes, that is not the core identity of any area of space.

Ali Aras - I saw something on the list about the safety of starbase jumps. I think that is a perceived safety. If people are more incentivized to do it, they will do it, and they will start losing their jump freighters.

CCP Greyscale - Does it seem reasonable that we do this and see what happens? I want to see what this change does and if it will drive in the wedge. I feel you are speaking from the status quo, Sion, without this in it.

Sion Kumitomo - What I would do in this situation is buy a new capital fleet in Delve.

CCP Greyscale - We expect caching

CCP Fozzie - That is one of the main reason that we knew we needed to do death clone jumping as a part of this.

Sion Kumitomo - Most of the capital pilots are dedicated alts.

CCP Greyscale - There is the potential for a feedback loop

Sion Kumitomo - As a coalition the reality is not as important as the perception. You have to defend it.

CCP Greyscale - To what degree is this because the rest of your region isn't susceptible to invasion?

Sion Kumitomo - What you are normally dealing with is not huge invading systems. You are dealing with groups of 50-100 who are based out of NPC null or low sec and coming in. With this system they will not be able to base out of low sec. That means that they are limited to the regions with NPC null sec beside them. When you are doing Sov Work you can do it with sub caps. But, by decreasing the jump range and not offering anything else you focus everything on predictable avenues. It makes everything safer because you cannot reasonably hit them anymore.

Sion Kumitomo - If you do this system and scatter in NPC null you make every system vulnerable.

CCP Greyscale - I'd like to move forward and see how it does. Once things settle down I'd like to see if the wedges are driven in. That may be more NPC nullsec. I understand that you are saying there needs to be more staging points.

Mynnna - In the proposal I wrote up about the need for more NPC null sec scattered around also has in it the strategically placed super gates that go back to low sec. They are placed carefully to not make them just shortcuts.

Sugar Kyle- I've suggested true pirate gates before. They spit you into a system but they don't have a gate going back.

CCP Greyscale - If we are doing the starbase rework next year, maybe you can set up a starbase that can be a sufficiently worthwhile staging point. It may not work these are just the ideas we are playing with.

Sion Kumitomo - When you look at invading you are looking at the range and at staging systems. They are the most important factors. Even a single jump creates a chokepoint. Every gate jump in that sense

matters. Then it is where can you put your capitals and what can they hit? Even if a group is not using capitals the jump range still matters. If there is NPC null sec in region they will use that without having to cross through a very obvious choke point that is camped. Even if you have limited bridging in region you at least have options to avoid these choke points and keep moving.

CCP Greyscale - For you all then, come up with us, what are the minimum needs for staging points. (Again, not 100% sure what this sentence was trying to say.)

Sion Kumitomo - You are always going to choose something invulnerable over something that isn't.

CCP Greyscale - Maybe there is some trade off for this. NPC has a role but if I can avoid having it everywhere I would. I'd rather the problem solved by players before it is solved by us of putting strategically located stations.

Steve Ronuken - I think the core of staging is so that people can gather and then attack instead of being wiped off as they walk in.

Steve Ronuken - Is it possible to have stargates with one way trips, point to point? There are smuggler gates in missions.

Sugar Kyle- When we worry about choke points CCP has, in the past,  restructured the map for some areas where it is just bad.

CCP Greyscale - We can always just add more star gates

CCP Fozzie - We have done that for faction warfare and that worked out well. If there are clear places where we need them, let us know.

Ali Aras - A more combat, meta-game oriented question. With the force projection issues you are pushing combat away from capitals to super capitals. The best asymetrical way to combat that is bomber. Yet, you are also nerfing bombers. Is that something you have concerned side by side?

CCP Fozzie - We do not want to nerf bombers into uselessness. We think bombers are very, very important and we need to see where they will fit into the meta.

Mynnna - We need the fight to not but only bombers

CCP Fozzie - There is a line to hit. A null sec where bombers are not a viable option is not good.

CCP Greyscale - The other thing is that in an asymmetric fight it is now the ability to deal with this defensively goes up because it is now safer to drop a triage carrier into a subcap fight because there is less chance of twenty dreadnoughts in the face.

Ali Aras - For an extended sov fight though, you will see that.

Sugar Kyle- You will see the capital use go up in low sec I feel more than anywhere else

CCP Fozzie - When it comes to changes we see happening, such as escalations and bringing in a dread fleet we know that people will be more willing to do it now that the group on the other side of the map cannot get to them.

CCP Greyscale - We're also hoping that changes in force projection would mean that people would use smaller numbers of caps more readily because they're be at lower chance of hotdrop.

CCP Nullarbor - There is a potential for mass entering system in a given time through gates to allow people to track large fleets on the map.

Sugar Kyle- That would replace what is currently cyno jump

Steve Ronuken - What type of delay would be on that?

CCP Nullarbor - We were thinking about half an hour

Sugar Kyle- It will take you that long to warp across the system.

CCP Fozzie - We are not fully happy that you can get perfect intel through the contact list. Changing that type of thing is maybe on the horizen as part of the intel soup

Ali Aras - Anything that addresses active ways to hunt AFK cloakers also addresses active ways to hunt things that are like AFK cloakers who have been sitting in a place for M minutes. Like a bomber fleet. Or a capital ship thing that is cloaked and thinks it is fine.

Corbexx - The mass on the map would not apply to wormholes, I assume?

CCP Fozzie - It would not

CCP Fozzie -  How does the CSM feel about proposed cyno changes that would hopefully prevent the recent spate of pos bowling / titan bumping by not allowing a cyno within 25km of a POS, or making ships appear off grid if it's within the 25km.

Sugar Kyle- I'd like to be able to light the cyno regardless and deal with where it appears behind you so that you can get the killing started.

DJ FunkyBacon- Better to have people jump in reliably to a forcefield 25km off a pos than have it happen randomly.

Sugar  Kyle- We need visual representation for who's lighting the cyno regardless.

Mike Azariah - If they spot the cyno and don't pay attention they won't know how good it is positioned. Will there be an indicator of who the cyno is if the cyno is not on top of them?

CCP Greyscale - The tactical overlay will always land on top of where the cyno ship is and then we connect that to the ship with a stretch effect.

CCP Nullarbor - We have to get art involved. We will see.

CCP Greyscale - If we can get the art, it covers the bases. You can see where it will be, who the cyno is, and all of that.

Sion Kumitomo - Personally, I think the occupancy will be better received by the players then a sovless model. Not because of granularity but for the same reason people buy instead of lease a vehicle. They want that sense of owning it. People want to hold space, and want to have their name on things. We went to the other sov holders and asked them what they wanted. You can ask them.

CCP Greyscale - Just because everyone in sov null says they want it does not mean they will get it. It is our job to design it and make sure it works and how we can make it into a good system.

Sion Kumitomo - It seems that it helps with the desire to eliminate the absentee landlord.

Mike Azariah - You talked to the leaders of the coalitions. Did you talk to the grunts?

CCP Greyscale - We recognize that fact.

Mynnna - I believe it will become a hybrid in the end

Ali Aras - I was going to say that. As long as you can put a flag up saying this system is owned by so and so that is all you need. As long as the other mechanics are interesting and fun or at least less awful the ability to stick your flag in space is important.

Mynnna - It will be a flag in that you live and use your face is what matters

CCP Greyscale - I do not think that occupancy is the end of all and the absolute best system. I think it is something that we can do now. Something that will make it better now. And that is important.

CCP Fozzie - There is some advantage to different

Sion Kumitomo - With how Sov is now you can afford to take risks

Mynnna - You mentioned adding more gates. Living in far out regions sucks unless you're not blue with everyone between you and empire. These super gates would be a great idea to make sure that we could bypass at least some of the travel.

Steve Ronuken - Is there any thoughts of the intel system in Eve?

CCP Greyscale - Not in this session

Mynnna - And last time it was mentioned people panicked.

CCP Greyscale - Yes. It involves several factors.

Mynnna - We are generally incredibly pleased with this session.


**SESSION CLOSED: 12:01**

# CSM⁹

## COUNCIL OF STELLAR MANAGEMENT

## Session: Team Five-O

**CCP Attendees:**

- **CCP Falcon**
- **CCP Leeloo**
- **CCP Bettik**
- **CCP Masterplan**
- **CCP Lebowski**
- **CCP Frellicus**
- **CCP Fozzie**
- **CCP Manifest**

**CSM Attendees:**

- **Ali Aras**
- **Sion Kumitomo**
- **Steve Ronuken**
- **Sugar Kyle**
- **Mynnna**
- **Mike Azariah**
- **Corbexx**
- **Asayanami Dei(REMOTE)**
- **Xander Phoena  (REMOTE)**
- **Mangla Solaris (REMOTE)**
- **progodlegend (REMOTE)**

**SESSION OPENED: 13:01**

CCP Frellicus showed off their work on the sensor overlay. He has the best character names on the internal test server, by the way. The overlay as demonstrated will include bookmarks, signatures, landmarks and anomalies.

Mynnna observed that it will now be even more apparent that gas clouds have been discovered.

CCP is 'toying with' the idea of filtering the bookmarks on the overlay by folder. They're also looking at taking the labels they currently have in space out, making them more like regular brackets so they are not as spammy, and implementing the same popup lists that brackets use for overlapping brackets.

Progodlegend observed that there is a lot of difficulty with selecting things that overlap right now, especially when normal brackets and overlay items overlap. CCP Frellicus demonstrated that they've improved it and are working to refine it further.

Mynnna asked if it were going to be possible to focus the camera on it as though it were any other object in space; CCP Fozzie clarified the issue by explaining "You have to scan into anomalies as though it's 2013." That feature won't be in at first, but CCP will look at it.

Developers were demonstrated to not be *infinitely* powerful, as their GM teleportation tool still has a session change timer.

CCP Frellicus demonstrated bookmark filtering in the new overlay, via the People & Places menu. Ali commented that it might be a little clumsy messing around with folders and commented that some smoother way of handling it would be nice, such as a search box on the radial menu to filter for only the bookmarks with a particular name, such as the name of a gate. CCP agreed that there may be better ways, but is taking a cautious approach in light of the vast variation in how people use and label their bookmarks.

CCP Lebowski chimed in, noting that they're looking to alter how various types of overlay icons animate. For example, bookmarks would appear more quickly than anomalies. The goal, according to CCP Bettik, is to continue to improve spatial awareness.

Sugar asked what sort of customization would be available, asking about colors in particular. CCP Bettik and CCP Fozzie affirmed that they're looking at that sort of feature, much the same as the overview.

CCP Frellicus went on to explain that the system is largely in a shippable state, but that they would prefer to ship to SiSi first and gather usage feedback before releasing it to live.
Discussion about "bookmark packs" and configuration settings (much like overview packs) concluded that dragging a bookmark into chat to share it would be awesome, but that not everyone is as awesome as CCP Karkur. The meeting moved on to ship skinning.

CCP Fozzie took over driving and explained that Team 5-0 had implemented the original version of ship skinning. However, the scope of expanding it had bounced around and changed a bit, so elements of Team Size Matters were being brought in as well. After hazing progodlegend over missing his favorite session, CCP Fozzie showed off the mockup for the new ship skinning tool. Mynnna observed that the best indicator that they hadn't simply copy & pasted T'Amber's mockup was that the Orthrus didn't exist then.

Mike Azariah asked what happens if there are so many skin options they don't fit. CCP Bettik noted that it's a mockup, and the actual tool would handle it.

CCP Fozzie explained that the new system will involve an item that you get and 'inject' much like an implant, making the skin for available use.

Mike asked about alliance skins and whether they'd work the same way, or perhaps be more like a subscription system where, so long as the bill is paid, they're automatically available to alliance members. CCP Fozzie acknowledged that the system as planned would handle that sort of setup very well, but that it won't be coming along in the initial iteration.

Moving on, CCP Fozzie talked about the four new burner missions in Oceanus. "The burners have been cutting a swath through new eden, you saw the graphs." Mike Azariah complained about the lack of a graph comparing the number of graphs in the blog to other graphs. CCP Fozzie noted that the most expensive loss was 2.1 billion isk, and that almost all of the most expensive losses were people who simply tried to omni-tank. Mynnna commented that it makes perfect sense from someone who doesn't read the mission text, because it's not necessary in L4s - an omni-tank is just fine. "I don't think I even have hardeners on my Vargur."

Mike asked what the chances of getting a burner mission was. Fozzie explained that it's the same chance as any other mission - burner missions are just another option in the pool. They do want to add still more in the future, though Fozzie explained they'll be dropping the chances of each burner mission appearing to a fraction of the normal mission rate, so that the odds of getting any burner mission won't double outright.

Sugar Kyle brought the discussion back to overlay & scanning, asking if Team Five-0 was just working on the Overlay. CCP Fozzie answered that the work is just on the overlay for now, and that Team Banana Stand would be the team to speak to regarding the scanner.

Corbexx asked what's going on with the wormhole population. CCP Fozzie said they've been watching it and will continue to do so, but that numbers are pretty balanced in terms of who's leaving, who's arriving, and that kills are pretty stable. The big difference is just that the people leaving are noisier.

**SESSION CLOSED: 13:57**

## Session: Team Five-O

**CCP Attendees:**

- **CCP Falcon**
- **CCP Leeloo**
- **CCP Bettik**
- **CCP Masterplan**
- **CCP Lebowski**
- **CCP FoxFour**
- **CCP Fozzie**
- **CCP Frellicus**
- **CCP Manifest**

**CSM Attendees:**

- **Ali Aras**
- **Sion Kumitomo**
- **Steve Ronuken**
- **Sugar Kyle**
- **Mynnna**
- **Mike Azariah**
- **Corbexx**
- **Asayanami Dei(REMOTE)**
- **DJ FunkyBacon  (REMOTE)**
- **Mangla Solaris (REMOTE)**

**SESSION OPENED: 14:01**

CCP Fozzie explains that as CCP did with Crimewatch CCP had their external testing partner come in and map out corporations and alliances. The information was so thick and obscure that there were things no one knew about the system. He then passes around a part of the master document which contains only

four of the ten sections. Currently, the partner company has produced a hundred and five page document with a bit more to come. The end result looks to be about a hundred and fifty pages of written documentation that explains the current corporation and alliance system and how it relates to the rest of Eve. Also, it will help them with testing in the future to make sure that known and current usage is not broken as they build the new system.

CCP Lebowski - This was about seeing purely what the system currently does and not what we think the system does.

CCP Fozzie - We are planning to update this as we go. This will not just be a document about how corporations were but it will become a document of how they are.

CCP Masterplan - We're looking at changing three things before the end of the year. First is the intra-corp aggression rules - At the moment all members can now freely aggress each other. We are looking to change this so that being in the same member corp does not give you the right to legally kill your corp mates. The main goal of this is to make recruitment safer for the recruiter and the recruitee. And it will remove the fact that you current cannot mitigate the risk of recruiting someone which makes people not recruit.

Ali Aras - Right now the intra-aggression system provides a couple of opportunities in ways to interfere with other players gameplay. You have the ability to assassination someone who has done you wrong. You have the ability to harm another corp as an individual even without having people to back you up as you might have another corp in a war dec situation. Regardless of where that corp goes. With both of those things being valuable and with pulling off these types of cons and hits that some portion of the player base finds interesting, I worry about deleting it. On the other hand I do see what your design goals are going for. Have you given any thought to alternate ways for people to get the same thing out of AWOXing or alternate ways to give players tools to mitigate the risk themselves.

CCP Fozzie - Yes. We have put a lot of thought into this such as flags that people can turn on and off. Quickly, on the AWOXing issue it is important to note that AWOXing became a thing completely outside of being able to shoot your corpmates. It is an indication that there are certainly many ways that you can hurt someone besides shooting them in high sec and having different rules around crimewatch. And that is where AWOXing came from.

When it comes to being able to infiltrate and damage people that has always been a key part of Eve. There is a combination of A: They recognize that there is a lot of harm in the game play where it makes it harder for individuals and corporations to find each other. There is no logical basis for why this police force is shooting people who shoot each other unless they are in the same corp.

CCP Masterplan - Unless they are not in a NPC corp.

CCP Fozzie - Correct. It is basically an arbitrary quirk of old Eve that never had any real good purpose.

Mike Azariah - I tried to turn it around and said "What would happen if we suddenly made it legal to do in the NPC corps as well." And what I came up with was a lot of damage in the short term but you'd really encourage people to move to player corporations where they could not hurt each other. Along with the 11% tax they'd leave the NPC corp right quick or get out of the game right quick. I'm in favor of

the shift you are proposing right now. Sometimes when I am trying to consider something I look at the exact reverse to see if it makes it a lot worse, a little worse, or any better.

CCP Bettik - We have identified that there is one group of people who we will really hurt with this change and that is Red vs Blue. We know this is how people train and have fights but we have dueling and things like that. But, we are fully aware that this will hurt Red vs Blue a bit.

CCP Fozzie - Specifically with their free for all brawls. In normal activities they are normally shooting each other.

CCP Bettik - But it is when they are doing their intercorp events.

Managa Solaris - The Free For Alls and Fleet balancing would be screwed for us. On the other hand it would encourge focus on the war.

DJ Funky Bacon - Being able to shoot corpmates has been key to practicing PvP with each other.

Ali Aras - It is also a method and how I first learned to PvP.

CCP Bettik - Right and I think a lot of corporations do that. But we have duels. We are not switching it off in this point. But I can understand it with Red vs Blue because they are such a large organization.

Ali Aras - It is tough even on a smaller scale. We have one person jumping through a gate and people practicing tackling maneuvers and spiraling maneuvers before we had access to a null sec system to do this securely.

CCP Fozzie - You can do some of this by just having people open a limited engagement duel. If there is only one person and he is shooting back at them it is very easy to open up a series of duels.

CCP Seagul - A deployable!

CCP Fozzie - The problem with this is that it comes back to the same problem that if it is a deployable you can drop it and kill everyone.

DJ FunkyBacon - Can you make it a toggle rather than removing it completely? That would leave it to the CEO if he wants people shooting each other or not.

Ali Aras - At least then you have a deployable and you can see what is going on. There is some kind of sense about what is happening or about to happen, especially if this takes thirty seconds to online.

Corbexx - No. If people do not understand the basics they are not going to understand a deployable.

CCP Bettik - I was going to address the toggling thing. The toggle we have actually thought about. But we approached it with the angle of how do you know that it is a toggable thing? How do you know that the corporation you join has it toggled on or off? And I think we get into deep complexity waters.

Managa Solaris - All in all I see the benefits to the wider community and even to us in that there will be less drama when newbies join and get shoot.

CCP Fozzie - A toggle does solve it for the corps safety. They can choose a toggle and make themselves safe. But it does not answer it for a new player joining.

Mikle Azariah - And then they get ambushed by a corp that wants to do exactly that.

CCP Falcon - Or them recruiting someone, turning it off, ganking them until they quit the corp, and turning it back on again.

DJ FunkyBacon - That is why you leave it to the CEO.

CCP Bettik - I think in that case that person is highly likely to turn off his computer and never come back.

Steve Rounken - Timers would mitigate that a bit.

Sion Kumitomo - There is a harms argument here. As you said these mechanics don't really do sense. But then there is the harm. Anecdotally, for I do not have the numbers there are a lot of new players who say "Yeah, I just wanted to join this player corporation. They wanted to recruit me. I have one or two ships and they both got blown up. Why did this happen?"

Corbexx - In Sugar's Eve Uni Chat every month that is always a topic that comes up in both sessions. "I got ganked."

Sion Kumitomo - There are people who clearly want to get involved in things.

Ali Aras - Anecdotally, it has also retained different people in the game. People are attracted to it. For people who are attracted to this particular kind of infiltration gameplay….

Corbexx - And they can still attack low sec groups, and wormhole groups, and null sec groups, and kill their corpmates.

Ali Aras - Its a different dynamic.

Corbexx - It's the same thing. You're infiltrating a corp to grief it.

CCP FoxFour - The idea that this is the only way to cause harm by joining a corporation does not exist. You can join a corporation and still assassinate someone. You can convince them to give you assets. You can convince them to go through a low sec gate. You can convince them to go mission in an expensive ship and suicide gank them.

CCP Fozzie - You can still war dec them.

Ali Aras - I am thinking of particularly addressing people and groups that are active primarily in high sec and so not opening themselves up to the kinds of opportunities… there are certainly ways coming in that will provide more information to newer players, more contextual information such as the meeting with CCP Rise and his team. One thing I've brought up is that if brackets changed shape and color in your overview when you can legally crimewatch shoot someone that would be super useful in low sec.

CCP Fozzie - And that gets super confusing when all suspects and all of your corpmates are also that. Those are two very different states.

Ali - They are different states but because it has something in common it is something to ask about something to see a way to expose this information in a natural way. I think that CCP Seagull's deployable idea is the best way to go in the long term.

CCP Bettik - A deployable will never replace a system. It will make a scenario where certain things are possible but as a system it cannot replace that.

CCP Fozzie - A deployable that is mainly a thunderdome deployable is very different from a griefing people deployable. I am not going to say that griefing people is bad. I did plenty. And I was sad when it was changed that anyone in fleet with someone who was at war automatically became war targets and you created a perma war between two alts and invited someone to that fleet and then killed them. It was a great way to make money also it was completely unintuitive. It got taken away and the game was better without it.

Ali Aras - A thunderdome deployable could certainly be used to do this kind of griefing. Lure someone to come help with a mission and warp them there.

CCP Fozzie - Like one where it agresses everyone in range? I don't think so. Something where you active it and tap on or a multi dual system.

CCP Bettik - What sold me on this point was we are teaching people that it's safer in an NPC corporation than a player corporation. We know that it is better for them to join a player corporation, but we want to make sure that people can get into a corporation. We know that there is a social barrier for some and some people have truly bad experiences. However, this is about the person that joins a corp and suddenly they are dead and they don't know what happened.

CCP Fozzie - In a game where it is important to get people to interact with other people we have a situation where if your ISK is not made from bounties and you do not need the extra features of a corporation that the optimum choice in all circumstances is not to play with other people. We don't want it to be this way.

Ali Aras - What happened to the corporation lite idea that we discussed several summits ago?

CCP Fozzie - That is still something that we are considering. That does not remove the need to do this. It is a different subject but it is still on the table.

CCP Bettik - What is the difference between corp lite and real corporations? But, I'm not taking it off the table. I believe the core issue will always be the same. Right now it is not intuitive as to what happens. The user has no understanding of why he got shot.

CCP Fozzie - We feel for the griefers who are affected by this but they will do fine.

CCP Bettik - Get more people into corporations and it will improve corporation warfare. I see benefits.

CCP Fozzie - We're also looking at fixing the kicking out in space issue with corporations - probably to a position where you can queue someone to be kicked the next time they're in a safe position to do so.

DJ Funkybacon - Can we not educate people against this instead of changing mechanics?

CCP Fozzie - Then we get to the point where we have huge amounts of documentation that covers bad game mechanics if we keep doing this?

CCP Seagull - Aren't we just compounding the issue of difficult recruitment by having risks like this? There are a lot of due diligence that is done now because once you get someone in you can't boot them easily. They can shoot you. You don't want to just take people in and try them out. You want to do all of

that work before hand and it makes it even harder to find corps to join because the amount of people who can be bothered with all of that is quite small.

DJ FunkyBacon - There are some legitimate uses to corpos being able to shoot each other. To kill that in favor of a small part of the community trying to shoot newer folks seems silly.

Ali Aras - Some of that can be mitigated by other changes such as removing the ability to use neutral reps from AWOXs and removing not being able to kick people in space.

DJ FunkyBacon - I agree that AWOXers should be booted even when they are in space.

CCP Fozzie - We are looking into that.

CCP Masterplan - Booting people in space has code weirdness. What we are doing is that if someone is onlinene you can basically put them in a queue to be kicked. As soon as tehy are in a position they can be kicked the server will kick them.

Mynnna - You cannot kick them instantly still but you will be able to kick them at the next chance.

CCP Masterplan - Yes. No more racing to log in first after downtime.

Mangala Solaris - No more babysitting the kick button!

Sugar Kyle - Looking at this from the perspective of high to low sec this is another area where I'd like to not have a medium scale for crime watch and corp on corp aggression can continue in its current legal state.

CCP Masterplan - Yes we can look at this.

Sion Kumitomo - This is one of the few areas where I can see that Macanis 'cins's law does not apply.

CCP Fozzie - Malcanis' law applies to pretty much everything and that makes it useless.

Sion Kumitomo - Realistically, the people who are being affected are newer people in high sec. It is the only people it affects. The primary concern is newer people or inviting people as an established corporation to invite people in. When you have a situation where you have people inviting people into a corporation in a place called high sec which is essentially safe in many ways. When their entire interaction with the game is trying to learn it and you have people specifically targeting them because they do not know. We have discussed this extensively as the CSM before I posted on the internal threads about it. It is almost unanimous that we think it is a good idea.

DJ FunkyBacon - Newer people in high sec and dumb people are not the same. When you get to the point that your four billion ISK mission ship is getting AWOXed I don't think you are new anymore.

Sion Kumitomo - The RvB case is the use case that are very legitimate. But not to take words from him he has recognized that its a bigger change for the community and that its a good change that has to be done. And that they will look at how to work around it.

CCP Fozzie - And we will be working with ways to improve duels and improve things for them and make a better system.

Sion Kumitomo - And that is a valid use case.

DJ FunkyBacon - I don't know anyone who invited noobs in tristans to their corp so that they could gank them.

CCP Fozzie - Valid can be in different ways. I think that infiltrating a corporation to shoot at their guys is valid. It is something you are doing actively. But it is not something that needs to be exactly protected.

Sion Kumitomo - You can still do that in null sec, low sec, and wormholes.

CCP Fozzie - You can do it in high sec to, just in different ways. Suicide gankings.

From Someone in CCP - If you are determined to gank someone there are many ways you can lure him into doing that.

CCP Fozzie - To address Funky's comment about dumb people. I really don't think that you can assume that someone who joins a group in an online game and doesn't assume immediately that means that person gets immunity from all of the games normal consequences for shooting them is dumb. That's the game being dumb and the player being normal and smart.

Mangal Solaris - I'll happily work with you to lessen the pain. Overall it is a benefit for newbies and that is huge. Which is a benefit for RvB in that folks come to us without worry.

CCP FoxFour - His point was that instead of changing this mechanic we educate.

Ali Aras - We have context based education now.

DJ FunkyBacon - That's new but after a year or three you should know this.

CCP Fozzie - We have to make sure that we make the game better and more intuitive on the way. You can't just use education to try to patch that up otherwise you wind up with giant walls of text that say by the way this mechanic is kind of stupid but read this.

Corbexx - A lot of high sec people wish to play on their own. They do not want to interact with other people. They just want to get on and play. They don't read forums. They want to relax and do what they want to do. Even if you put notices that you can go and learn about corp roles they are not going to learn it.

CCP Bettik - Every time they release a new operating system I feel dumb for a week and I am not dumb. Confusing new people and dumb people isn't the right way to do it. It has a lot of quirks and neuances and this is one of them.

CCP Fozzie - This is an aspect that you can play for years and never encounter. Not all of us are that type of super user.

CCP Bettik - I don't think it is the length of time that matters but the experience. I don't see a difference between losing a Venture or a Golem. It is a person who walks into a situation he did not understand and he loses.

CCP Fozzie - It is the game not acting in a reasonable way that a reasonable human being would understand.

DJ FunkyBacon disagrees.

Sugar Kyle - They can still be ganked by mission gankers and stuff and they shouldn't think that high sec is safe.

CCP Bettik - Ganking still remains. We know that people who quit from this are people who will never try Eve again because they feel violated.

Ali Aras - What statistics do you have of these people?

CCP Bettik - We have been doing statistics and that people who are joing corporations are staying much longer.

Ali Aras - No. I mean people who have experienced this interaction

CCP Bettik - We've done studies. I also know it from experience and talking.

DJ FunkyBacon - I understand that people lose ships in high sec and feel violated. I lived in high sec a long time ago. I've been on the receiving end of in corp AWOXs and I've been party to doing them. I don't see people and I've never known anyone who invites newbies to gank their Tristans and Rifters. The high profile AWOXing that is entertaining and that people like to hear about and read about is people in these multi-billion ISK mission ships inviting people into their corporation and then get blown up. I do not see this as a huge new player problem. If you have been playing Eve for three years in high sec you should know by now that if you join someone's corporation you can get shot. I feel that there are legitimate uses for this. In my own corporation we've used being able to shoot each other to test fits and see how ships work against each other without having to deal with duals and limited engagements. It makes it nice to have a training environment. In corporations with a tight knit group of friends you don't need that hand holding. Maybe in a larger corporation. But to say that this mechanic is leaving because someone might gank a noob and they will feel bad? Of course they will. That's part of Eve being dangerous and things. If that means you have to give them a notification before they join a corporation that they can shoot each other then do that instead of taking away a mechanic that is taking away a piece of Eve.

CCP Seagull - The equally important problem is the amount of work that smart, experienced, and knowlegable people in Eve do to protect themselves from being harmed by bringing in new people. Why is not every corporation recruiting openly if this is not a problemm? I know that it is also corporation roles and access. But you are smart enough to know what you are getting into but do you not agree this is hindering recruitment?

DJ FunkyBacon - I think there are easier things you can do. Such as the kick button improvements to stop people from sitting in corporations and terrorizing them for days.

Sion Kumitomo - If I am a high sec CEO, my optimum path is to be non social. It is to not invite people to help me run missions.

Mike Azariah - You said the guy in the blinged out Golem is ganked. But those are often noobs who have purchased a character and ship with plex. I have met these people who are only three weeks old. They can still be new players.

CCP Fozzie - This is not a system we can expect people to just figure things out on their own. We need to make Eve a less convoluted and unintuitive game on many levels. People should not have to figure these

things out because they make sense from the start. While we want to keep EVE harsh, we need to make it a lot less convoluted and we need to make sure that we educate people properly had have solid game mechanics to back this up.

DJ FunkyBacon - Or you get shot and learn it fast.

Ali Aras - And some people do survive that. I mean, some people do and some people don't.

CCP Bettik - It makes people less willing to recruit. We need to admit to that.

CCP Fozzie - The smart high sec's player best option is not to join a corp and not to recruit.

DJ FunkyBacon - Then you get to know people. We have people contact us from other corporations and they ask us about people and if they should recruit them.

Asayanami Dei - I agree with Funky here. Most w-space corporations maintain a shared list of AWOXers and thieves for that reason.

CCP Fozzie - And that is great and this will not remove the need for that.

CCP Falcon - As someone who ran a corporation before I came to CCP and did recrutiment for a pirate corporation. It was three to five months before I let someone fully into the corporation purely because of this.

DJ FunkyBacon - This won't do anything in low sec.

CCP Falcon - There has to be a threshold somewhere.

Ali Aras - I think having a system where you have the mini-corporation trial social group that provides a way to be in a community without sharing structures and assets is good. It sounds like there is room to increase trust and risk while having a lower risk to bringing them in.

Mynnna - A hobby corp.

CCP Fozzie - We feel that is a different topic. And that it does not make this less needed.

Mike Azariah - Can we make finding a high sec corp faster and better? If recruiting will be less of a five month waiting list.

CCP Fozzie - We have talked about this for half of the session. It is good that there are strong opinions on this. Lets move it there and discuss what else is coming up.

CCP Masterplan - Currently on our roadmap are some other things including how we run applications to corporations, and allowing corporations to be able to invite people to their corporation. The applicant clicks the invite and they are in.

Sugar Kyle - Is this replacing the current application?

CCP Masterplan - This is in addition to the current method. It just makes it easier.

Mike Azariah - This is such a common sense thing.

DJ FunkyBacon - Invite spam!

Mangala Solaris - It is a familiar setup to those who have played other MMOs

CCP Masterplan - There will be ways to mitigate invite spam.

Steve Ronuken - If you close applications can you still send out invites?

CCP Fozzie - That would make sense

CCP Masterplan - If you got an invite from a corp that is something you'd still want to support.

Sugar - Could we get API details on where a character has applied and the application status?

CCP Masterplan - That's possible, but we'd like to make sure we don't give too much away. Corporations should be talking to eachother about this.

CCP Fozzie - The other big thing is being able to kick people and queue up kicking. The other is a fully behind the scenes change.

CCP Masterplan - Right now alliances are not normal things in the game. They have their own set of Alliance IDs which is why they don't exist and cannot own anything. We also want to give Alliance IDs in order to be able to allow them to have bookmarks, hangars etc etc. We don't plan on having this happen this year however, but we'll be adding the functionality on the back end to prepare for this. Then there is the longer term planning.

Asayanami Dei - Alliance bookmarks!

CCP Fozzie - We are laying the groundwork for them but we do not expect to have alliance bookmarks in the 2014 calendar year.

DJ FunkyBacon - Taxation of LP, can't say that enough.

CCP Fozzie - A lot of the concepts that the CSM has bounced around such as having the social group type of organization we are interested in exploring. The ability to have cooperation groups be more free form is another thing we are investigating. We know the largest piece of work in the corp and alliance rewrite is going to be how you manage roles. We want to make it more intuitive and easier and allow it to be more granular that gives you custom roles that allow you access to this POS but not that POS.

CCP Bettik - That is going to have to happen before we do the alliances proper because once we have alliances we will need alliance access controls. Making alliances real before this will be a disaster. We have these things to solve first.

Mike Azariah - This is kind of a sideways thought but the other day we were talking about the purge of trial names? What about corporations and alliances that have not existed for like five years? Prior to alliances becoming real things they are purged and only the active ones or ones that have at least one member are moved.

CCP Masterplan - Every alliance will need to be moved. We cannot delete them. There is history and killmails.

Mynnna - Corps and alliances where the CEO is banned?

Sugar Kyle - Or corporations where there is one player but that player has deleted themselves. The corporation is there forever empty.

CCP Bettik - We would have to do it delicately. We want to make sure we don't break anything in the past.

Corbexx - One of the peace treaty things where they have to hand over the name of their executor corporation.

CCP Fozzie - That has been done. It was part of various surrenders in the past.

Mike Azariah - It occurred to me that when I was thinking of the move I was thinking of the little corporations created by the one month character and took the good names years ago.

CCP Masterplan - There is probably some threshold that we could apply it to if we did.

CCP Masterplan - Management of roles. How important is crest write access to corporation roles and suchlike?

Mynnna - Setting roles from out of game?

CCP Maserplan - Yes

Sion Kumitomo - That would be amazing

Sugar Kyle - Yes

Steve Ronuken - That would be very good. I could create something to automatically hand people roles that they should get. Ideally, you'd want to handle that with a proper grouping system.

Mynnna - If we had that ability we would tie it into our forum system. My new director alt would automatically get roles.

Ali Aras - You have to register for services and you get roles as well

Steve - Anything you can do so that people do not have to go do the little irritating management tasks.

Sion Kumitomo - It makes it easier

Sugar Klye - It could help remove some problems of AFK CEO's and people not being able to gain normal corporation roles if a group could automate it.

CCP Masterplan - What about shares? How many people use them?

Sugar Kyle - To do more than take all of them and put them on an alt just in case?

CCP Fozzie - That is the correct definition of not using them.

Sion Kumitomo - The only time we use shares is to offensively to hostilely take over another group

Steve - It is also used to spam people

Sugar Kyle - We would like to use shares, yes. It is one of those little things that new players come in and they'd like to use but its not safe to so we hoard them to the side.

CCP Masterplan - I remember when I discovered this mechanic it seemed like a cool thing to set up a corporation to have boards, and shares, and takeovers. But, it does not live up to what a share system should be.

CCP Falcon - You can use it to do things and it does work, I've used it in the past, but it is a convoluted system.

Mynnna - I've used them for takeovers

CCP Bettik - Paying dividends work but you are also giving valuable information

CCP Fozzie - If we reduced the number of things you could do with them, would they become useful?

Sion Kumitomo - If you divorced shares from corporation executorship people could use them in a safer method.

CCP Fozzie - Or a system where people can decide on what the shares do?

Steve Ronuken - What about voting and not voting stock?

Mike Azariah - What about voting and not voting stock?

Sugar Kyle - If the share system's payouts were made usable because people were not scared of handing out shares. Corporations could give payouts easier and in groups maybe.

CCP Bettik - There is a lot of functionality we'd have to look at

CCP Falcon - An actual stock market?

Sion Kumitomo - That would be cool

CCP Fozzie - This team is not committing to making a stock market. For the record.

Mike Azariah - If you go far enough back there was advertising talking about owning shares and buying stock in other corporation.

Mynnna - Players have tried to run these and there was a real stock market for a while.

CCP Falcon - ISS ran successfully for years.

CCP Fozzie - In the future there will be more opportunities for the ISS model.

Sugar Kyle - It could allow groups to co-op into building something like the potential stargates in a large enough way that they feel they can compete against groups like Goonswarm.

Asayanami Dei - Decaying shares from inactive characters should be released back to the corporation.

CCP Bettik - So its clear that right now only the dividends work with shares. And that works very well if anyone would use it. But, I agree that we need to decouple them.

Sugar Kyle - Decouple it and create a paycheck. Or just create a paycheck role. We have corporations with CEO's and corporate structure but no way to directly pay.

Mike Azariah - I agree with Asay

Ali Aras - It would help with participation. It has to do with other things like we have our own custom killboard and you have to add yourself to it. If there was a way to send money through Authed CREST that would be good.

Corbexx - We have something similar where everyone who runs a site has to log into a thing that records how long you were in to each thing. The money is all tallied up and when its sold it breaks it down and then a director has to give it off one by one.

CCP Fozzie - Shares would not fix that but authed crest could.

Sugar Kyle - Or a pay check system

Mynnna - Paychecks would be useful for a social group. You create a social group for your mining op and that is how you do your pay out

CCP Bettik - You send money to wallet seven and it pays dividends from that wallet for example. I think that the payment part works as a function.

Sugar Kyle - If you give people the ability to see it without having to have access. So that people can see the payroll in a public way

Ali Aras - A concept people asked me to bring up was LP form your own alliance as a reward?! Such as for killing particular people such as war targets.

CCP Fozzie - That is something we can investigate. In summary - We will stay in touch as we move forward with this.


**SESSION CLOSED: 14:56**

# CSM⁹
## COUNCIL OF STELLAR MANAGEMENT

## Session: Team TriLambda

**CCP Attendees:**

- **CCP Falcon**
- **CCP Leeloo**
- **CCP Mannbjörn**
- **CCP BasementBen**
- **CCP Antiquarian**
- **CCP Seagull**
- **CCP Salvo**
- **CCP Mankiller**
- **CCP BlueScreen**
- **CCP Darwin**
- **CCP BunnyVirus**
- **CCP Mannapi**

**CSM Attendees:**

- **Ali Aras**
- **Sion Kumitomo**
- **Steve Ronuken**
- **Sugar Kyle**
- **Mynnna**
- **Mike Azariah**
- **Corbexx**
- **Asayanami Dei(REMOTE)**
- **DJ FunkyBacon  (REMOTE)**
- **Mangla Solaris (REMOTE)**
- **Xander Phoena (REMOTE)**

CCP BasementBen opened the meeting by introducing everyone to all the members of Team TriLambda and advising CSM9 that they would be showing us a suite of ship redesigns including the Blackbird, Chimera, Dominix, Exequeror, Incursus and Maulus as well as some character work also.

Mynnna pointed out early on that this team was focused on art design and that UI didn't directly fall under their purview something CCP Seagull was keen to reiterate . Mynnna also apologized for being part of a CSM8 that constantly harassed the team anyway.

CSM9 was then shown the new redesigns of the ships listed above each in varying states of completion with some explanation as to the thought process that went into the changes in each case. The new Blackbird is gorgeous just FYI. CCP confirmed that the new Dominix design is due to hit Tranquility by 2015 at the latest.

Sugar asked about the addition of moving parts on various ship models. CCPBasementBen confirmed that there is always the option to add moving parts to a ship model if it fits the design aesthetic.

Mike Azariah asked what the internal process was for a new or redesign of a ship model in the game? CCP BasementBen advised that the ship will originally be sketched out or crudely 3D modeled as a concept. From there it will go to becoming a full model before texture sets are extrapolated from it before putting the all together with any additional painting. Finally, all the technical details for the model are added such as location information.

Ali mentioned that a lot of players have affection for the 'sticky-outy bit' on the Incursus and it should be kept through any potential redesign. CCP said they were aware of certain iconic design features on certain models and would be keen to not repeat the community outcry after the Vagabond was altered last year.

Sugar brought up the oft-asked about potential for a high-resolution texture pack for players who wished to push their own PC hardware. Mike pointed out that this isn't strictly a question for Team TriLambda as it doesn't fall under the 'art' umbrella.

CCP Mannbjörn made CSM9 aware that it isn't simply a case of turning that functionality 'on'. CCP are currently experimenting with a number of ways to improve performance and stability for all players before they would make that issue exponentially more difficult by having some players with high res packs and others not.

CCP BasementBen then moved the conversation along the same theme by showing us the new Space Object Factory. This is an entirely new way for the game engine to assemble ships. Rather than every single ship in the game having a unique file, each hull now has a base file and differences such as skins, colours, textures or logos can then be applied from that. This allows Team TriLambda to create new ship variants much more quickly as well as leading to small performance gains on the server. Players will also eventually be allowed to take advantage of the new customization options the Space Object Factory offers.

CCP Mankiller then went on to discuss the new PBR physical based rendering system that dictates how CCP renders materials and such like in the game. This system also allows for much more realistic and

dynamic lighting systems leading to better reflections and something that looks more organic and natural.

Next up, CCP BasementBen showed us the work done on giving nebulae in New Eden substantially more depth and detail. Wormholes effects have also been altered so as to give more information visually without the need for pop-up boxes and context menus leading to far greater immersion for the player.

Mike asked if the size of the iris in each of the new wormholes was the same so players could make a judgment on what can pass through it simply by looking. Asayanami advised that this was already the case on TQ and WH players already utilize this visual information.

CSM9 was then shown the (gorgeous) new cloaking effect as well as new animations for POS shields and a very cool new Quafe billboard. CSM9 was also demonstrating new models for acceleration gates.

New clothing for clothing and factional-based outfits for player avatars were then demonstrated with numerous variations for the various races and factions.

This was followed up by some concept character models and clothing specifically for Guristas. Both Ali and Xander mentioned how amazing these models and outfits looked.

CCP BasementBen then opened the discussion up to allow any questions from members of CSM9. Ali was the first to speak up asking when we may see triage animations for carriers? Team TriLambda were very open to the idea.

Asayanami mentioned that more variation in different wormhole nebulae would make it much easier to visually differentiate between classes.

Mike mentioned that there is still a persistent issue in that the cyno ship and the appearance of the cyno beacon may be as much as 25km apart. It is important that any attacking force is able to clearly differentiate the cynoing ship. It was confirmed that this is on the slate to be fixed as soon as possible.

Steve mentioned that people are very keen to see more hats and sidearms for their avatars in game. Xander specifically requested space fedoras. Accessories were discussed for a while. Belts and stuff.

Corbexx asked if it would be possible to make certain remote repair modules and such like visible on ships in the same way turrets are.

Asayanami mentioned that the new cloak effect doesn't seem to scale – pixels become huge when the player zooms out. He also mentioned that more variation in different wormhole nebulae would make it much easier to visually differentiate between classes. The team confirmed that they had made nebulae a lot brighter and changed the contrast so they are easier to see with the naked eye but obviously with different setups, monitors, brightness, contrast each user's actual visual experience will be subtly different.

Asayanami then asked if the team were still working on godrays for stars as we currently see in Incursion systems. The team confirmed they were not for the moment as the represent a bit of a computational headache and there are other priorities right now.

Sugar mentioned that in 'bright systems' with nearby stars and several nebulae that assets such as stations always appear very dark. She was curious as to whether the new lighting system would go any way towards fixing this. The team advised they are always working on improving the lighting system and also pointed out that the new gamma sliders announced at Fanfest should also make a substantial difference.

Mike and Sugar both wanted to go back to avatar clothing and advised the team that a lot of it in the New Eden Store appears to be very dark. They wanted to know if there is more room for bright clothing as not all of us are angry! Sugar is aware that there is a need to avoid avatars looking "cartoony" but more variation would be nice. Asayanami would like to see more white clothing.

Steve mentioned that he had heard mention previously of spacesuits being available for avatars around the launch of Hyperion. It was seemingly in the SDE. CSM9 were shown pictures of these and they are more "space suits" than "spacesuits" as we would know them. Steve advised that in one particular Prophecy trailer he saw a something much more aligned to what we would naturally consider a spacesuit and this would be very cool for avatars to buy.

Mike suggested a biweekly "fashion sale". Falcon made CSM9 aware that given recent history, CCP are acutely aware that they must get the pricing of avatar clothing and accessories right from the outset.

Asayanami asked if there was the potential to make more star variants. At the moment, the only difference is colour but he would like to see white dwarfs, red giants and binary systems. CCP BasementBen advised that this isn't something they are ruling out but it isn't currently being worked on.

Sugar mentioned that the old style Gallente was pretty crazy and it would be good if that style of clothing could make a resurgence on the New Eden Store as it is something that has been mentioned to her a few times from other players. Mike wanted to see a dress for guys – a male dress.

Sugar advised CCP to keep a close eye on what is selling well and extrapolate from that what to develop further in terms of clothing lines, colours and accessories in the New Eden Store.

FunkyBacon said he would like to see more hairstyles available for avatars.


**SESSION CLOSED 15:55**

**Session: Alliance Logos**

**CCP Attendees:**

- **CCP Falcon**
- **CCP Leeloo**
- **CCP Seagull**
- **CCP Mannbjörn**
- **CCP Manifest**

**CSM Attendees:**

- **Ali Aras**
- **Sion Kumitomo**
- **Steve Ronuken**
- **Sugar Kyle**
- **Mynnna**
- **Mike Azariah**
- **Corbexx**

**SESSION OPENED: 16:03**

CCP Leeloo: CCP Falcon will be representing legal here.

CCP Falcon: So what I want to do is, legal has some stuff that they want to put to you guys first, so I've got a bit of a monologue to read through. Disclaimer, this isn't necessarily my opinion so don't throw anything at me.

Okay, so the first point is that because alliance logos are part of the EVE client, CCP has to own the logo. Otherwise, we can't use it or show it for stuff like Twitch, we can't use it during the AT, we can't use it on ship models, in comics, or anything else potentially. We basically can't use the logo unless we own it, from a legal standpoint. If CCP doesn't own the logo, then players can potentially advance IP infringement suits against CCP or other players, and we can't take the risk there. Ownership of logos and player created content is consistent across the industry and PC games.

Point two: Because players create their own logos and submit them to CCP, many player believe that they own their logos and that it is their IP. This directly contradicts the EULA, where submitted content belongs to CCP.

Third Point: Many players create a culture around their logos, and use their logos in multiple games. While that's great from a community perspective, this creates a different legal problem. For example, if a logo is in EVE, and the logo is in another game, game publishers may find themselves in conflict over who owns the logo. This can lead to litigation between game companies and perhaps players.

As well as that, players often want to sell items with their logo on it. Under most EULAs, this is considered RMT because you're selling in game assets for real life money, however historically CCP has never done anything about this as we don't want to punish player creativity. Players are supporting the fun of the game, however game publishers can't risk turning a blind eye or risk losing ownership of the logo. As a result, CCP and other publishers are obligated to shut down commercialization of logos. When this did happen, it was actually a mistake on the part of third party vendor, as CCP doesn't chase people for using their own alliance logo, as long as it doesn't also include EVE logos and such.

So players take a view of this that they own a logo and give game companies a perpetual right to use their logo. Nice in theory, but it isn't practical. It still allows other players to sue each other or game companies if they use a logo in a way they don't allow. It also doesn't cover situations where multiple people have created a logo and no one person can give a valid license.

So it's a huge mess and it's not fun for anyone involved. As a result, a perpetual license to CCP just isn't an option. So from that point, we absolutely want to support alliance logos. It's a massive part of people's identity in EVE and a huge part of who you are. Alliances build up their own brands, their own reputations.

There's four points into this one: We're looking for suggestions to resolve the issue and still allow player created logos. We'll try to make the submission process and CCP ownership more clear.

One suggestion is to require all alliance logos to have a small element specific to EVE, be that the EVE logo, racial symbols, something to make clear that an alliance logo with this unique symbol can't be used in any other game. So this would create a clear line of demarcation, and in this manner the creator could own the base logo, and when combined with EVE specific items ownership of that logo could reside with CCP as a derivative work.

Corbexx: How big would that logo have to be?

CCP Falcon: Big enough to be visually distinguishable.

Sugar Kyle: Like a copyright symbol pretty much?

CCP Falcon: But the issue that we have with that is that in order to do this we'll have to strip every alliance of their logo out of game.

Mynnna: People will throw a fit and they won't be happy with it, but as long as you can get resubmissions done quickly and that it's required for logos on ships they'll suck it up.

Corbexx: Especially if you explain that it has to be done regardless.

Ali Aras: And have the retrofitting process be quick.

Sugar Kyle: Let them see that by doing the submission process they still be able to move forward with having their logo on shirts and mugs and such. This is just the one that has to have a tiny symbol on it in game, and then blame it on the lawyers.

CCP Falcon: What we need basically in a really simple solution that will resolve the issue because this is an issue I hate hanging over my head as well because I want to make sure that people will be happy with the outcome as well.

Sion Kumitomo: There's no way right now that you can communicate to players that they have to give CCP full ownership over their logos without having people be incredibly upset. Regardless of the legal implications, if you tell people that they will feel as though it is a cultural assault and will be angry.

CCP Seagull: What legal is proposing is that only the version of the logo with the little addition becomes CCP property and people can still own the one without it.

Mynnna: And just making it clear that that has to be done if people want to have logos on their ships, people will be butthurt but they'll get over it.

Mike Azariah: Are there any logos that have stolen someone else's IP?

CCP Falcon: There were several. Including literally a copyrighted comic book character which we had to remove due to potential IP disputes.

Sion Kumitomo: Were there any other suggestions offered?

CCP Falcon: What is on the table seems to be using the existing logos but changing them in some way so we can then own the derivative work.

Corbexx: Would you be able to fast-track this through?

CCP Falcon: When I'm back, it would probably take a short amount of time.

Corbexx: But what are we looking at in terms of turnaround?

CCP Falcon: The issue there was that they would only get approved during big client patches. Now that we're essentially doing that every six weeks they'll be able to be implemented sooner.

Sveinbjörn: We have to set up some basic tools, and set up the approval process. We don't really want MS Paint scribbles.

Sugar Kyle: If you want quality logos, there should to some extent be grandfathering in of existing logos.

Ali Aras: I'm going to disagree. Players are a part of the EVE universe, the player icons are part of the EVE universe, even if those logos don't meet the visual style of EVE. If that MS Paint scribble is going all over twitter its because it is meaningful and relevant to them.

Sveinbjörn: Just playing devil's advocate, there are people who don't take this EVE reality as seriously.

CCP Falcon: As an example of this, Hydra Reloaded's alliance logo has been submitted at least twenty times. Because it's just something that's not being taken seriously, and it's not fitting with the style.

Corbexx: I think the issue is that existing logos have to assured of staying in game as long as they have the little EVE marks. Logos that have already gone through the approval process and are already in game.

CCP Falcon: Oh so you're talking about existing logos, if we say that you have to add on this water mark to an existing logo, and it gets rejected after it's already been in the game for five years, then that's extremely hypocritical of us. And I would happily stand outside and let people beat me because I'm not willing to compromise on this.

Sveinbjörn: It does still have to meet some technical standards.

Mynnna: No one is going to complain if you lay out the technical standards. It's you guys making judgments on aesthetic standards that will make people mad.

Sion Kumitomo: If this watermark is what it takes to get alliance logos moving again, then that's what it takes.

Ali Aras: CCP would provide the watermarks?

Mynnna: Who puts the watermark on, players or CCP?

CCP Falcon: That's a detail we'll have to work out.

Sion Kumitomo: Fundamentally, I don't think it's how you police quality, how you do that is a completely different matter. It's just do we have a method where we can submit something so we can represent ourselves. A lot of people have been waiting for six months, a year, just getting the process moving is really more important.

Mynnna: Just making sure the process exists and that you can move people through quickly.

CCP Falcon: What we need to do is set an acceptable standard for something art is happy with in place for what they need technically so they have to do their jobs. Then a set of guidelines for submission. What we need is to get it all in place so that we're ready to handle it all.

CCP Seagull: If we're really only expecting about a couple of hundred alliances, then that's something we can probably sit down and do all at once if people meet a deadline.

CCP Falcon: How do you guys think people will react when we tell people that we have to remove all the logos?

Sugar Kyle: Tell them there's a good reason for it.

Mike Azariah: Logos on ships are the carrot for people.

Ali Aras: Have a buffer period too.

Sion Kumitomo: I don't think you have to make a promise or offer carrots, it just matters how you communicate it. If you tell people the reasons and give people enough lead time it should be fine.

Sugar Kyle: And people will want logos for corporation logos, and say we want individuality.

Sion Kumitomo: Even if you say nothing about putting logos on stuff, players will discuss it and come up with some of the nuance themselves during the IP discussion about it, you don't have to beat people with it.

Sveinbjörn: When we get to the point where we do put logos on ships, what are people going to say about it? What are they going to say when they can replace logos with their own alliance logo?

Corbexx: They're going to be amazed.

CCP Falcon: The thing that got all this started was an Iteron that we showed at fanfest with the Red Alliance logo on it in place of the Gallente logo.

Sveinbjörn: That's realistic from a technical standpoint.

Sugar Kyle: When we talk about painted ships, we're talking about something else, not logos.

CCP Falcon: That's more space object factory. My main question is, how long would it take from a technical standpoint to replace faction logos with alliance logos?

Sveinbjörn: We're already doing this with TCU's.

CCP Falcon: But from the point of view of art, the hurdle is making sure that things are submitted in the correct format?

Sveinbjörn: From a technical standpoint, we're good, if we put in some safeguards. But there is some stuff we'll have to discuss.

Sion Kumitomo: If you can add in ship logos at the same time you have to do the resubmission process, that would be optimal. If not, just making sure the submission process is place such that logos can at least be accepted is the next best thing.

CCP Falcon: As soon as you guys get the technical criteria for logos, the logos can be resubmitted and will be ready on the server for when you want to implement them on ships.

Sveinbjörn: One other aspect, we're talking about EVE Online and CCP, what will this give us, in your opinion?

Sion Kumitomo: That's a good question. For example, you mentioned TCU's. We have had new people, or people new to sovereignty warfare, fly out to their TCU just so they can see their logo in space. It's this kind of identity that you associate with your alliance, it's them, it's their brand, it's who they are identity. The Fatbee logo isn't an icon because it's particularly well drawn, it's clip art. It's something that we can look at and say "this represents our space tribe" just like the American flag or a sports team's logo. It's part of an identity, and what you get when you make this possible is that you give people the opportunity to build upon that identity. I don't think you can really quantify it, but you can qualify it. And that qualification is a sense of community, as sense of dedication, a more rich game experience.

Ali Aras: More immersive.

Mike Azariah: Once you're happy with it, then yes, have it all kinds of things. A possibility of it being on clothing.

CCP Falcon: This stuff means a lot to people. They want representation, they want to be able to see themselves in lights. They want to fly their flag.

Sveinbjörn: Maybe holograms in stations too.

Discussion follows about timeline.

CCP Manifest: What about alliances that may want to resubmit a different logo and rebrand?

CCP Falcon: A re-branding should be perfectly fine. What we could do is just let alliances with existing logos re-submit without removing their current logo from the game. Then the next release the old logo goes away and the new one gets added.

To summarize, the main thing that I'm worried about is the perceived owenership of the logos, and players being mad about how we react to that. So you guys feel that us doing the whole watermark thing is a fair compromise?

Mynnna: Yeah.

CCP Seagull: Since we are talking a handful of logos, maybe we can special case situations too, where we give perpetual rights to use back to them. For ones that are already submitted and in the system but are abandoned, we can also talk about establishing a system so people can request rights access to them for use so people can put them on t-shirts and such.

Sveinbjörn: It also gives us a way to protect our subscribers, people who stream and such.

Sion Kumitomo: The question is, it's been what, 11 years? And how many times have you been accosted by a player for IP rights?

CCP Falcon: Zero, nil, none.

Sion Kumitomo: So as far as your risk profile here, it is not high. When people see their logo being used on something official, their first thought is hooray.

Sveinbjörn: But it only takes one.

CCP Seagull: No one wants to go after anyone, but we our legal department are just trying to do their job to protect the company from potentially expensive legal action. It's something that we should communicate openly and clearly to players, we'll just have to come up with the practicalities of the plan.

Steve Ronuken: One thing that would be really nice is something like the corp logo builder for small alliances so they wouldn't have to go through the whole submission process or meet those requirements.

CCP Seagull: I would love to do something like that, it's something we can look at.

## Session: Team Security

**CCP Attendees:**

- **CCP Falcon**
- **CCP Leeloo**
- **CCP Bugartist**
- **CCP Random**
- **CCP Peligro**
- **CCP Grimmi**

**CSM Attendees:**

- **Ali Aras**
- **Sion Kumitomo**
- **Steve Ronuken**
- **Sugar Kyle**
- **Mynnna**
- **Mike Azariah**
- **Corbexx**
- **Asayanami Dei(REMOTE)**
- **DJ FunkyBacon  (REMOTE)**
- **Mangla Solaris (REMOTE)**
- **Xander Phoena (REMOTE)**

**SESSION OPENED: 16:03**

**<span style="color:red">Note: This session is heavily censored for both NDA and Information Security related reasons.</span>**

CCP Bugartist: Welcome to the CSM security roundtable. There are multiple ways we can approach this, we prepared some content about what we plan to do, and we also prepared some topics about things we heard you might be interested in, multiboxing, multifactor auth, etc.

Introductions.

Explanation of the three security teams: CCP Security, Team Security, and Infosec.

CCP Bugartist: A disclaimer that what we're about to go over is, really, really confidential. There is stuff in there that is very new. This will be the first time we discuss with the CSM […] many of these […] details.

CCP Bugartist: Security topics within CCP […] Make sure we will improve the quality of code of every single line of code we produce. The same for processes […] that's what we do on a strategic level. Some samples on the following slides […]. And also technology […].

CCP Bugartist: More to product and game security […] Botting, cheating, RMTing […]. Massive amounts of data […], data analytics […].

CCP Bugartist: When there is a mass theft of credit cards […] We improved […]. So there is a lot of stuff we are working on to make accounts more secure, I will show some details […] And there is the housekeeping we are working on […] You will see some numbers later which are […] Any questions? Okay, let's talk about EVE Online universe account security. Overall […] We also really want to have better account security, which is for example […]

Corbexx: What about authentication keys?

CCP Bugartist: You're talking about multifactor authentication, in the second phase […] So we have multiple options […] All of this will be totally opt in […] Any questions regarding account security?

Sion Kumitomo: Having an option for multifactor authentication would be fabulous and awesome.

CCP Bugartist: Multifactor will definitely help to reduce the amount of hacked accounts. One thing for example […] The user should control how they log into the game. So that's why we would like the user to select how they log in, it should be an option you can choose. Of course it might change the prioritization of […]

CCP Peligro: The guy who hacks your account is usually involved in RMT, so that's something we want to catch too.

CCP Bugartist: Any more questions?

Ali Aras: No but I know there are some strong opinions on the multibox thing, if we could go to that next.

CCP Peligro: This is more or less CCP's stance on multiboxing, if you filed a ticket asking if you can multibox, in a nutshell it says that CCP will never sanction or authorize use of a third party program because we don't have control over the feature set. That's why there might be some confusion because there is a sort of grey area. We will action on it if […] This is the stance outlined on the third party policy page on our website. So this is the amount of accounts we have flagged […] ISboxers will frequently contact us because it is a grey area […] We have stats on what ISboxers are doing […] but there's no standard ISboxer. Peligro's edit: Refer to http://community.eveonline.com/support/policies/third-party-policies/

Xander Phoena: Doesn't using ISboxer break the EULA?

Ali Aras: An issue that's come up a lot in the player base is using a fleet of stealth bombers.

CCP Peligro: So that's input duplication right? Whether or not that's a breach of section 6-b is a bit of a grey area, it's not clear cut. I don't see us sanctioning it though, but it is something I'd like input from you guys on.

Mike Azariah: There's a guy that runs a 40 man incursion fleet and can sweep it clean.

Peligro: But at the same time, if he makes a mistake that mistake is replicated 40 times, or if he disconnects. We have some stats […] bombers are pretty popular, but the biggest portion is mining. So if you skip to the next one […] Botting accounts get caught pretty early now, the average age now is […] Some people use it because of cpu optimization too, they just use it to run ten windows and don't use the other options at all. Stealth bombing lends itself to ISboxing pretty well, and is popular amongst suicide gankers too. ISboxers die a lot, they aren't elite pvpers.

Ali Aras: A lot of these ships reward play where people have to press one button simultaneously. It gives players a chance to have an outsize effect on the game community.

Mike Azariah: It goes back to the wording of the EULA.

Sugar Kyle: It's been brought up by the community that "it's bad why are they letting this happen" but frankly could you enforce it?

Ali Aras: Could you enforce a simultaneous key press ban?

Sugar Kyle: People also feel that there's a rule that CCP isn't keeping.

Ali Aras: It's really just the simultaneous key press.

CCP Bugartist: What I can say is that we'll have a closer look at it.

Xander Phoena: It would almost be better if you just said that it's okay, if you removed the ambiguity.

CCP Peligro: Yes, but the blanket OK is something that I doubt we'll do. We don't have any control of third-party programs and it would be irresponsible of us to sanction use of something we didn't make. There are also concerns with regards to liability. The software is used for all kinds of nefarious things, not just multi-boxing. We're banning RMT's and botters because that's more detrimental to the game world. Client Modification is another big thing, and ISBoxer in particular is a powerful framework for this purpose.

Xander Phoena: The problem is that if I lose my Vindicator to ten guys then fair enough they trained for it and deserve it, but if I lose it to one guy flying ten ships perfectly than I haven't made nearly the same level of mistake and it required infinitely less skill on their part. There's a perception that I've been cheated out of my Vindicator.

CCP Bugartist: We'll look into it.

Sion Kumitomo: If we have some time, can we see that DDoS stuff?

CCP Random: Sure, so what we see is […]

**SESSION CLOSED: 18:30**

## Session: Whitepaper Review

**CCP Attendees:**

- **CCP Falcon**
- **CCP Leeloo**

**CSM Attendees:**

- **Ali Aras**
- **Sion Kumitomo**
- **Steve Ronuken**
- **Sugar Kyle**
- **Mynnna**
- **Mike Azariah**
- **Corbexx**
- **Xander Phoena (REMOTE)**

**SESSION OPENED: 09:02**

Mike - CSM history has had people who announced absences and stayed in. What time period will be considered reason for action?

CCP Leeloo - Under 3 months is OK more than that will miss too much with release schedule. Should we include this is the whitepaper?

CSM - Yes.

CCP Leeloo - Anything else?

Mike - How do we feel about having no "officers" in the CSM.

CCP Leeloo - How do you guys feel?

CSM - We're fine with this.

Mike - The only purpose the officers have is someone to point the finger at.

Mynnna - How to replace someone?

CSM - Remove the expelled member of the CSM from the ballot and re-run the STV.

Sion - The whitepaper should be a living document that evolves with the CSM making it and in turn the CSM itself more effective benefits us. If we can structure the system that is inherently drawing people who have more interest in working and weeding out the people who are not gives the CSM more agency to do their jobs.

CSM - Edit the whitepaper to make officer / secretary titles optional or even remove mention of them and if a future CSM sees the need they can write them back in.

Mike - Elections - We need to improve turnout.

CSM - There's a lack of awareness.

CCP Leeloo - Part of the reason is people do not believe in the CSM process so that is one of the things we will focus on.

CCP Leeloo - Monthly blog with guest sections from the CSM members.

Elections - We need to push for elections that the results would be announced at fanfest.

Xander - Candidates will need to know the schedule of the election soon to start things rolling.

CCP Leeloo - Publicity for elections needs to be far more widespread, we need to make sure that we're well publicized and we start early.

Publicize tools like vote match to make sure that they're a front for us to make people aware of the CSM who otherwise won't be.

Mike - When is the Winter Summit?

Second week of January - Winter summit / start of election hype and candidacy period.

February - Elections.

Announcement - Fanfest (March)

CCP Falcon discussed possible ideas to generate interest/profile of the election. Mass mailings were discussed. Prizes for voting were considered and rejected as not causing informed voting.

Ali asked that the Voter interface be improved and Steve offered several suggestions for that.

Sugar brought up the outside tools that help advertise the election and that they need more spotlight help from CCP

Giving out stuff to advertiose the election - Maybe a Gallente Senate Shuttle?! - 10th Election!

Use the shuttle as a marketing tool to raise awareness for everyone of the CSM, then we can look at increasing voter turnout and get some demographics.

Possibility of a t-shirt? - we could look at this alongside the shuttle.


**SESSION CLOSED 10:01**

## Session: Industry Recap

**CCP Attendees:**

- **CCP Falcon**
- **CCP Leeloo**
- **CCP Greyscale**
- **CCP Ytterbium**
- **CCP Nullarbor**
- **CCP RubberBAND**
- **CCP Claymore**
- **CCP Arrow**

**CSM Attendees:**

- **Ali Aras**
- **Sion Kumitomo**
- **Steve Ronuken**
- **Sugar Kyle**
- **Mynnna**
- **Mike Azariah**
- **Corbexx**
- **Xander Phoena (REMOTE)**

**SESSION OPENED: 11:06**

CCP Nullarbor - How did Crius go, and what do you guys think could be better?

Steve - Really good in general, but some of the timers could be tweaked, because at the moment production is massively up, at least for some t2 stuff. (Steve discussed the market implications of this, with some speculation as to how production would or would not be absorbed).

Steve - The top part of the industry UI needs to be resizeable as it's not good at present.

Mike - Has there been an uptick in industry activity? If so, has it been sustained? Are more players trying it out?

Gabe - There's been an uptick in industry that's sustained - More characters working in industry now, more jobs, and this is sustained. We've seen a very small drop off in very established players running industry (potentially attributable to churn), but a massive amount of new players are trying industry. Unclear where the really really high-SP characters went, if at all. These numbers are holding steady.

CCP showed a graph of the number of characters installing industry jobs, with a dramatic increase around Crius.

Steve - I know I've changed my behavior; with the increased invention times, I've been doing more invention jobs with formerly manufacturing characters.

The graph still shows an increase after it's normalized for players. It'll be interesting to see how it shakes out over time.

CCP Nullarbor - How was the lead-up to the release? The dev blog process?

Sugar - Once it recovered from the Kronos pushback, it was a lot better, partly because there was so much time. People were still frustrated, but it got a lot more smaller and nitpicky, and you (CCP) were active and responsive to feedback. There are still outstanding issues, but the release wasn't broken. People who I've worked with who do industry say "it all works"

Steve - The communication on the release was great. Dev blogs should be updated when things change on sisi.

CCP Greyscale - The concern some players had was that if you were following everything it was good, but if you didn't, you were totally lost.

The CSM agreed that the devblogs should be updated, or information should otherwise be centralized and kept up-to-date.

Sugar - Communication from development was great, even with the bitter people as there was good communication channels we could direct them to.

Mike - One benefit of updating devblogs would be that you could more easily show the ways in which you're listening to player feedback; posting things about how "I hear you" makes sense.

Mynnna - People actually felt that you were listening and worked wit the community to address concerns.

CCP Greyscale - How are people using the Thukker Array?

Sugar - I know people are getting them and putting them up. What I haven't heard is negative things; I haven't heard positives, but I take the lack of negatives as a positive thing here.

Mynnna - Just look at capitals built in lowsec, I'm sure some people got scared off but others didn't.

CCP Greyscale - Someone complained that it was too big of a target and worth too much; if that does happen to be the case we can just make it drop more often.

Sugar - Started expensive but got cheaper.

CCP Greyscale - How has the change to more dynamic industry worked rather than a set framework?

Steve - There's been complaints regarding how hard it is to find information in game that are accurate. If you could add it to the show info, that'd be nice.

CCP Nullarbor - We're adding it to tooltips!

Mynnna - People also want information on prices, like "what's all the components going into this"

Sugar - A lot of people have said they're still making money, regardless of the changes. Small T2 hulls are going up, large T2 hulls are pretty stable. T2 modules, meanwhile, are dropping. All of this possibly an effect of the industry changes. No one is horridly broke.

CCP Greyscale - Are people finding the shifting prices interesting?

Sugar - People have adapted.

CCP Nullarbor - On that, we've looked at the graph, and Jita is hugely active. We perhaps underestimated the laziness of players, and might want to bump up the cost dramatically there.

CCP Greyscale - We don't have a sense if all of those people are price-sensitive at all.

Mynnna - Yeah, if they're building small amounts of faction modules with a huge profit margin, nobody's going to care about that. The other thing is, in nullsec, we have far fewer choices for places to build, so an active nullsec system looks a lot more like a trade hub.

Sugar - The layout of where goods are sold also pushes people towards Jita, because you don't want to do a bunch of risky jumps around high sec to pick up a bunch of things at different stations. There's interesting effects on places like Solitude, where people are taking wormholes to go in. I don't think people are walking around going "oh god, this is so interesting", but they're doing fine.

Ali - I hear a lot of people saying that there might be unknown territory in industry now, where there wasn't that before. People are more willing to try industry, if only to see the interface, and feel like they could make some money.

Mynnna - Certainly about half of the new Goon production is new people.

Sugar - It's the people with ingrained habits who're most frustrated by the changes.

Corbexx - Will we be able to look at refining/reprocessing in w-space? Particularly reinforced metal scraps. Right now we have to get them out, then bring freighters full of minerals back to be able to build in w-space, which is frustrating, because we're actually interested in building caps now.

There was some discussion of how Reinforced Metal Scraps work; Gabe was taking notes through this part.

CCP Greyscale - Do we want people to be able to build caps in wormholes really easily?

Corbexx - Yes, because we're going to have more difficulty getting them in post-jump-changes.

CCP Greyscale - But if it decreased, would that be a good thing?

Corbexx - People won't decrease it, because wormholers are going to get caps in regardless. We're not talking about a lot of trit. It's a question of if it's practical, or if it's slit-your-wrists painful.

Guilhem gave a rundown of a few changes to the industry UI based on player feedback. - Removal of random outcomes from invention and allowing racial selection. Addition of multiple batches of invention. Tooltips to explain everything new.

Corbexx - Changes to T3 subsystems may end up causing rage for wormholers. If you drop the randomness, you're increasing the rate at which good subs get cranked out, which dramatically lowers profitability, especially for lower-class wormholes.

CCP Greyscale - We can just change the drop rate - divide it by 4 to compensate. This will start to correct the prices.

Guilhem - We may tweak the formula for invention changes to make skills more meaningful, like tweaking it so the top is the same but the skill levels spread out a bit. We don't want skills to 5 to be mandatory to touch invention, but want them to matter.

At this point, the conversation moved over to talking about teams.

CCP Nullarbor - We look at the metrics and don't see teams being used very much; our theory is they're not particularly good or interesting in terms of numbers being modified, and they're less usable than other parts of industry. We want to fix this and do a design balance.

Orvar - The real question is, is it worth investing in.

Sugar - I think so.

Steve - Yes, but at the time it's really hard to tell who you've bid on and how that bid is doing. There are some teams that are really difficult to gauge the usefulness and profitability of. Information here could be a lot better.

Mike - It definitely feels really like something off in the corner that's hard to find out about or work with.

Steve - Did the issue with teams get fixed that were broken?

Gabriel - If you're talking about teams getting stuck on jobs, this is fixed now and should be fine.

Orvar - Would it be worth copy teams sometimes giving you an extra or something?

Mynnna - Sure, free stuff; as it is, speed isn't a very compelling bonus, because you just...go faster. It affects your throughput, but that's not usually as big a deal as efficiency savings. If build duration played a role in build cost, then it might make more sense.

CCP Nullarbor - If you're happy with your margins, if you can make 20% more you get more isk/hour, as long as there's enough demand.

Steve - Play schedules are also significant. If I have a six-hour blueprint, that takes "one day". Doesn't matter that it's technically shorter.

CCP Greyscale - We need to solve sniping. We don't have a solution right now but we're working on it and hope to get it fixed.

Steve - Can stations tell you if you could make more by just selling the ore?

CCP Greyscale - We don't want to push people to make decisions based on estimated price, it's generally bad.

Ali - Is it intended that the minmatar outpost refining bonus is working on scrap metal too?

Guilhem - Yes, the default one, but if you upgrade it should only be for ore and ice.

Ali - I'm pretty sure it's working with all of them.

Guilhem - This may be a defect, and we'll look at it. Need more info!

Mynnna - On the note of refining-- would be great to see an audit log on the corp hangars and refinery of outposts to see what's going through them so we can set refining tax rates appropriately.

CCP - Outpost code is scary.

Mynnna - Yes I know, but could we get varying tax rates based on refine? Also take ore instead of minerals, so I can compress it and move it.

CCP Greyscale- Final thing, as a thing for later-- if you know what's going on, we want to know what's making people bid on teams or not, we need metrics on it.

CSM - Survey?

Guilhem - Something I might want to do with teams is to just have a % chance for manufacturing and whatnot to yield extra stuff, and have this bonused by teams, instead of doing ME/TE.

CCP Greyscale - For a large producer it cancels out. With this system it'd be "hey you get some free shit back" rather than "all your build costs are changing"

Mike - This would frustrated the middle-tier players who invest enough that they could lose out and not recover it on the law of large numbers.

After a bit more back-and-forth over this and other ideas, CCP Nullarbor threw out the idea of being able to select a load of blueprints and allowing them to be combined with the average ME and TE into one job.

Steve - This may cause market issues.

CCP Greyscale - we can make sure that this is addressed by changing timers and other aspects of the jobs.


**SESSION CLOSED 12:04**

## Session: Starbases

**CCP Attendees:**

- **CCP Falcon**
- **CCP Leeloo**
- **CCP Masterplan**
- **CCP FoxFour**
- **CCP Ytterbium**
- **CCP Nullarbor**
- **CCP RubberBAND**
- **CCP Terminus**
- **CCP Arrow**

**CSM Attendees:**

- **Ali Aras**
- **Sion Kumitomo**
- **Steve Ronuken**
- **Sugar Kyle**
- **Mynnna**
- **Mike Azariah**
- **Corbexx**
- **Xander Phoena (REMOTE)**

**SESSION OPENED: 13:04**

CCP Nullarbor - Game of drones are working on starbases after the industry changes that are coming later this year. We'll also be involved in the nullsec power projection stuff too. we're just starting, there's been a lot of discussion, so we're going over all the old material and are going to take a fresh approach on this.

CCP Greyscale  - we're looking to gather a LOT of data before we make a call on this, because we want to make sure we're well educated when we move forward with this. We'll be starting from scratch to figure exactly what we want.

Sion, Corbexx, Sugar - All said they would look in to getting alot of information on how POS's are used in their area of space.

Gabriel - We want the engagement level to go up, if you have any information or data on how people are using pos then you can forward it to us and we'll take a look. we want as much data as possible.

Sion - Brought up the fact one of the main issues in nullsec is that they are very vunerable, with the guns being like pea shooters.

CCP Greyscale and CCP Nullarbor - Replied that pos guns haven't been changed since they were but in and that they wanted to make them more useful and exciting.

Sugar - POS right now are kind of one size fits all and are too widely used for various reasons.

Corbexx - the  biggest problem in w-space is  security of an sma.

CCP Greyscale - Commented that corp roles and starbase management were two of the shittiest things in game.

Steve - Rules are messed up and extremely convoluted.

Sugar - Most lowsec stuff for POS is done via alt corporations. Corbexx - said this is also sometimes done in wormhole space to increase security.

CCP Nullarbor - Mentioned that everything was up for change.

Sugar - Asked if the POS could be player owned and then opened up for corp use to give more flexablity.

CCP Greyscale - starbases should primarily be a platform for doing other things from. they should give you a place to project yourself from.

CCP Greyscale  - When people want to use these, they should be able to, without much restriction or hindrance.

CCP Nullarbor- We want progression with simpler functionality for lower skillpoint characters, and a progression with structure size and complexity for more mature places.

CCP Greyscale  - A strong sense of home. We want it to be super customizable for your needs - home is where you log off, and we want you to be logging off at these and basing from them.

CCP Greyscale  - structures should be exciting, especially when it comes to combat and we should provide more tactical options for people to mess with them.

CCP Greyscale  - Inspirational - They need to look fucking awesome, and people need to want them and want to be around them and have them and use them and like them and want them and stuff.

CCP Nullarbor - said that POS could potentially get given custom skins.

CCP Greyscale - They need to be structured, future proof and unifying under one system. We need a new robust system that uses one framework for all assets in space.

CCP Greyscale  - we want to create more interesting stuff in systems and allow people to fight in different places and put content all over the universe. We want to move pos off moons, create a structured scalable system and allow people to populate space with awesome stuff.

CCP Greyscale   - the system needs to be as simple as possible and intuitive so that people can use it without having to have an double masters and a doctorate in astrophysics and spaceship construction.

CCP Greyscale - Stated that ideally this idea would be carried over to be used for building outposts.

CCP Nullarbor- This is all subject to change depending on how things go and what kind of feedback we're getting out of players about what they want.

Ali - Supporting and enhancing gameplay will be interesting to tackle as most are corp or alliance resources as you usually have a small number of people taking care of a huge network that isn't fun.

CCP Greyscale  - reactions and Pi are affectively the same, is there a way we can roll these together, or should they remain seperate

CCP Greyscale stated that they would like to get them off just moons. corbexx pointed out that people in wormhole space used POS on moons as a form of defense and removing this would make it easier to invade people.

CCP Nullarbor pointed out that some interesting things had happened where a Poco was placed at a planet that also had a station on grid and it allowed for interesting fight mechanics.

CCP Nullarbor- We want to scrap the crappy ui and makes things simple for people.

Steve - we need single storage to stop the convoluted issues that come with managing silos and storage.

CCP Nullarbor - Mentioned that it might be possible to anchor large deployables for large fights that could help in some way.

CCP Greyscale - Needs to be as simple as possible, while still hitting design goals.

CCP Greyscale - There shouldn't be a need to keep replacing stuff, having to take down and put back up. Instead it should be upgradeable in some manner.

CCP Nullarbor - Maybe having POS's have fittings just like ships.

Sugar - allow people to customize them, change their sizes, not using them if they don't want to

CCP Greyscale - Mentioned that design goals could change.

Ali - Brought up that often a smaller number of people could be looking after a large amount of alliance/corp assets and that this could be incredibly hard work.

CCP Greyscale - Replied that potentially you could have one "maintenance POS" that automatically refueled all the other POS's in system

Mynnna/Sion - what about a projected effect that works on new dogma.

CCP Greyscale - Confirmed that reactions in POS had a terrible UI, and that it might be possible to bring these in line with other construction methods.

Corbexx - Suggested just just turning the reactions in to normal BPO's and having it so you just build of them normally.

CCP Greyscale asked if there would need to be a limit set on the amount of reactions you could do in one pos.

Mynnna - Brought up that you can't do unlimited reactions as the inputs is limited.

Sugar - Thought that people should be allowed to do it as they wanted, all in one place or spread out.

CCP Nullarbor - Mentioned that when items are produced in POS's the volume magically disappeared and that they might look at having the output reserve so much space.

Steve - Said that it would be useful to have a way to stop construction half way through a job so you got back part of the job and some of the construction parts with a potential loss.

Steve - Also brought up that having single storage point would make it alot simpler.

Ali - Brought up that having a method to target certain parts of the structure would be useful.

Corbexx - asked if they would need to put a artifical limit on the max size of POS's for different spaces.

CCP Nullarbor - Replied that potentially yes so outposts and things could only be built in certain areas.

Corbexx - Modular pos with pos fitting???

CCP Greyscale - Wanted to remove force fields.

Concern was made over session timers and the fact you can instantly warp from a POS forcefield. and that this needed to be carried over.

Sugar - Brought up that you could remove force fields covering the whole of a POS and instead have a module that gives you a small force field in a given area.

Sion - Mentioned about a projected effect thats tied to radius so you can warp in and out, but you are still vulnerable to being bumped.

CCP Greyscale mentioned that you should have the option to be tied to POS so you can't be bumped.

Sugar - Asked if there was some way of having so supercapitals could moar to the POS.

CCP Greyscale - said it was possible that they could get anchored to the POS in some way in a docking rack.

CCP Greyscale - Brought up that there was some functionality with the forcefield that would be hard to replicate.

Sion - stated that some of the functionality of the POS was the forcefield and that this might change if POS's are redone.

CCP Greyscale - said that cloaks and things could be possible on the POS along with various other things.

Corbexx - brought up that you needed some way to warp in change ship warp out and still be safe while doing that.

CCP Nullarbor - replied that as long as your structure was safe, you should be safe.

CCP Greyscale - Said that potentially you could add any of the deployable structures could be added to a modular POS.

Mike - Brought up that offline POS's was also a issue.

Corbexx - Brought up that you still had to kill the POS in order to scoop the modules on the POS.

CCP Nullarbor - Thought that any offline POS should just be scoopable.

Corbexx - Stated that they should need to be hacked in order to be taken and the difficulty should be based on size and faction

Corbexx - Said it would be nice if POS could have saved fits like ship fittings where when you have onlined the POS and dropped all the modules in space, you could click on a "POS fit" and it would automatically anchor all the POS modules for you.

CCP Greyscale said it could be possible to self destruct a POS but this would likely have a couple days to "set charges".

CCP Nullarbor - wanted to know more on what we used POS's for and why.would be really helpful.


**SESSION CLOSED: 14:01**

## Session: Veteran Player Retention

**CCP Attendees:**

- **CCP Falcon**
- **CCP Leeloo**
- **CCP Masterplan**
- **CCP Seagull**
- **CCP Rise**
- **CCP Fozzie**
- **CCP Arrow**
- **CCP Manifest**

**CSM Attendees:**

- **Ali Aras**
- **Sion Kumitomo**
- **Steve Ronuken**
- **Sugar Kyle**
- **Mynnna**
- **Mike Azariah**
- **Corbexx**
- **Asayanami Dei (REMOTE)**
- **Xander Phoena (REMOTE)**

**SESSION OPENED: 14:09**

Ali Aras - The idea for this session was talking about what players who have been playing for a while and they are feeling as if there is nothing new. What could be done for them? What should be done for them? What stats do you all have for them? The questions that I have gotten is that they say, "CCP has focused on the New Player Experience and I see that it is now easier to get into the game. But, I've been

playing for six years and there is nothing new for me to do. I've done it all." It is people who have hit their end game and beaten their end game. They have their Titan or whatever it is.

Sugar Kyle - And why should they continue? Or people who feel that they have been playing for a long time and they are dedicated to Eve but they feel that they have lost much of what they did in Eve is gone or may be gone. They may feel lost and drifting and bitter. They want to know if CCP cares for them as players and not just a subscription.

Ali Aras - First question: Is CCP looking at this, it seems like you're focused on new players to the detriment of veterans, is ccp watching unsubbing accounts, reasoning with exist surveys etc. Are veteran accounts unsubbing at a faster rate?

CCP Seagull - The people leaving come from all over. For many years our focus was on new players and taking the existing player base for granted in many ways.

CCP Seagull - Since the stargate vision was announced, this has changed even further because we now have a framework to address the core game. We want to make sure that there is a sustainable sandbox game at the heart of Eve online that caters to all ages. Then we were also locked into the six month release schedule and the new schedule is the second phase of this change.

CCP Seagull - The change I have made as the executive producer is to focus on using the current player base a key part in how we grow the game. A use case that we should support is existing players bringing people in instead of it just being something that happens.

CCP Seagull - Do we care about the veterans? Yes we do. It is on the agenda in a way it has not been in many years.

CCP Rise - After a long period of neglect around and post Incarna we need to look at more game health, maintenance and balance. Our attitude is moving from the best way to take care of veterans being just game health is to include game health and also look at newer and bigger things to add to what people can do in Eve. Stuff like the sov discussion is part of that. Things like star gates are part of that.

CCP Fozzie - The two perspectives shared by Ali and Sugar where it seems as there is nothing to do and or it seems as if we are being nerfed, whenever we do one it means we do the other. Such as the Sov changes. People are glad that they are changing but it will make older players unhappy at the same time.

Sion Kumitomo - What you've shown us over the last two days has been incredible. I say this because the way you are doing the team structures and the features that you are looking at, by their nature, will cause excitement. Things such as the energy around industry changes has shown that. Using players as something to focus on is exciting. It's quite clear that things are starting to move in the right direction.

Mike Azariah - You have players who have been with you long enough to have received swords if they were employees. I'm somewhat bringing up the station that was promised and not received.

CCP Rise - There is tension between the two that is tough to manage. We are heading towards as much balance as possible. We are in a situation where we are trying to clean the house before we go on vacation.

Orvar - What about the veteran who feels that the way they are playing today makes it a hassle to bring a new player in? What if they had better tools to help? Or are they looking for more things personally to do?

Sugar - They are trying to find their childhood again. They remember why they like Eve. They remember being excited about Eve. They keep saying "I know that Eve needs to be fixed. I know that CCP has been fixing Eve. I do not have these complaints about broken things anymore. But I do not feel as if anything has happened." They grew up with expansions that brought them new stuff every six months. Veterans are doing the same thing, they don't have a jesus feature to try out and they don't have anything to grip them and keep them here or to look forward to because repairs are not exciting. Look at burner missions - 5 new missions - so much excitement.

Sion Kumitomo - To diverge a bit. When we do our internal metrics on where people go within our alliance, and it is a considerably large sample, the overwhelming point is that people are not looking for features they are looking for content. They can't think of anything fun to do. With industry changes people made new characters because it looked like fun. It looked like something new they could do. I don't think it is a feature set so much as it is a content set. If you have the tools to give people ready access to content and to enable that content the actual framework may not need to be huge it just needs to be intuitive, or entertaining, or provides value, or something. To go back to the industry metrics, that was really big.

CCP Fozzie - To clarify: When we talk about content internally we are often talking about missions and that type of thing.

Sion Kumitomo - Okay

CCP Fozzie - I assume that is not what you are talking about.

Sion Kumitomo - That is correct

Corbexx - Things to do

CCP Fozzie - You are talking about things to do. The actual content is player interaction but you are talking about us providing tools for players to get into that.

CCP Seagull - Something meaningful to achieve. Something to skill up to. Something that has an interesting outcome.

Sugar Kyle - Something to immerse themselves in.

Sion Kumitomo - Meaningful to achieve, yes. But, also things that are just entertaining to do. Yes, it is a conflict of definitions. When we speak about content creators it is people who give people something to do or enable them to do things.

CCP Fozzie - We mostly use content creation for things like industry.

Corbexx - From a wormhole point of view it is quite interesting because we get a semi-influx of veteran players because nullsec is stagnant and other places are stangment. We get a lot of bitter vets and maybe we're the least broken and there is a lot to do. I don't think we have this same issue in wormhole space. When people leaves it tends not to be because they are bitter.

Sion Kumitomo - When people leave they say "Let me know when the game is fun again." They are not necessarily gone they are simply waiting.

Sugar Kyle - Another problem is work. People log in and they feel that I have to do so much to get my content that I may just log off. They feel it is going to be too much work for something they are not excited about. I don't think the work is necessarily bad but it is a complaint that I hear.

Asayanami Dei - People want new space!

Sugar Kyle - I hear a lot of desire for new space. New NPCs. People where very excited about the burners.

CCP Fozzie - That has gone very well with a lot of feedback. As we learned last year that type of content is very labor intensive to do.

Sugar Kyle - There was just so much excitement. They know that new things won't be new forever. But they enjoy the new of now.

CCP Masterplan - There is the accessibility of the missions. Where they have to do all of this work before they can get their fun in. Around Incarna there were Jesus features and people said you have to stop. Not it has come back around.

Sugar Kyle - I am repeating what people have said to me.

CCP Masterplan - It took eighteen months where we were fixing stuff. We worked at fixing instead of long term plans. Hundreds of small things with no big features. From one extreme to another.

Mike Azariah - We have to find the balance

Örvar Halldórsson - Jesus features were something big to get excited over. You have wormholes which worked out great and provided content and people still continue to do. THen you have others that took a lot of effort and provided nothing. Jesus features require a lot of work. When you do them in a vacuum like the old model you don't know what happens when they are removed.

Sugar Kyle - I think the improved health is showing through. The complaints are changing. The things that bother people are changing. And that is why they are desiring newer things because they are not desiring very basic changes in the same way.

Sion Kumitomo - Long time players, specifically my alliance and my coalition, people are not talking in terms like "Wow. People are fixing things and giving us things and this is a new direction." It is not happiness but it is a cautious look to see if CCP is going to keep fixing things. Are they going to keep making my game better? We had null sec guys talking about burner missions.

Örvar Halldórsson - Cautious optimism

Mynnna - We had people really disappointed when burners were not going to be in null sec

Sion Kumitomo - To be bluntly honest people expected the industry thing to be horrible. "Oh, CCP is looking at industry. It is going to be horrible. This will be awful." Then it was good.

Mike Azariah - You disappointed by not disappointing

CCP Seagull - We have worked long and hard to get to this point. Now, I want to use this place we are in to do bolder things.

Mike Azariah - Your stargate is a jesus feature.

CCP Seagull - The stargate vision was always about reintroducing the idea that we are going to do bigger things again, but from this starter position. I have said that we are in a place where we have that plan at a point we like. We're not going to talk about it yet.

Sion Kumitomo - This is the one thing that I noted that is maybe difficult to judge about player reaction. You all get a lot of the noise but that does not necessarily represent the population. I think you have a lot of leverage to be more bold and take more actions. There is a vocal minority that say things that are not really reflecting the mood. This is my personal assessment. Your other assessments may be different. I think you have a lot of leverage to be more risky as long as you show you are going to keep fixing the other stuff along the lines of industry and burner missions.

Sugar Kyle - I do not get the same feedback from newer players. But, this is veteran player retention and these are the things I hear from older players. But a lot of them are happy. Lots of players are just in a position where they don't worry about what's coming

Mike Azariah - Change keeps people playing

Sugar Kyle - They just get ready to adapt and keep changing things up to stay on top in EVE. You have that as well. They want to see more stuff, but generally that's spaceships. Everyone wants more spaceships.

Sion Kumitomo - I recognize the cultural blow that incarna was. The risks that you take by being more risky. I understand that there are real legitimate concerns now.

CCP Seagull - For the record. This was so many years ago and we have done so much work to reach now. I, as the executive producer, am in a risk taking mode. But, in the new way that we work. Not just random things. We need to be bolder. We should be able to get over our trauma of Incarna. We need to own our game and be courageous with it. I think our players want that of us.

Örvar Halldórsson - We feel excited but also mildly terrified every release. We don't try to break things or let things out of hand. But, leaving them open ended means in the long run we don't know the unpredictability of what people may do. That has to be an accepted thing. It is an exciting thing. But, we cannot be in too much control. We can't keep it safe because it gets boring.

CCP Seagull - - It's time to get over incarna and start taking risks again, educated and calculated risks of course, but we need to make sure that we deliver solid content to veteran players. We have trained players to be afraid of us doing big things. It meant we put something big out that was half done and it never got touched again. Us doing something big, such as industry, means CCP is going to mess it up again and we will have to pick up the mess. We, internally, have become scared in a sense of making bolder changes to the game so that we know we can control the outcome. Because we do not want to be perceived as messing up again. We can predict what is going on. That predictability is boring everyone to death now. We need to challenge and move forward with solid plans owned by teams that are building the vision in their hands. We need to turn up the volume.

Örvar Halldórsson -Things like industry in specific - This is not something that we can release and move on. It is a big project. We know some parts cannot get done at the first release as we saw at fanfest and pushed the release to july. We are dedicated to continuing work until it is done. Industry is now, invention is in November, and we want to finish it.

Sugar Kyle - Things are in a better state, but in public you need to own that you are past Incarna. People keep bringing it out of the closet and shaking it at you. If you are ready to be bold you need to be clear about that Incarna is done and you have learned and moved past.

Sion Kumitomo - If you are in a more risk taking position it is important to listen to and communicate to players. To hear them. To have that communication and direct and open flow. You want to have people that trust you to deliver what is good.

Mike Azariah - When i was talking to the incursion communities, there was always one person who would say, "Don't tell him anything. He will tell CCP and they will screw it up." There was this fear that if anything came to CCP's attention it would die. But you need to make sure that you are listening and are bringing good changes. The players are afraid to come near change due to a bad burn.

Sion Kumitomo - CCP needs to be collecting from a lot of data points that can be collated and analyzed to make sure that things are heading the right direction.

Sugar Kyle - Everything that we are doing going forward also involves people want to use their big toys in more interesting, complex, and regular ways.

Ali Aras - They are the big toys that not everyone has

Sugar - It is not so much elitism. They want to use these things they have gained. They get a super and the next step is to log it off.

Sion Kumitomo - Or to have the option to not use that item and use that character for something else

CCP Fozzie - There is a feeling that bigger is better and the game partially reinforces it. People want to progress to bigger ships. And we have that in mind and we want our big ships to have their value. At the moment capital balance is not ideal. Also, to make it clear that big ships are not the end ideal. The warp changes were partially made to make sure there was reasons to use different types of ships.

Sugar Kyle - I'm going to toss this out. It may be a terrible question. We are talking about capitals taking gates. How about supers docking?

CCP Fozzie - Maybe someday

Sugar Kyle - I think there are a lot of positives and balances to them being locked in their ships but its also a big 'no'

CCP Fozzie - When we get to rebalancing these ships we will look at this again. It was a somewhat odd decision made when these ships were introduced in the past. In that time they were different from what they are now. The universe is different.

Mike Azariah - They did not know how many of them there would be

CCP Fozzie - Right. It is something we are going to have to look at.

Mike Azariah - The telling blow for me was the CSM panel at Fanfest when you had a whole group who put their hands up and said that they are not subbed, they did not vote, and that they are capital pilots waiting for the next war. We have people who are not playing but they still come to fan fest and do eve things.

Sugar Kyle - I'm not asking for level 7 Titan missions. It is that people come into the game and see these ships and want them. It is not just that the bigger ship is better it is that the bigger ship is bigger. They want to be in this big ship. They want to have things to do with it. Although wormholes do use their dreads for PvE. People want to do stuff with their big assets.

CCP Fozzie - It is something that we do hear from a lot of people. We often think about what we can do to introduce more large ships that are not imbalanced to scratch that itch.

Sugar Kyle - I understand that as players we have to make our content. This is one reason why we play this game. It is on both sides.

Sugar Kyle - Anything from you all to us?

Mike Azariah - Anything you want us to ask the players?

CCP Rise - We are still having a conversation about the skill queue. It is a fun conversation but would it be weird to anyone if we said the skill queue's 24 hour limit is gone but not for trial accounts?

CSM - No.

Mike Azariah - I cannot emphasize it enough how valuable this is for people posted overseas

Sugar Kyle - Trial accounts already have restrictions

Örvar Halldórsson - There are a lot of benefits to removing the restrictions.

CCP Rise - It is also lower impact for trial accounts because they do not have as many skills

Sion Kumitomo - Most players on trial accounts don't understand the skill queue

CCP Rise - I don't want it to look like we are just trying to hold it back to get people to sub

Corbexx - There are limits on trials right now anyway that people can't do

CCP Rise - We want to make sure that its understood that the restriction is for abuse

CCP Fozzie - Haulers were restricted because of botting accounts doing distribution missions

CCP Rise - This would seem closer to that

Sugar Kyle - This does not seem unreasonable. Trial accounts can still play a lot of the game. The purpose of a trial is to try the game out to see if you like it. They can easily do that without worrying about their skill queue

**CCP Fozzie** - There was a survey that came out that 20% of new players have never trained a skill.

Asayanami Dei - So start them with a skill training

Mynnna - They don't realize that they are there?

**CCP Fozzie** - It is not that they do not train it is that they do not know it matters. Marketing was making e-mails to send out to new players not training that would show how they would. Initially we thought it would be valuable to make players do it so that they would know how they would instead of us populating it for them?

Sugar Kyle - I don't think the population would be bad. When I started I didn't understand the skill training and I often had an empty queue. You don't notice that it ends. If it is in the context they might see it. Start their queue, make it clear. It is not obvious on the neocom.

Mike Azariah - Some get it some don't

Sugar Kyle - Maybe build it into the first missions?

**CCP Fozzie** - It is such a core part of your progression that if you don't grasp it right away you won't get it

CCP Rise - The first major change to this will likely be to start with a skill in training. Then you will get a notification that you are not training a skill and that you should. Then it will show you how.

**CCP Fozzie** - The notification is telling you about the change of state.

Sugar Kyle - The neocom used to have the names by the icons before. That was good because it let you know that they are interactive buttons.

CCP Rise - What we are seeing in the play testing is that the tooltips are going a long way to do this.

Xander Phoena - Permadeath?

CCP Rise - There is still a lot of discussion around this. There is a lot of work looming related to clones in general. That is potentially involved at some point. My team is interested in it but we have a lot of other things in front of it.

Steve Ronuken - From a skills point of view. Can we get it to the point that getting a module can add additional levels to the skill queue easily

CCP Rise - We have a lot of room with ISIS and mastery to do this. We have to look at it. After we look at making the skill queue go away. We can then look at what will give us good value.

Steve Ronuken - The annoying part is that if you have a full queue you can't add things that you want to from mastery.


**SESSION CLOSED: 14:58**

## Session: General Game Design

**CCP Attendees:**

- **CCP Falcon**
- **CCP Leeloo**
- **CCP Affinity**
- **CCP SoniClover**
- **CCP Masterplan**
- **CCP Seagull**
- **CCP Rise**
- **CCP Fozzie**
- **CCP Greyscale**
- **CCP Terminus**
- **CCP Scarpia**
- **CCP FoxFour**
- **CCP Manifest**

**CSM Attendees:**

- **Ali Aras**
- **Sion Kumitomo**
- **Steve Ronuken**
- **Sugar Kyle**
- **Mynnna**
- **Mike Azariah**
- **Corbexx**
- **Asayanami Dei (REMOTE)**
- **Xander Phoena (REMOTE)**

**SESSION STARTED: 15:04**

CCP Fozzie Started off the meeting showing various graphs from W-space including, jumps, player deaths, volume of ore mined and npc kills.

Jumps had remained steady. Player deaths stayed the same although more spikey. Volume mined was down. Npc kills was down although coming back up. following a similar patern to when interceptors got bubble immunity in nullsec.

Capital was spikey although was on a downward trend. Pos in W-space were down 1% before the patch and another 1% after the patch although were starting to rise, although it was still early to see any real trend. Wormhole residency followed a very similar trend to Pos's

**CCP Fozzie** - We're  watching the wormhole changes carefully. If we need to mess with the changes based on metrics then we'll do so, if not then we'll leave them. If needed we can make adjustments as early as the November patch.

Corbexx asked that if a Dev blog was done that there was plenty of evidence to back up the blog and no wiggle room was left for players to say "The numbers just show what you want them too".

CCP Fozzie and CCP Greyscale agreed with this.

Asayanami - Stated that ccp was trying to W-space more like K-space and K-space travel more like W-space

CCP Fozzie and CCP Greyscale both disagreed and said the spaces were still different but wouldn't rule out using good parts from either in other parts of space.

Corbexx - Said there was a need for increased incentives and isk in lower class wormholes

CCP Affinity said they were looking at putting extra relic/data sites in to lower class wormholes.

CCP Greyscale said he thought the amount of isk earnt in W-space was still alot.

Corbexx replied that you could make more isk mining ore's in Lowsec than you could in a C1 or C2. He also stated that while C5 and C6 cap escalations were good isk, running sites in your static without capital escalations would earn less than C4 space per person. He suggested maybe moving some of the isk from cap escalation to the actual site and limiting the amount a site could be escalated to encourage people doing stuff in there static.

Asayanami - Said you could earn isk running incursions.

CCP Greyscale commented that comparing anything to incursions was unsound as they were potentially paying out to much anyway, and it wasn't a good benchmark.

Corbexx - Gave rough estimates of how much you could earn in lower class wormholes. Along with the fact that lower class wormholes were alot more reliant on melted nanoribbons and thus affected alot more by market value of these items.

Ali agreed that C1 and c2 isk was shit, and that even compared to missions they were still had a higher level of entry.

Corbexx - Stated a lot of people who live in a c4 or go to highsec to run incursions as its much better isk and far safer. Players need this because there's not enough isk to be made in these hole types.

CCP Greyscale stated that in principle everyone would just run hisec incursions if they wanted to make money.

Asayanami - Pointed out that people wanted more industry based on wormhole resources and CCP Greyscale agreed.

Ali - Said we've talked about larger projects from power projection to pos - is there strong feeling in design on a chronological order for these?

CCP Fozzie - Ship and module mechanics are waiting for new dogma. in the long term a lot of the stuff that we need to do to fix sov needs fixes to starbases so there's a natural order of things that comes together in order.

**CCP SoniClover** - The corporation and alliance stuff has to be rolled into there.

Sugar - Why can't people warp to acceleration gates at range?

CCP Fozzie, Masterplan and Bettik - replied this is to control access to the inner parts of a deadspace area. the acceleration gate pulls you into prevent  you warping to a room inside the complex.

Sugar - Warping to a mission runner and popping his wrecks gets you concorded.

CCP Greyscale - Said this is intended.

Sugar - is it possible to separate all the t1 cruiser classes (logistics/attack/ewar) and other classes

CCP Greyscale - Replied it was possible but it would make the market a mess and would be a huge job.

Sugar - Asked why the mining overview for rookies - there are no ships on it, they need more protection.

CCP Greyscale - Said that was my idea, so people could see the roids.

Sugar - Replied we'd like rookies to be able to see each other and have the opportunity to interact with each other.

Mike - Asked about new ships especially the "Tug boat" where a ship could haul several other fitted ships in hisec.

CCP Fozzie and Rise - Said that they were just going to do that.

CCP Rise - Spoke about brainstorming new and interesting mechanics like the Flak cannon, a gun that fired small bombs at a rapid rate of fire.

Mike - Mentioned about defender missiles.

CCP Fozzie - They would probably just remove them, or make them a anti bomb missile.

Ali - Asked about Cap and supercap balancing.

CCP Fozzie - We want to make them valuable to bring into an engagement but we want their value not to be just killing ships. They should be good at anti capital, but not anti small stuff - we really need new dogma before we revisit them.

Sugar - Can t2 bubbles be a different color.

CCP Fozzie - I don't see why not at all, a different effect would be good.

CCP Arrow - typically a different color means a different role, so it would probably be a different effect. but same colour with more particle effects could happen.

Sugar - Why don't anchorable bubbles decay?

CCP Bettik - we have role issues with it right now, we need to wait until the cor and alliances stuff is sorted then we can use this as a test case.

Steve - Can we get a market data crest endpoint

CCP Foxfour - actual order data? up to the minute or hour? There's nothing stopping us from doing that - we could just do this and put all the market orders out. I'll fix that after talking to the rest of GD next week.

Asayanami - any more mobile structures in the works?

CCP Foxfour - there is a couple ones in the pipeline but its in the 20% time.

CCP Fozzie - starbase stuff is taking precedent right now.

Mynnna - boosters suck, but the flagging is worse - put the flagging into players hands

CCP Rise - we could do that no problem, I'm looking in to it now.

Mynnna - The books are also very expensive for using drugs.

CCP Fozzie - We should put them in more sites.

Steve - is there any way to make mining more exciting

CCP Fozzie/Petur - we'd love to make this way more sci-fi and procedurally generated. Changes have been made. we have to wait for that to settle down, but there is more we can do.

Sion - Brought up about logi, and how because of this could lead to new fleet commanders getting wiped out without getting any kills at all, and that its very demoralising.

CCP Fozzie - Said it was something they wanted to look in to.

Mike - Asked about on grid boosting.

CCP Fozzie - Replied that it needed new dogma.


**SESSION CLOSED: 16:00**

## Session: General Game Design

**CCP Attendees:**

- **CCP Falcon**
- **CCP Leeloo**
- **CCP Paradox**
- **CCP SoniClover**

**CSM Attendees6**

- **Ali Aras**
- **Sion Kumitomo**
- **Steve Ronuken**
- **Sugar Kyle**
- **Mynnna**
- **Mike Azariah**
- **Corbexx**
- **Mangala Solaris (REMOTE)**
- **Xander Phoena (REMOTE)**

**SESSION STARTED: 16:10**

CCP Soniclover - Introduces the team.

CCP Soniclover - We are working on the mission system and the market UI. A lot of the focus is UI oriented due to having a UI designer and the team's programmers being highly experienced with UI programing. We are also part of the module tiericide task force.

CCP Soniclover - We have created a mission tracker. It will show in the upper left corner of the screen that you can mouse over that will have the basic nexts of the mission. We chose to do this for two

reasons. It is very helpful for new players and players doing a mission for the first time. It will help them remember what their objective is for the mission.

CCP Falcon - There is a target itcon, will it highlight in space what you are to shoot?

CCP Soniclover - It has a pinpoint line to the target

Mike Azariah - If you open a conversation with an agent and get ready to undock can we have a reminder that you have not accepted the mission?

CCP Soniclover - That is a very good suggestion. We will look into adding that.

CCP Soniclover - The reason this has not existed is because the mission system is insanely coded. We have decided to jump into that code and we are doing that now. The benefits of this is we were able to add a mission tracking system. The system was not tracking the mission and had no knowledge of the details happening. It made tracking difficult. As we've built the tracking system that it needs we're now opening the door to having new types of missions where we need to keep track of a state. We hope to deliver these states in the November expansion.

CCP Falcon - I think that this is the type of little thing that will have a positive impact like draggable overviews.

Steve Ronuken - Does it have a state where it tells you to go to the system the mission is in?

CCP Paradox - We are trying to keep it as simple as possible. Down to a single sentence. If there is a dead space location three systems away it will just say, "proceed, proceed" etc until you get to the system to warp to the gate.

CCP Soniclover - It is not hand holding. It is a hint.

Steve Ronuken - It will help with newbies

CCP Falcon - Will this give you an alert that you are passing from high sec to low sec?

CCP Paradox - The current system warns you upon the mission request and again at the gate.

CCP Soniclover - We are also working on multiple sell orders. This should be released on Sisi after Oceanus is released. There is a window that you can drag items into. You can mouse over them if you want and adjust the prices or create sell orders. We think it looks quite nice.

CCP Paradox - You can set it for immediate sell and such but its for people who want to sell everything at once

Mike - You can just select things and drag?

CCP Paradox - Yes. You can sell it immediately or it can wait if there is nothing to sell

Steve Ronuken -  Will it be able to split itself between buy orders of different prices so that you can eliminate those 0.1 ISK orders made to catch people

CCP Paradox - We are creating some new logic behind the window to deal with things

CCP Soniclover - We are looking into the mission structure itself. How we access content. How we distribute it. Not the content of the missions, that belongs to Space Glitter. This is how do we get missions, how do we locate them, how are they available to you.

CCP Soniclover - The design department is looking into the current system.

Questions that the design team is discussing:

Cherry Picking - To what extent do we want to allow players to cherry pick content? How can we give them more choices in picking the content they want to do and not end up with everyone grinding one mission forever.

Cluttering - Do we care if lots of mission runners operate in one space? If we do care how do we spread people out in a fun way

Dynamic Payment - Do we want to move mission payments towards a dynamic system so that payouts are balanced based on activity?

Immersion - How important is it to maintain the immersion factor of NPC friends and enemies? To what extent should this influence gameplay and how easy should it be to change course? In other words, how powerful should faction consequences be and how lasting?

CCP Soniclover - Dynamic Payment would mean removing NPC bounties and put that into the mission reward. Right now we are still deciding how to calculate the full rewards of a mission with bounties, LP, and payouts. We are thinking of using the new notification system to create a breakdown of the gains from the missions in loot, LP, bounties, standings, etc.

The CSM discusses how to find current standings gains from missions.

CCP Soniclover - Then we could now show this in one view

Mike Azariah - That would be very nice. It'd let people stay more updated

Steve Ronuken - With removing bounties, you don't get bounties until the tick so will this pre-calculate?

CCP Soniclover - We will have the finished amount and we will be able to give a range

Mike Azariah - Are people still farming Angel Extravaganza?

CCP Soniclover - We do see this due to how long they have particular missions open. 25-30% of level 4 missions are declined every week. That tells us that something is wrong if people don't want to do this content. The top 25 missions run are 63% of the missions completed. Players are favoring some missions over others and those are the missions where the effort and reward meet a certain point.

CCP Soniclover - This is where the idea of dynamic missions enters. We could adjust the less popular missions upwards until they are worth it for people to do. There is a lot of content in the game that is not being used. Before we look at only adding new content we need to look at how to make this content appealing.

Steve Ronuken - Some of these missions you see and you just say, "No".

CCP Soniclover - If it paid out three times more?

Steve Ronuken - That would be different

CCP Soniclover - Exactly.

Ali Aras - The dynamic payment would suck if you felt forced into doing some missions that have huge standings kill and are just not fun.

CCP Soniclover - We are going back to the drawing board and putting everything back on the table. We are looking at standings. They are a barrier to content. You cannot do a level four until you have a certain standing. They are also a service. They reduce your taxes and fees, jump clones, and the item offers at top standings. But some of this is very obscure.

CCP Soniclover - The early states of looking at changes we are thinking that standings will no longer be a barrier to content but they will be a service instead. There will still be benefits and we may need to add more benefits so that having high standings is beneficial. But, telling you that you cannot do a level four mission because you are not ready for it is not really 'EVE'. We allow people to fly into low sec and null sec on the first day. How much you risk is up to you. If you want to fly your destroyer into a level three mission why should we stop you? We should warn you that you may not be ready but it should be your decision.

Sion Kumitomo - An upside of that gating change is that older players could drop in and mission as they please without having to grind standings.

CCP Soniclover - It is not great that you can only do level fours for a certain number of agents and if you wanted to go and work for another faction you have to start with level ones again. It is a ridiculous thing. It can also become an issue if you have been working for a faction for a long time and now you need to correct your standings. The only option is to do level one missions for a long time. There should be ways for you to rectify this beyond endless level one missions. We are looking at something similar to Tags4Sec.

CCP Soniclover - We somewhat have this feature currently. They are datacenter missions. However, they are obscure and not well documented and they are also all in high sec. That causes a problem if you have low security or faction standings. Whatever we do will require effort and some risk. Your standings will at the most be able to come up to zero, never positive. However, instead of resigning yourself not playing you will have options.

Sugar Kyle - Tags are great, especially for people in Faction Warfare who have badly damaged their standings. However, some people are going to want to heal their standings without using tags and spending money and without doing 1000 level one missions.  Just more options for them that does not force them into low sec.

CCP Soniclover - We wanted to discuss with the CSM your thoughts on people spreading out or clustering together to do their missions?

Sugar Kyle - I think it is always good to have carrots to encourage people to move around and do things. But, a lot of people missioning in high sec are very casual. They want to log in, do their missions, and log out. They don't want to find out that their payouts are not worth it or feel forced to move. People may say that is the game they want them to do but I don't think it is necessarily the game that the mission runners want to do.

Mynnna - On the other hand this is not the game play that all the industrialists wanted.

Mike Azariah - There are some very limited mission hubs for things. Such as Sisters of Eve. There are three systems and they would not want that to crash.

Steve Ronuken - It'd be better to give them an incentive to move but no disincentive to stay.

Mike Azariah - Carrot no stick

CCP Soniclover - These are the things we have been looking for.

CCP Falcon - Or the agents could suggest you go to another agent when the system is very busy and that agent will give you an increased rate.

Sugar Kyle - I like dynamics but instead of sticks I'm thinking twigs. Have a baseline that is static so that if people just want to log in, play, and logout they still get that reward.

Mike Azariah - They get their predictable income

CCP Soniclover - I am 99% sure that is where we will enter. We are not going to nerf people to the ground just because they are in the same space as someone else. Your base activities will always stay the same.

Sugar Kyle - It is very important that they do not kicked because 'we' do not think their static gameplay is fun. They are logging in every day.

CCP Soniclover - I think the dynamic payment can help with cherry picking. We think that this is important to look at because we are looking at breaking out of the current method. If you ask your agent for one. If you decline we have a stupid mechanic where you get a second bad mission and now you have to wait and people may not log back in until the next day. It is a feature that encourages people to log out.

Mike Azariah - Many missioners have a core of hubs that they go to. They move from agent to agent to kill the four hours.

Sion - Could we give people instead of one offer several offers?

CCP Soniclover - We are looking to give more offers. If we took the standings barrier out so that we did not need agent levels anymore you would just talk to an agent and they would offer you missions. You would choose what missions you wanted to do. The idea is that you'd have a list of several missions. We want it to be exciting and we want there to be more interesting and special things that happen every few missions.

CCP Soniclover - The storyline missions are not very good. Plus you need to run sixteen missions first. We may lower that to five to ten so that they come more frequently. We can mix things in like burner missions so that you know that every five missions you will always get a burner mission as well as the random offers. It incentivises them to try one more mission.

Sugar Kyle - Cherry picking habits are a great way to introduce the dynamic mission system. The fact that agents are always thrilled to see you is silly.

Mike Azariah - What would happen if you simply awarded more LP and ISK to the missions not being done until someone does it and then it drains back down to normal.

CCP Soniclover - That is exactly what I'd like to do. We really think we are going to move away from standings stopping people from accessing this content and we know it will make some people angry.

Mike Azariah - There are some people who make their career out of helping people get standings to access missions.

CCP Soniclover - We know. We are aware that lots of players have spent a lot of time grinding standings. We will not be removing this barrier without giving something in return. We are looking at adjusting mission rewards, LP changes, and things like that. We will make it very useful to have high standards but not a requirement like it is now.

CCP Soniclover - We are looking to start after christmas at the earliest. We are still in the early phases of design as well.

Sion Kumitomo - Art discussed that maybe we could have ship skins based off of standings

Steve Ronuken - Mining missions. They are good for standings but the return is that great. If real ore spawned in them that would make them worthwhile.

CCP Soniclover - It is an interesting point. We are not involved in the structure of mission content.

Sugar Kyle - How about the fact that ore is not seen in the ore hold by the mission?

CCP Paradox - This is one of the instances where the mission tracking service is needed. The agents cannot see it in the ore hold. Things like this are cropping up when we are building the mission system. And once we have this in we will hopefully be able to fix that. The programer working on this is debating just building a new mission system and migrating the content onto it slowly.

Sugar Kyle - That'd be fine too.

CCP Soniclover - The mission system has been untouched since the early days. We are going to change that.

Sugar Kyle - To go back to markets. How terrible will it be for us to update our active orders.

CCP Soniclover - It is something we will look at

Sugar Kyle - The current default with orders does not go by price.

Mynnna - And one day orders are also stupid

Sugar Kyle - That was next on my list. It seems as if it should pick cheapest price as the default. And as Mynnna said, one day orders instead of something a little longer for listing.

CCP Paradoix - We need to make sure that orders will still move

CCP Soniclover - We have discussed listing. It is not on our immediate road map. We are also debating the buy button from the details button.

CCP Soniclover - We are looking to see how people are using the various buy options

CCP Paradox - Also we are looking into having it tell you when you cannot buy an item. If you cannot dock at the station it will be greyed out.

Steve Ronuken - How about a better structure for the LP Store?

CCP Soniclover -We've discussed it but that is a very large project.

Sugar Kyle - There is a contract change thread. Is it dead or does someone own it?

CCP Soniclover - It is part of the market thing. We'd like it to be better. But right now contracts are not on our plate. We've collected a lot of good feedback from the thread.

Sugar Kyle - Can you officially close it officially please and let people know?

Steve Ronuken - Please let them know. People feel that they are being ignored. Let them know you looked at it.


**SESSION CLOSED: 17:00**

**Session: Organized Play**

**CCP Attendees:**

- **CCP Falcon**
- **CCP Leeloo**
- **CCP Gargant**
- **CCP Fozzie**
- **CCP Manifest**

**CSM Attendees6**

- **Ali Aras**
- **Sion Kumitomo**
- **Steve Ronuken**
- **Sugar Kyle**
- **Mynnna**
- **Mike Azariah**
- **Corbexx**
- **Asayanami Dei (REMOTE)**
- **Mangala Solaris (REMOTE)**
- **Xander Phoena (REMOTE)**

**SESSION STARTED: 17:06**

The session opened with Gargant expressing his distaste for the term "esports", and how sports do not relate to being a nerd watching someone else play games [clarification - Gargant: Organized play, as a term, can encompass more activities in a game such as speedruns, co-operative gaming, or streams]. Mike suggested i-competition. Gargant then moved on to announcing his love of liquorice. Manifest and Xander disagreed, Mynnna states that only residents of free countries get to have opinions on liquorice. Fozzie

suggests an EVE olympics open to residents of sovereign nations. Falcon offers Xander a chance to represent Great Britain while commenting that while the other sessions are very orderly, the community led sessions see everything go out the window

Gargant states CCP feels ATXII was a great success this, especially given the recent layoffs that decimated the team. This was echoed by the CSM. The new directors for EVETV did a good job despite their focus not being the live stream / tournament environment. At the time of the layoffs they were building a permanent studio to negate the costs of renting such space, this ended up in the air as a result. All in all CCP had a new team and things went well regardless. Mike noted that the only real issue he had heard (which is a good) was the change mid tournament to the Ishtar. His reply was it happened to everyone, it levels the playing field. The concerned parties claimed it hurt the meta and practicing, Fozzie & Falcon both offered ways round this - use SISI more, switch modules around and so on. Fozzie admitted it does add complications, however it comes with the territory of running esports in a live updating game. Falcon states that if folks are scraping the bottom the barrel like that for complaints then CCP did a great job. Steve raised the point that continual reminders to all, that the first two weekends are not studio based. That was the only other complaint he really noticed beyond that raised by Mike. Gargant explained that they tried to keep the none studio weekends spiced, so that people forgot about that. By the third weekend it was a none issue.

Overall they had 13,000 watching the finals via live stream and maybe 2000 others watching other streams, or in pubs etc.

Sion asked that with the success of the AT and the NEO is there a plan for more casual player run leagues and tournaments? Or at least a framework of support. At this stage Asayanami chipped in with a ladder based suggestion.

Sion presented the tournament at Eve Down Under as an excellent implementation of a more casual format. This tournament limited players to a selected number of ships and ship types. It was very popular, no complaints at all from attendee's.  It is apparent to him that smaller format events like that could well be in great demand. Mangala expressed that running tournaments can be done successfully by players (having done it himself), however some form of support from CCP would be very helpful indeed. Gargant expressed a desire to grow anything that could be called esports, from the ground up. Would like to see players run these things, without a need from CCP to shout about how pretty EVE is for esports or get involved in any official capacity.

It was at this point Fozzie explained that since Veritas was leaving, he was allowed to do whatever he wanted. Veritas went on to design a prototype - he will not use the A word - "thunderdome".

This is basically a structure with a big cargo, that the deployer can fill it with a ships, modules, ammunition. Players can then pay the owner to access it and fight one another. The winner then sells all the modules they used back to the owner, the loser loses everything.  Xander was very excited about this. Mynnna compared it to the Hunger Games. The majority of the CSM was enthusiastic about this item.

Fozzie explained how it creates a deadspace with no entry gate. Falcon detailed that having seen this in operation, that the deployable is very much a hack job.

CCP are interested in seeing what players would do with it if they were given this tool. However a sticking point was getting players to understand that it is purely a prototype, something that may never come to fruition beyond that prototype.

Mynnna asked why not place it on Chaos with a very detailed description, Fozzie stated CCP want to be more honest about this. With the goal of releasing a live prototype to Duality to test those waters and get players involved in a potential new development process.

Gargant raised the issue that in past discussions about such a tool, opponents had claimed it would kill low sec roaming, as players can get quick pvp fix using the dojo's. As a counterpoint Sion mentioned that RvB is an excellent example of structured pvp that has not affected the sandbox.

Fozzie asked if CSM feels this tool would be harmful to the game?

Mike, Mangala, Mynnna all expressed that EVE is a sandbox and new tools are good.


Gargants view is that this should not divide the playerbase, no instancing, no other server. That other players should be able to interrupt the fights going on. Steve suggested an acceleration gate that gets you to the match.


Fozzie went on to explain that the prototype as designed offers no risk to those participating on the match, but only to the owner of the structure, as it can be reinforced, can be blown up. If it ever went live it could end up like other deployables in highsec, with a tougher reinforced mode to lock the owner in to defence.


Sugar states she personally is not a fan of arenas, competitive sport like things at all. She feels they do not add value.  Thus the ability to reinforce the structure, to mess with the group running such a tool is very important. Does change the end perception away from it being "holy ground".

Fozzie confirmed that CCP had some concerns over how players would react to the dojo, and asked the CSM how the players would view the prototype.

Sugar explained that people would assume the prototype was to become a reality, that their fears would be realised, but there will be a considerable amount of joy over these.  She personally feels less negative about the dojo than she did thanks to CCP explaining this tool and how folks can mess with it. Sugar does mention that people would then want to find ways to view matches. Fozzie confirms that CREST viewing could become a thing as the numbers of participants are controlled, which is better for CREST than the typical large fights of EVE.

Sion highlighted that if the dojo gets added as an instance, that player reception would be muted if not hostile. Fozzie detailed that with the design of the current prototype it is near impossible for players to find unless a fight lasted an hour. Basically how long to go from the edge of a dead-space bubble to the centre.

Sion commented that timeframe may be enough. Sugar asked could she work her way in then and suddenly pop up during a match? Fozzie responded that if it were possible it would be done all the time.

Mike offered an idea that if he knew someone was out to stop the fights, he would simply move the structure. Fozzie had to then clarify that the deployable is separate from the dead space pockets it creates.

CCP's main takeaway is how to present this to the players, whether as an experiment or a prototype. Or whether it would ever be presented, given Veritas' imminent departure.


CSM said such a tool would be well worth showing to the players. Falcon agreed as it opens up so many avenues for player content. Sugar added that more and more groups are undertaking structured events now and this would help.

Falcon spoke once more to express his distaste with the SCL being hosted on SISI, the dojo tool would result in TQ assets placed at risk, with some meaning to the fights. Mangala mentioned he is already thinking up ways it could be used for events on TQ.


Ali brought up how the prototyping thing could end up in the same position as things-that-are-talked-about-at-fanfest-and-never-materialise, such as ring mining and tech three frigates, with the result two years from now this same discussion happens.

Fozzie admitted there is an open question of whether they can do experimental prototypes without that kind of issue making it worth it.

Ali replied that they are something worth putting resources into if the feedback and experience CCP would receive, would allow those resources to be placed into them in the first place. Under the new release cycle, they do have more room to take such risks.


Fozzie clarified that putting the dojo tool into public testing would not require much, if anything, in the way of resources as it was designed and prototyped using time Veritas would otherwise spend playing video games. There is no other work going into it, not for a very long time, even if the prototype was well received.


Gargant informed CSM that the prototype has allowed them to unify their own views on to approach the A thing. Within the tournament team their views have coalesced into this (the prototype), that this is how to do structured pvp. Falcon noted, given the reactions of CCP and CSM, and how that Seagull was in the room in an earlier session saying she/CCP wants to take risks, this is a risk. Sion highlighted that this

prototype could be a prototype-prototype, gets players used to the idea of experimental items being a thing. Manifest asked about announcing it as an experiment for CCP organized events, Fozzie responded that it came up in earlier discussions within the Game Design departments, and if public exposure to prototyping doesn't go as planned, then use in CCP run events is an option in the chamber ready to go.

Steve asked as an aside if it would at all be possible to have something that lets you remote-view a different grid. Veritas is working on that capability at the moment, but whether it would be working before he left is up in the air, as EVE currently doesn't support such technology. Corbexx asked about linking it to twitch? Gargant expanded on this and how for the recent AT, the commentators were given access to special accounts that gave them a cloaky ship to use to fly around the arenas. He is interested in putting together a list of people they can trust - tournament organizers for example - who can then simply stream the fights in an easy manner. Mangala's reaction was a simple OH WOW. Gargant continued by saying that this is the most absolute basic option on the table right now for supporting player run events.

Fozzie carried on this topic as previously it had been discussed about setting up a special division of ISD to do the streaming work, however there is currently a freeze on such things at CCP. Gargant then moved on to highlighting a desire to utilize twitch more to focus on community events, now that twitch allows for hosting of streams by other groups of CCP streams and vice versa. It is something he wants to do in the future. Mangala professed how this support would have and been invaluable during a player event he ran before the summer. Gargant went on to discuss how the SCL may come back and how he wants to give numerous tournament focused parties a more direct line to himself.

CCP expanded on upcoming events -

- Another "sit&go" player tournament at EVE Vegas. Possibly in a 5v5 battlecruiser format. With small rewards. This is a better format for trade shows and gathering. Again they will be asking the winner and runner up of the recent AT to create the fits.

    - Gargant closes with a statement on his overall desire to build tournaments from the ground up, giving players the tools they need to make these things work, with automated tools and much more. This was demonstrated by Asayanami briefly touching on how his corp runs an ELO based ladder system using a spreadsheet!

    - (Note: Veritas released the Dojo on to duality a week after the summit, you can find out more information, and even how to test this prototype out in this thread https://forums.eveonline.com/default.aspx?g=posts&t=375485 ).

**SESSION CLOSED: 18:01**

## Session: Organized Play

**CCP Attendees:**

- **CCP Falcon**
- **CCP Leeloo**
- **CCP Gargant**
- **GM Arcade**
- **CCP Manifest**

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**SESSION STARTED: 16:10**

CCP Leeloo - we are hoping to give access to confluence, which has minutes on, which you can edit. Not all minutes are up yet. This will probably take a week or two to sort. Minute Process has been simplified to allow for faster output.

CCP Leeloo - You can edit, alter the minutes however you like and put them on confluence. the design teams can then take a look and mark stuff, red not to be released, blue can be released later, green can be released 31st of October.

Mike - Commented this should make the minutes really easy to sort.

CCP Falcon - Once they have been marked I'll copy edit it all so it can go out. The internal copies will be left up so we know exactly what we covered.

CCP Falcon - Asked on how we wanted them to go out, PDF, a single dev blog, dev blog for each day.

Ali - PDF attached to the Dev blog as that would make it easier to read, or down load.

Sion - Commented that the previous years are on PDF's.

CCP Leeloo - Said if we can't get you on confluence you will have to use another means to do them like google docs but we need each meeting separately. The meetings have already been sent out to you by email in the same way sprint reviews are.

CCP Falcon - Stated that in terms of time frame we will be back in the country 6th of October and leave again by the 15th so will get the dev team to look at them there. We'll then be back 25th which is when the final versions have to be done by for me to copy edit for the 31st October.

Corbexx - Asked if they were done early would they be released early.

CCP Leeloo - Replied yes if they were but thats not likely.

Steve - with confluence if we can get access to it. It might be handy for us to use it for other things.

CCP Leeloo - Said if we did get access to confluence we would only have one space.

CCP Falcon - Said that on that one space we could create and put other things on it instead of google doc's and anyone on the design team could then see it.

CCP Leeloo - Stated that it also had a calendar that we could use to mark if we were on holiday and other things.

GM Arcade was introduced and stated that he was a senior GM, and had been at CCP for 3 years and that CCP Leeloo had asked if he like to come along and talk about customer support.

GM Arcade had sorted some graphs that would be sent through to us at a later date to view.

GM Arcade - On a typical day we get 600 tickets, this spikies alot after patch releases to 1700 after Cruis and 1300 after Hyperion.

Mynnna - Asked how many of these were people who didn't know about changes, including super capital builders that you sent mails to.

GM Arcade - Said it was difficult to get exact numbers on people not knowing about changes but a list of all people who had been sent mails to kept on record. He pointed out that a lot of the tickets are feedback and not really for customer service and all they could do was refer them to the forums.

As well as tickets customer support monitors the nodes on the server and we make the judgement call if stuff needs to be transferred if a big fleet fight happens. 1 GM monitors this 24/7.

We volunteer a lot of there time to help on other projects like the Alliance tournament manning the booths or cams.

We also have a Team called "Hangover" and each member is responsible for a dev team. and there job is to make sure that the dev teams make the tools they need to support these features. This used to be a much bigger problem. But sometimes problems crop up, like Cruis were we didn't have a tool to move teams that left before they did, and people said we paid for them for another week, we didn't have any way to move them. Sometimes we just have to act as a support team to cushion the blow for other teams.

CCP Falcon - Commented that it was also the same for the community team and they were brothers in arms when it came to that.

GM Arcade - Said one of the biggest issues is training GM's as eve is such a complex game. as such when we get a new GM we throw them in the deep end and have them answering tickets from day one. Several here know that as they used to be GM's (pointing to CCP Gargant and CCP Leeloo). Its not idea but you can't expect them to know everything at day 1. Its also hard to explain to some players that eve is complex and some stuff you can do in other games you can't do here.

The plans for next year is to change the customer ticketing system to something more refined and user friendly, which is what alot of other companies use. The idea being its to help players help themselves.

He asked if the CSM had any questions as customer support don't have much interaction with the CSM.

sugar - Said that a lot of people don't know they can petition anything, but at the same time do you want people to petition anything.

GM Arcade - Replied that he would rather people ask than be sat in ignorance than  not understanding.

Mike - Asked if there was a dev blog about what could or couldn't be petitioned.

GM Arcade - said it had been years since one had been done.

Steve - Said if it was done then adding, how long petitions should take.

Sugar - Mentioned that stuck petitions were normally handled fast and that some people might try and get sorted faster by labeling their petition as stuck.

GM Arcade - Confirmed that could be a problem but they would just be moved to the right area.

Sion - Asked about if they had best practices and about how some things varied on a day to day basis and which GM you got, and consistency was a issue.

GM Arcade - Stated they had policy pages and that ideally all petitions should be handled the same, but all players had the right to escalate to a senior GM. Who does have more leeway to work with. and that as you got higher up in the GM there was a bit of room to alter things. But at a entry level GM it all should be the same.

We have a tool that checks for somethings like population in a system so people in large scale fleet fights don't get reinbursed, this helps with consistency.

GM Arcade - Also mentioned that while new GM's were thrown in the deep end it was the simpler stuff like account billing. Not hugely complicated eve matters.

CCP Falcon - Mentioned that some of the senior GM's are working on some sort of clone bay you can use for character sales to help stop any scam sales.

CCP Gargant - Said about if people are asking should or shouldn't i petition this. The worst you will ever get is no.

Ali - asked if you had something that comes up as high priority eg you are in a fight and the server is playing up or someone is making a credible suicide threat. Is there a way to get that as top priority.

GM Arcade - Mentioned that any ticket with the word suicide in it will instantly get flagged as top priority, and while we get a lot of false positives like suicide gank. they can easily be moved. Tickets from trial players also get handled as high priority to improve their starting experience.

CCP Gargant - pointed out that fleet fights it will normally be affecting everyone the same and these are dealt with in a mass reply to everyone.

GM Arcade - confirmed this and said these were normally handled by senior or lead GM's.

Corbexx - Asked about banning and if that was there job.

GM Arcade - Said it was split between Team Security who handle botting and RMT macro abuse and the customer support team who handle real life threats and exploits.

Ali - Asked how quickly harassment tickets handled

GM Arcade - They go to top priority.

Sugar - asked about offensive character names.

GM Arcade - We have a special team for that, that we rotate people on too. They will get changed quickly if they are offensive.

CCP Leeloo - Asks if anyone has any comments about the summit or things we could improve. One suggestion being having the roadmap first.

Sion - Brought up that the hotel rooms were tiny and had no where to hang anything up.

CCP Leeloo - So a change to the order of meetings and a different hotel.

Steve - Brought up that having some meetings later in the day to help out with the US tz.

Sugar - said it should be looked at on a case by case basis.

CCP Falcon - Community team has moved from the Customer support to Marketing, where we focus more on the players and the players doing the marketing for us. The Community team now forms part of a larger team called the Communication teams.

We have some action points for next year. Player gatherings being one of the biggest. We have Fanfest, Eve Vegas, Eve Down Under which is growing and that we want to make the Eve Vegas of Australia. Then we want a headline european event, and the one we have choosen is EVEsterdam.

Going to try and push for a bigger budget for these.

CCP Gargant - The main thing is if we know enough in advance we will send something we can also Skype in as well.

CCP Falcon - Mentioned that they were hoping to be able to support EVE Nottingham more next year.

We're looking at creating a player gathering map so people can find gatherings near them.

CCP Gargant - Sven >>>CHange to CCP name<<<< is helping the eve down under people to form a support group to help people organise player run events with hopefully a ingame channel.

CCP Falcon - Looking at having a European tour of meeting up in several places and finishing at Gamescom in August.

Hoping to give some incentives like reactivation codes as a lot of people turn up with friends who don't play anymore.

Looking at making EVEsterdam in to a multi day event.

Xander - Asked if the plan was for CCP to take over events that are very popular.

CCP Falcon - Eve Vegas is more a chance to do a mini Fanfest for people who can't get to Fanfest.

Looking to create a community content portal, To show case the awesome stuff eve players do.

Considering a way to do something similar to the eon awards where people get best FC, CEO etc etc.

We are trying to get a greater turn up for the CSM voting.

Mike - Asked if they had had any feedback from CCP about the CSM and how they found it.

CCP Falcon - replied that all the people he had spoken to had said it was very positive. The new player guides were good although the team for that has been downsized but the videos are now on stream as a training tool.
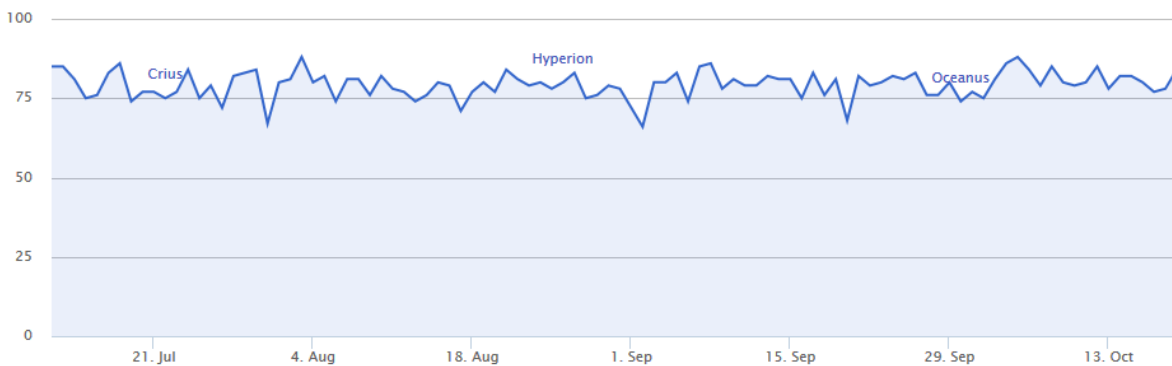
**Shiny Delicious GM Graphs:**

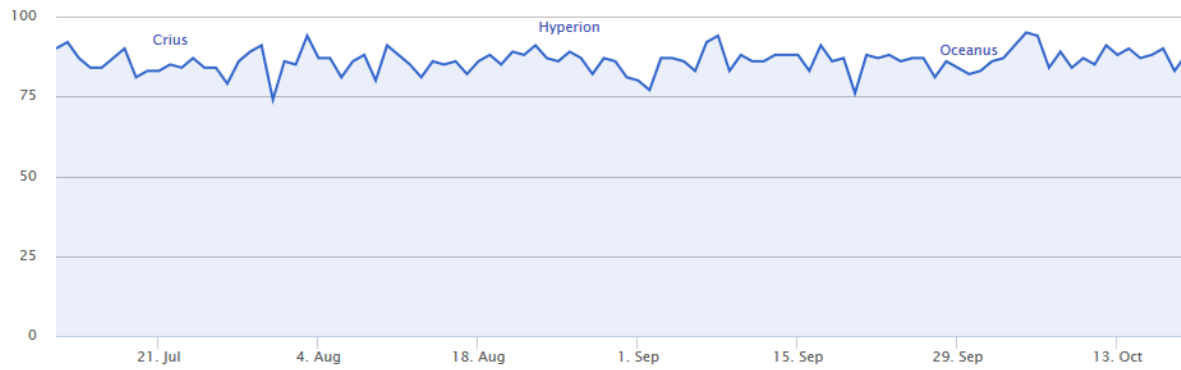**Average Overall Ticket Rating – 100 Day Period - Saturday, Jul 12 2014 - Sunday, Oct 19 2014**



**Average Response Ticket Rating – 100 Day Period - Saturday, Jul 12 2014 - Sunday, Oct 19 2014**
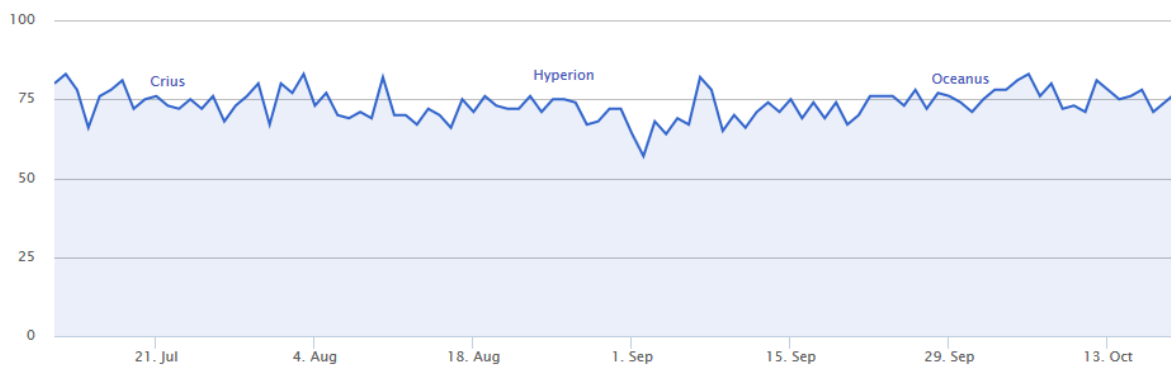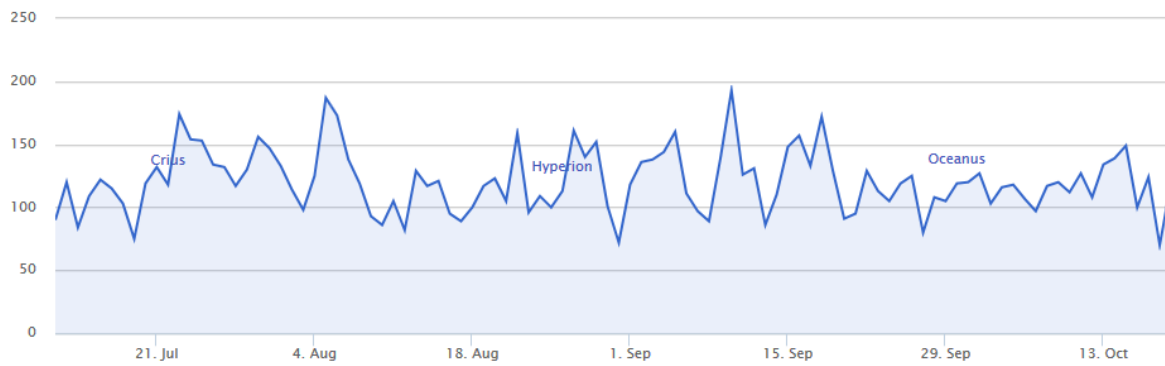


**Average Helpfulness Ticket Rating – 100 Day Period - Saturday, Jul 12 2014 - Sunday, Oct 19 2014**

**Average Attitude Ticket Rating – 100 Day Period - Saturday, Jul 12 2014 - Sunday, Oct 19 2014**



**Number of Tickets Rated – 100 Day Period - Saturday, Jul 12 2014 - Sunday, Oct 19 2014**



**SESSION CLOSED: 17:25**

## >>>> END OF LINE <<<<