CSM12
COUNCIL OF STELLAR MANAGEMENT

Summit II – Winter 2017/2018

2018/01/15 – 2018/01/18

Meeting Minutes

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Thursday:

Summit Welcome & Q1/Q2 Overview

Attendees:

- CCP Guard
- CCP Falcon
- CCP Hellbunnie
- CCP Orca
- CCP Mannbjörn

CCP Guard officially welcomes everyone to the first session of the Summit. He explains that CCP Seagull is on maternity leave and CCP Hellbunnie will step in to talk about future plans for EVE Online, specifically the Spring expansion.

CCP Hellbunnie explains that the teams will go into details about each feature on the roadmap, but this is a mix of fixing existing features, as well as introducing new things to the game. He also explains that the plan is not set in stone and will be adaptive based on feedback externally, and internally. He then goes on to mention that this Thursday the next 6 months after this roadmap will be going into the early planning phase.

Sort brings up Jump Fatigue not being in the roadmap, CCP Hellbunnie responds saying that we have it on our list and it is being considered, admitting that this is a bad system which has room for improvement. Sort follows up asking what CCP would consider a successful six months. CCP Hellbunnie states simply that an increase in DAU would be a sign of success and a priority for CCP. In addition to this, monitoring the activity for features is going to be considered to determine whether CCP should invest in particular features based on how popular they are.

Sort asks if this DAU increase is focusing on new players. CCP Hellbunnie says it's a balance of new and old players with features which would increase the DAU from both outlets. Sort asks if anything were to change whether the roadmap would drop features for new players or the old ones. CCP Hellbunnie says that there are multiple teams in place and this would be a non-issue in that regard.

Aryth asks about the acquisition attempts being made. CCP Orca says that this would be addressed in more detail in another session specifically about this topic. CCP Hellbunnie mentions that CCP would want to see what corporations which recruit a lot are doing right, and how CCP could emulate that. This boils down to a "help me help you" scenario which would be beneficial for both players and CCP.

CCP Hellbunnie heads out and CCP Mannbjörn steps in.

Judge brings up the lack of ship balancing in the roadmap. CCP Guard points that the roadmap they were shown is not set in stone and could change. Sort refers back to his question about what gets chopped out of the roadmap. The CSM agrees that ship balancing is being talked about a lot from CCP but a lack of visible action. CCP Mannbjörn clarifies on how the roadmap works and why it appears that ship balancing was removed from the roadmap, whereas that was not the case. Crossed out bits didn't always mean something was axed, but sometimes that it wasn't finished in time and production would continue in the next sprint. In addition to that, CCP Orca says that the team is still working on it actively.

Sort says that there should be a faster response from CCP and more frequent balancing changes being made. He specifically mentions the Machariels which are extremely powerful now in the game. Suitonia points out this could be a communications issue, and more dev presence on the forums regarding balancing could help.

Sort brings up an example of Jump Fatigue and CCP saying they would turn the dials and adjust it as needed for 6 months after release. He says that small incremental changes across the game would be greatly appreciated rather than a big balancing release. CCP Mannbjörn gets what Sort is saying and says that CCP needs to treat balancing with respect.

Sort boils this down to a larger issue that things are released in the game and then not followed up on. He feels that for the next 6 months CCP should focus on fixing and adjusting existing features in the game before focusing on something new.

CCP Orca asks what the CSM think about removing features from the game which are not working. This results in a mixed response.

Sort mentions that CCP should prioritize which part of the player base the content is being developed for. He then mentions the Entosis system being boring, and that Interceptors are a problem, referring to when this was initially pitched that the CSM said Interceptors would be a problem.

CCP Guard mentions that there are two sides to the coin, there are still a lot of players in the game who just do their own thing and are not necessarily associated with big groups or the political climate.

Aryth and CCP Falcon bounce off each other that there should be different mechanics for Upwell structures depending on the system security, rather than a one size fits all system.

Sort discusses some specifics for the Upwell structure mechanics in regard to balancing, such as linking it to Sov mechanics, finding mechanics to link structures to in low sec and high sec which fit their respective systems.

Sort says that CCP has in the past cut products which weren't working, and asks why this mentality is not used for features. CCP Guard clarifies that there is some thinking of this kind going on internally.

Aryth and Sort clarify to CCP Mannbjörn that small gang fights do not scale well, and are too effective in larger scale fights. The consensus is that there are too many risk adverse mechanics in the game. With nullification, logistics and so on. The emphasis on green kill boards is also too high.

Avoiding fights for defenders is way too easy right now, and there is no incentive to go out and fight, as the defender gets to also pick when the engagement would take place.

Aryth mentions the Blood Raider shipyards feature which he questions how many players have run it. CCP Mannbjörn clarifies this was a compartmentalized way to test new NPC AI.

The message that Aryth and Sort are getting across is that CCP needs to address existing features to retain, and increase the player base rather than focusing on Jesus features which are then deployed and not touched on again. Sort wants to see more of the promised iteration on features which are released. The CSM wants to see CCP listening to them more, referring to earlier summits and changes such as Sov and Citadels which they predicted correctly the negative effects of and problems which they feel exist in the game now.

CCP Mannbjörn wants to know where the problem specifically lies within communication. CCP Orca mentions Jump Fatigue, and talks about an effort that is underway to look at data and measure the effects of the current mechanic on the game. Sort says this is something he has heard often before and not seen any progress being made. This repeated cycle of not addressing the feature despite saying it is being looked into has a negative impact on the credibility CCP has.

The CSM sees a feature on the roadmap which they refer to a Jesus feature based on the time it takes and teams involved. CCP Mannbjörn points out that the Citadel and Sov blocks

on the roadmap have bigger teams working on them (again explaining that equal sized blocks on the roadmap don't necessarily represent equal effort). CCP Mannbjörn also says that since release, the Citadels have been under constant iteration, with numerous people working on said feature.

Sort and Aryth emphasize that CCP should not be afraid to tell them about any issues or the whole picture for the discussion at hand. The CSM feels that if a feature is not getting iteration or attention in the foreseeable future, that should be communicated.

The Agency & UI/UX

Attendees:

- CCP Guard
- CCP Falcon
- CCP Shreddy
- CCP MrHappy
- CCP Dragon
- CCP Sharq
- CCP Mannbjörn
- CCP Sledgehammer
- CCP Optimal

CCP Dragon starts by asking the CSM a question regarding the Agency. Specifically, what is working, and what isn't. He gives a brief overview of what the goal for the Agency is which could be summarized to find things to do in the game. CCP MrHappy clarifies that this is an ongoing project with constant iteration and that there are some content pieces missing from the agency which are being ported over. Any feedback would be actively taken into consideration for development.

CCP Dragon says that CCP Shreddy will essentially be a "Live ops guy" for the Agency, with constant activity and adaptability. Aryth asks if allowing player corporations to have some features in the agency. Dragon explains that this is a long-term goal. That player corporations would have access to templates they could use for their members. The mission would be picked by the corporation; however, the rewards would also be supplied by the corporation. This is the future vision and the exact mechanics are naturally being ironed out. This is more about the live event system, rather than the agency.

CCP Dragon goes on to say that the Agency is more focused on what game play is available to the player in their neighboring systems. To bring to the surface the various activities which may not necessarily be easily found.

CCP Claymore answers a question Jin had that there are now in-game chat channels for the various activities much like the Incursion chat channels.

Steve points out with the agent finder in the agency is very limited compared to the old one, such as it being capped at 12 agents, and no way to filter out system security. Yukiko clarifies this would be for min-maxing. CCP Claymore suggests a better filter to find agents next to market hubs, and so on.

CCP Dragon suggests a search method of finding content next to systems other than the one the player is in.

Steve wants to see hot spots for ganking to avoid that area in the agency when looking for content. Alternatively, seeing market activity and so on. Claymore clarifies that this is a technical issue as the Agency map is not "The map".

CCP Dragon chimes in saying that the Map and the Agency are two drastically different mechanics in the game, which are used in very different circumstances. Right now the cons outweigh the pros of merging them for the sake of having the specific map filters in the Agency.

innominate says that a way for experienced players to use the Agency to find the optimal agents to run missions for, as an example.

CCP Dragon goes back to the suggested tab, it is adaptive but capped at 12 suggestions to not overwhelm new players. New players would at most experience 6 of those in the start, the suggested tab also takes player experience into consideration, hiding content from new players which would need more experience. This is however still being tweaked and the team is open to suggestions. Some were suggested such as an option in the esc menu or quitting the tutorial. These hidden options in the agency only affect the suggested tab though. All content can be found if the player adjusts the filters and goes digging.

CCP MrHappy says that the suggested tab is the most heavily used one.

Sort asks if using the ESI in some way with the Agency is feasible. Highlighting certain agents, or asteroid belts for new players. CCP Dragon clarifies that the Agency is really designed to be a window into existing features in the game. Sort asks whether exporting lists from the Agency would be feasible to provide a list of preferred agents, as an example.

Innominate asks if salvaging is a part of the agency, as this is a good way of making ISK for new players. Sort suggests that completed mission sites with salvage left behind could become available in the Agency for other players to access. CCP Dragon says this is in line with the future vision of the Agency. Steve points out this shouldn't be an automatic system, rather an option is prevented to the mission runner to "donate" the salvage to the Agency.

Yukiko and Steve bring up the suggestion of manufacturing being added to the Agency. CCP Optimal points out that manufacturing for new players is always run on a loss. Steve, asks about adding the LP store to the Agency. CCP Optimal points out that CCP wants to revamp the store on a whole.

Sort asks about the Agency and plugging in implants. CCP Dragon clarifies that this is something related to the events specifically and would be discussed in another session.

CCP Optimal saw that after the SOE arc was added to the Agency, he saw a fourfold increase in the arc being run. The CSM point out that this may be a seasonal thing with players running them again. They will consider normalizing this statistic with that in mind.

Sort asks about FW being added to the Agency and what potential there is in the agency in that regard. CCP Optimal clarifies that the only change made in the Agency was UI being transferred into the agency, rather than adding any functionality. Steve points out that the potential for the FW becoming one sided is quite great as players may only join a winning side.

The CSM points out that the FW system currently throws players into the deep end. CCP Optimal clarifies that the agency does not actively suggest anything, the system just automatically shows available content in the area, such as locations to apply to FW.

Sort suggests a graduation program of some sorts which could be implemented into the Agency system. This is something the team has been considering. Such as actively pushing the new players into corporations. Claymore says that advertising for specific corporations would not be feasible. However, the option to show filtered recruitment ads for corporations which have marked activities which interests the player would be an option.

Another alternative suggested by the CSM would be a mentoring system of some kind which would allow members of corporations to take new players under their wing and take them along to various activities. This also ties into the group finder which has been investigated as a feature by CCP.

Sort asks if any stats on the usage of the Agency would be possibly released in a dev blog. CCP Dragon says this is certainly a possibility.

Player Experience Team & Team Security
Security, Banning & Customer Service

Attendees:

- CCP Guard
- CCP Falcon
- CCP Cemetary
- CCP Grimmi
- CCP Stardust
- CCP Peligro

CCP Cemetery starts with an introduction of the people present before starting to talk about account recovery. CCP Stardust steps in to explain that in most cases to recover an account in any capacity requires talking to a GM. This is a very cumbersome process as well as being the biggest ticket load PX gets (Player Experience - formerly Customer Support). This could be improved.

The internal tools team are designing a system which does this account recovery for the player. CCP Cemetery chips in saying that this is one of the first steps for self-service. He then proceeds to demonstrate the WIP tool.

Steve asks if account recovery through Facebook would be possible. CCP Cemetery clarifies that CCP does not associate link existing account with third parties or Social Media platforms unless they were created via steam etc.

The new tool will be able to locate accounts for the player automatically if sufficient information was provided. Even if the player does not remember their username.

Sort suggests adding a country of registration as an option in the questions list for verification purposes. Peligro says this is information which can help CCP identify the lost account and already exists in the system, albeit worded a bit differently.

CCP Cemetery clarifies that this relies on the registered e-mail address and no information would be provided through the web.

CCP Stardust and CCP Cemetery both understand that contacting support with the addition of waiting times is very discouraging and that CCP loses potentially returning players because of this. There is a caveat though because this service needs to be fast, but also secure as the value of the accounts is incredibly high. They finish demonstrating the WIP tool.

Peligro suggests giving some background on the state of account security in 2017. This is brought up due to the huge trend in accounts being compromised. Most RMT occurring now is from stolen accounts. The more common cause is the e-mail address being compromised rather than the account as the credentials being used are valid.

The value of accounts has increased due to skill points becoming a commodity, in addition to ISK and assets. Due to the accounts being accessed "legitimately" with correct credentials due to the e-mail address being compromised, it is difficult to defend against. Purchased ISK is now coming in from these accessed accounts, rather than bot farms. Not to say that botting isn't still a thing.

Prior to Ascension, it was difficult to access accounts as they were inactive. Now all accounts are active, and the owners may not realize their account was compromised until months later. The cleanup process is also by far the most time-consuming part in these cases.

Peligro also mentions that accounts which have corporate hangar access should be made extra secure, as these are the wild cards in accounts being compromised, with the potential for even more damage being caused to the economy.

Despite email verification being enabled for every account during the Ascension expansion, the amount of accounts being accessed has increased, due to the compromised e-mail accounts. The ideal solution suggested by CCP would be to introduce a more complex authentication process, however this is a complicated process which is not easy to implement on the player base.

A middle-ground would be to incentivize players to enable two factor authentication on their accounts to combat this. CCP Cemetery points out that we would want to find the best security with the least friction possible.

The CSM has a general agreement that CEO's and Directors should have increased account security measures. This would need to be policed by the players themselves however.

Sort asks about a warning threshold for accounts being extracted of their skill points. CCP Cemetery points out that CCP could have warning thresholds in place and that they do but the hackers find the magic number to bypass it or prevent the trigger from occurring.

CCP Guard asks if 2FA being mandatory for the ability to extract skill points would be a large inconvenience for players. Aryth says that if a new device is used to log into an account then verification should be mandatory. The CSM feels the country based verification prompt is not enough. CCP Cemetery says this is something which is being considered.

CCP Cemetery explains that the reason this is not being addressed right now is simply because there are many stakeholders which need to give their opinion on this, and the potential impact needs to be measured before any development can be started. In addition to this CCP needs to know who would be the user of 2FA in the player base. Aryth points out that although CCP may not be able to enforce it, the corp leaders can.

Innominate asks about the ability to change usernames. CCP Peligro would love to see that. This then asked about Master accounts, everyone agreed that this would be amazing. An incentive could be to make 2FA mandatory for Master accounts.

Peligro says that CCP does not want to put arbitrary restrictions on the EVE experience to prevent RMT.

Sort wants to address the elephant in the room. Bots. There is no information which CCP can disclose today. Sort asks about the dev blog which was promised. Sort believes this needs to be addressed in some capacity for the sake of appeasing the community. Peligro chimes in saying the situation is unacceptable and he wants to see something more done about it, directly quoting the article which has been a hot topic recently. Rest assured it's something which Peligro wants to see action on.

CCP Falcon steps in saying that the dev blog was delayed by him as it did not specifically address the botting, only account hacking, which is also a problem, but not the one players were asking questions about and necessarily want to hear about at this time.

Judge points out that it may not be necessary to see action, however more importantly wants to see more communication from Team Security.

Judge has a 3-part question. Which country accounts are being hacked, which country buys the most, which country sells most. Peligro says that there is no specific country being hacked, but RMT buyers are mostly in the western countries.

Sort points out that the report a bot feature should be brought to the attention of the players.

CCP Cemetery points out that this is a question of prioritization. Addressing the hacking problem before moving on to the next big thing which would be botting.

The CSM points out that this is also a question of visibility. Players perceive botting to be a bigger issue because they are visible in the game, whereas normal players wouldn't notice any of the accounts being hacked. This goes back to the lack of communication from CCP about the matter, and the perception that CCP is not doing anything about it.

Bot ganking stream was suggested by CCP Guard much like Jagex do in Runescape. CSM practically cheered.

PvE

Attendees:

- CCP Guard
- CCP Falcon
- CCP Burger
- CCP Paradox
- CCP Larrikin
- CCP TomB

CCP Larrikin explained that this session would be about the mining operations, shipyards and FOB's. The team is mostly looking for feedback on the existing mechanics.

CCP Burger talks about the FOB deployment having some hiccups and considering the development process being a bit "dynamic". The team has avoided blanket changes, but rather try to do small tweaks.

Innominate asks if there is a maximum duration before they de-spawn. There is, Larrikin will not disclose that time.

Larrikin would like feedback on communicating about the features in a narrative style rather than via devblog. Sort says there is some confusion on the loot mechanics, and what loot is guaranteed. Larrikin says they want to release a dev blog to talk about it at a later date. Larrikin and CSM agree that the thematic mechanic explanation is nice. But more concrete information should be released.

Sort asks about deploying a citadel on the sotyo site, and this is something Larrikin wants to fix.

Team Phenomenon explains that they make tools for other teams to use, as well as deploying features in the game. Even though the feature itself may not have hit the mark, the tools which were developed in the process add value to other mechanics and are the main priority for the team. CSM want this to be communicated to the player base.

CSM ask about the manufacturing costs of existing Serpentis capitals. Larrikin clarifies this was never something they planned to change or adjust due to the proliferation of BPCs. CCP considered dropping a new Serpentis Carrier, and new BPCs with lower construction requirements, rather than changing existing BPCs.

Larrikin mentions the changes made to NPC standings. specifically, the patrol forces attacking players despite appearing blue. The colors will now represent the NPC reactions accordingly.

Larrikin asks for any other feedback on the FOBs. Suitonia suggests that if no one has found the FOBs then they would appear in the Agency.

Sort says that the issue with asteroid belts being empty but the miners being present, and the time needed to wait for the belts to respawn, but the potential of that happening and the miners no longer being there. This causes frustration.

Suitonia suggests an escalating hint system. Larrikin says it exists already, but making the hints a bit more obvious is something they could consider.

Steve asks about the changes to the reinforcement timers and how the AI will react to it. Larrikin says he is fine with AI attacking the anchoring structures and asks the CSM if they are opposed to it. CSM does not have objections.

Larrikin asks about feedback regarding the roaming NPCs in high sec. The CSM hasn't heard any feedback in that regard. Suitonia suggests the feature becoming more visible in the agency to raise awareness.

Burger talks about a massive NPC fight between the npc miners and patrolling npcs from another faction, with drifters being involved. And no player saw it.

Sort suggests FOBs appearing around the Sotyios in null sec.

Sort asks about raising the bounties on smaller ships specifically to incentivize running anomalies in the less lucrative systems to combat the clustered ratting systems. Suitonia says that some escalation mechanic for the farmed clusters in null sec would be cool. This would also incentivize running sites other than the sanctums and havens.

The CSM says difficulty vs payout scale is skewed for the anomalies, as well as the escalations. In addition to giving the "smaller guy" a chance to make some ISK in null sec without having to go to the lucrative systems.

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Larrikin asks if this could be defined as a request to balance the null sec anomalies.

Noobman asks whether there are any plans to make sites more dangerous. Larrikin says this was being considered but was dropped of the roadmap. There are however plans to add new AI to new mechanics in the game. Innominate asks if adding the AI into the Sov anomalies would be something CCP wants to do. Larrikin says that he would love to do that, and that this would rather be a question of time restraints, rather than technical issues.

Yukiko asks about aggressive NPCs which would "take space" which was a discussion at the last summit. The patrols and FOBs essentially were the result of this. Larrikin talks about there having been plans for NPCs to attack cyno jammers, however nothing came out of that.

ESI, API & Other Techie Stuff

Attendees:

- CCP Guard
- CCP Falcon
- CCP Chimichanga
- CCP Avalon
- CCP Bartender
- CCP Larrikin
- CCP Nagual

CCP Guard presents this session as an opportunity to discuss tech things. Aryth asks Nick if there are any new features in the pipeline. The biggest talks have been to introduce features which affect the universe, rather than the pilot. This would be things like market order creation, however the possibilities are being explored.

Innominate asks about alliance standings and ACL's. Larrikin asks for clarification on alliance standings. and that would be standings through the API.CCP Bartender talks about what roles would be needed within the alliance to set standings.

The main issue with ACL's would be applying them to structures, CCP Bartender does not imagine any big issue with reading that from the API? Server stress would be a concern here however. He summarizes that there are no major issues, just a lot of investigation which would be needed.

Sort mentions 24-hour rule for super nodes and fleet fight notification. The web page needs 24-hour warning, however technically speaking the change could be made minutes before downtime. This causes the potential issue that super nodes are deployed for anticipated fleet fights around citadels but that window of opportunity to request the super node is small.

Shortening this timer to 18 hours for the notification could work. But then the problem is the citadel timer being unrelated to downtime. The issue seems to be the human element involved in this process. Nick points out that automating this process is something which

has been discussed in the past. Changing the website would be a massive improvement (Addendum: Completed right after the summit)

Sort suggested that having the system cluster moved onto a super node when a Keepstar is under attack, Hooper would love to see this and this is totally something which could be done.

Larrikin wants to point out to the viewers at home that no matter how public an upcoming fight may be, a request to reinforce the node is mandatory.

It was made clear that the system is fully automatic and that improvements were being considered to decrease the lead time needed

(Note: Right after the summit the requirements were changed to "1 hour before the preceding downtime" instead of 24 hours in advance")

(the meeting went into full techno babble at this point leaving the note taker with several broken digits)

A QOL suggestion was to let naming Citadels use other characters. This would need to be discussed with Team Five-0.

Sort asks about low sec fights and node reinforcements. Would disabling crime watch be possible in those cases for the sake of performance? Larrikin & Falcon: "nooope"

Yukiko has a question about assets not showing up in the in-game assets but being displayed in the ESI. This is just caused by the item being in a junkyard but the ESI not going far enough up the chain to realize that. This is being considered.

Yukiko asks about Alliance bookmarks. This is a case of finding engineering time to do it. This would not be a Team Tech Co project, and would need time from a development team.

A question was brought up about the intel patch and its effect on performance. No metrics have been shown to Chimichanga yet.

CCP Bartender talks about the tournament tools. He has a whole bunch of big plans, but the reality is that there isn't enough time for it until perhaps after the next alliance tournament.

CCP Bartender presents the CSM with a question about how he plans on running the tournament this year. These plans would affect tools who use the 30 second delay on the stream for in-match intel.

The CSM asks about Thunderdome. CCP Falcon says that the plan is to get it up again for the next tournament. CCP Bartender would want to see this turn into a heavily automated service to alleviate the burden on people within CCP.

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Audio & Graphics
Updates On Visual Investigations

Attendees:

- CCP Guard
- CCP Falcon
- CCP Vertex
- CCP Mannbjörn
- CCP Mankiller
- CCP Undoz
- CCP Myrkur
- CCP Bunnyvirus

CCP Vertex starts saying that he wants to give an update on the art team, as the team did not have a meeting with the CSM last summit.

CCP Undoz shows some of the assets which have been made for characters. The team had to change the animation system which is used for the character creator, and this required the animation content pipeline to be refactored. This enables future development and updates to the system, and frees up the path towards the 64-bit client. Some assets are being made for the Capsuleer day to celebrate 15 years of EVE Online. He also showed some exploration suit variations which had been made. The Capsuleer day outfits were empire themed with a XV present in the theme as well.

CCP Vertex chips in saying that since the removal of the Captains Quarters, there has been a lot of cleaning house being done. This will give the potential of a 64-bit client in the future. This does not have dedicated teams but rather a slow burn throughout the year.

CCP Mankiller jokingly asks if anyone in the room noticed the CQ being removed. The CSM say no, and have had very few complaints. The only disappointment was the seeming end of WIS.

CCP Bunnyvirus talks about their investigations into using heavy polygons and how that they would affect performance. They could remove the need for baked normal maps and use more polygons instead to control the shading. He shows a demonstration of the midpoly flow before and after. CCP Vertex explains that the part of the reason CCP want to do this is to speed up the creation of new ships. Currently this takes 6 weeks for sub caps. It is also an error prone process. The new process would speed that up and allow the team to be more efficient. Yukiko

asks if this would change anything for SKINs. CCP Vertex explains it would at least make them look nicer.

CCP Vertex continues to say that this is an industry standard. EVE is a bit different and the team has to take into consideration the potential performance hits. Yukiko asks how many additional polygons would be added per asset. Stephan estimates it to be doubled.

CCP Vertex moves on to talk about environments with pictures of inspirational environment concept art which gives an idea of where the team would want to take this as well as showing some live demonstration with existing assets. He goes on to say that this exploration has given the team a good idea of where they are now, what they can improve and what their capabilities are.

PRETTY VIDEO INTERLUDE

The team wants to show the player being enveloped in the environment, but the problem with space is it's quite vast. They are exploring with other teams what game play could allow this to happen. This is an ongoing investigation to see what can be changed in the background and foreground to create layers.

CCP Mankiller asks if anyone is using the first-person camera. Jin says he uses it to bump freighters, but no one else says they use it.

CCP Vertex shows an idea for the changed hangar environment which the art director is working on. This is not committed but an idea on the table. CCP Vertex explains that they would want to renovate the hangars at some point. This would be a change they could do in the meantime.

A potential hangar redesign concept was shown.

Another concept was shown to give life to stargates, a banner system would be implemented in some way with game play. Such as alliance logos on sov controlled gates or rented adverts. CCP Vertex refers to going to America and seeing the TSA banners as an example of the more extreme banner amounts on gates.

Jin brings up monuments on gates. CCP Vertex says it doesn't fit into this particular modular gate concept but is something they want to do.

CCP Vertex shows a change to planet such as aurora on planets. Another concept was traffic around planets, like the station activity seen in the game today.

He then shows the Badger redesigns which have been completed. He says that they are waiting on the next potential release to release the design.

The Navitas redesign was also shown.

Audio team shows soundscape ideas. It was described as dark and alien, but not supposed to be scary. Rather it should lure the player in with curiosity.

New acceleration gate activation audio and effects are shown.

CCP Vertex explains that the team tries to do renovation throughout the year to keep the game fresh.

CCP Vertex finally talks about the team working on an icon update to give more information from the module and ship icons, and how this would also open the potential for higher resolution support.

A discussion was started on 4k support. This would be better addressed with Team Psycho sisters. CCP Vertex does say that this is something the team is actively monitoring (no pun intended) and want to see it happen. They are however being cautious, as "4k supported" is however very difficult due to performance issues with current hardware.

Jin asks about advanced audio options and that was confirmed to not coming back. It is too difficult to maintain with the updates and new audio coming into the game.

Advanced camera settings? The camera sits more with Psycho sisters than the Audio & Graphics.

Jin asks about the issue with the HIC bubble "thing". CCP Myrkur confirmed it was fixed.

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Onboarding & New Player Experience

Attendees:

- CCP Guard
- CCP Falcon
- CCP Affinity
- CCP Dren
- CCP Punkturis
- CCP RedDawn

CCP Affinity starts talking about the team recently releasing resource wars. She recognizes that the participation for new players is not great and for now they will not continue to work on it.

CCP Dren says that this was something the team learnt a lot from. They hoped that this would be a feature which saw the veterans taking in new players into these sites but the rewards didn't entice the veterans. Increasing the rewards would have negative impact on new players as they would have money but no reason to play the game or an idea of what to spend the ISK on.

Innominate says that new players in null sec with a lot of ISK have something to use it for. CCP Affinity says that this is because those new players are already in a friend circle. The new players who are not in a corporation do not experience it the same way.

CCP Dren goes back to the resource wars feature and explains that they are handing it over to the event team, who will be able to continue using the feature in events in the future whilst Team Genesis shift their focus elsewhere. Removing the feature from the game is not something the team wants to do straight away but rather use it to gain more information and tweak some numbers in the future.

CCP Affinity says the team wants to explore offering players a choice when they start the game, as no one is the same when they start the game and they wish to cater to many different play styles. She also asks for feedback from the CSM to know what their drive is in the game.

The CSM gives some examples of what their drive is, but they also admit that they are not the most appropriate people to ask this question as they are high level players and each fit into different niche.

Yukiko says that the freedom of choosing what to do in the game is the interesting aspect. A player can do missions one day and the next day explore, or get involved in a fleet fight.

Noobman says that even though new players may only be pressing F1 when involved in a fight, but they were still part of something.

Sort adds that a feeling of loss to set the emotional context of the progress the player has made in the game.

Steve says that it's the roadblocks in the game which make the game for him. Obtaining a ship and working towards that and setting himself a challenge. Getting a large sum of ISK in the start removes that roadblock which defeats the purpose of the game.

The industrialist aspect was mentioned. Someone will want to be the person who replaces the losses from fleet fights.

Sort notes that a way to convince the non-null sec players that they are important and a part of the game is an important point to keep in mind.

Aryth mentions the ripple effect players have with their smaller actions. A way to show this in the game in a visual aspect could motivate players. They referred to the butterfly effect trailer.

One CSM member mentions that he and some friends started playing, his friends quit immediately but he joined a corporation, got scammed, got ganked with all his assets in Jita.

But he kept playing.

Aryth asks about the information CCP has regarding where the players are coming in from, and if there is any correlation to their in-game activities. CCP Dren explains that a team is indeed monitoring this data and CCP Affinity says that this data is something Team Genesis would consider using in future.

Jin suggests a gladiator style end to the tutorial where two new players are pitted against each other. CCP Affinity says that this would work for some playstyles, but CCP can't force that on everyone.

Sort mentions adding the events to the tutorial to give players the confirmation that they are not alone and that there is indeed something occurring in their proximity.

CSM12
COUNCIL OF STELLAR MANAGEMENT

Suitonia asks whether CCP would consider clustering the new players together more as they are now split between 12 different systems.

CCP Affinity says that clustering together like minded new players has potential. Sort says that he saw in Albion that many players in the same area indicates that the game is healthy. Seeing something similar in EVE may be good to explore. Another point is that the starter systems are scattered in the corners of empire space.

Jin recalls this being discussed two summits ago. Suitonia suggests the CONCORD constellation as a new place for all the rookies, a system for each race.

The bloodline and background could be used to cater a tutorial better for new players. Sort mentions the older character creation where these choices did affect the skills and attributes for new characters. CCP Affinity mentions that this saw a lot of players realizing they made a "bad" choice and would go and create a new character.

The main concern which Aryth and Sort bring up is that new players are being placed so far away from the main hubs. Minmatar space being emptier would perhaps give a bad impression on new Minmatar players. The whole group agrees that consolidating the new players to a more compact location. Perhaps placing the systems in the same region as the bigger trade hubs.

Sov & Nullsec

Attendees:

- CCP Guard
- CCP Falcon
- CCP Mimic
- CCP Larrikin
- CCP Fozzie
- CCP Lebowski
- CCP Masterplan

Sort suggests Entosis giving an ECCM bonus to counter ECM bursts. However, this would cause the potential issue of repeated cycle of warp in, jam, warp in, jam etc.

Sort points out that people would like to fight over this rather than Entosising. Forcing a fight would be better he feels.

CSM asks if adding Upwell Structure timers to IHUBs would be possible. Fozzie responds that this is something the team is interested in investigating for the future, and may be part of a future set of "Admin Hub" structures.

Sort points out that the system jammers are becoming the biggest aspect of current sov which limits big fights. Node regeneration is turning into a distraction mechanic.

Sort asks if there is anything being done about indexes. Fozzie says that this is not something they are looking at right now. It is however something to do in the future.

Aryth asks about observatories and if they are off the table with the current plans. Fozzie says that they are years away but not being dropped.

Fozzie talks about small day tripping structures to replace the function of small towers in wormholes, among other things. This could potentially be a 2018 release. Outposts being changed to Faction Citadels is still happening, was delayed slightly due to Upwell 2.0 but is still going to happen.

Sort asks about fuel bonus from TCU's being added to Citadels. Fozzie says that this is not currently planned.

Sort asks about Ihub wormhole upgrades. Fozzie says he doesn't expect updating them any time soon.

Sort asks about moon blocking with dedicated structures. Fozzie says this is interesting but not something which is being looked at now.

Sort then asks about ice mining upgrades. Fozzie says this is not something being looked at now, and explains it was intended to be a separate distribution mechanic to ore.

Fozzie says that asset safety value is calculated incredibly conservatively right now, but this will be adjusted with the Upwell Firmware Update. In the new update very few things will have 0 value.

Aryth asks about a size pass for modules, minerals and other items much like CCP did with moon goo. Fozzie says this is something they'd approach with caution and perhaps look at other items first.

Sort asks if it is possible to look at compressing moon minerals. Fozzie says that their current low volume is intended to replace compression of their ores in a way that encourages players to use their local refining services.

Lebowski says that the Outpost to Faction Citadel conversion will be an interesting strain test on the asset safety system with the amount of assets needing to be accounted for in some cases.

Sort asks if CCP have considered the monument status of the big conquerables. Fozzie says this is currently being worked on. ISD are writing up the history of the conquerable stations, and there are a lot of cool things planned for these monuments, such as a station wreck with the last alliance which owned it having their logo forever emblazoned on it.

Innominate recalls a fun bug with the CCP-US station.

Sort asks about the spawning mechanics of node spawning and the current faults. Fozzie asks if they would like to see the spawning time being adjusted. Sort and Aryth would simply prefer fewer nodes.

Sort gives a time-frame example for an attacker with no one coming to defend until a few days into the capturing where only a few pilots remain for the attacker when the defenders come in with a massive fleet to negate the initial attack.

Sort makes the point that something needs to be changed as no matter whether the players are attacking or defending, they would rather want the fight sooner rather than later and get it over.

Steve brings up nullification and the aspects of the issue the CSM and CCP disagree on, with this mechanic. Steve suggests a module that could be deployed in a system to disable the nullification capabilities of ships. Larrikin says the amount of exceptions here and complexity would be difficult to communicate.

Sort brings up the potency of ECM bursts on nullifier immune interceptors and how he feels they are impossible to counter in any capacity. Changing the fitting requirements for ECM bursts would go a long way. Fozzie nods in thinking agreement.

Structures

Attendees:

- CCP Guard
- CCP Falcon
- CCP Mimic
- CCP Larrikin
- CCP Fozzie
- CCP Lebowski
- CCP Masterplan

Fozzie explains that this session is going to focus on the Upwell 2.0 release mostly. Fozzie shows an image which will be in the upcoming blog which shows the state process. He then goes through each state explaining changes. A change has been made to the shield state that will break all incoming locks when it completes the repair timer, in order to make AFK-shooting at structures less powerful.

Yukiko asks if players will be able to see when a structure is in the low power state. There will be visual indication, as well as the bracket name changing to low power. Sort asks whether letting Keepstars and Fortizars would not lose their service modules during the final timer. The currently proposed system would encourage having two Keepstars deployed in the same system to counter this. Fozzie says this is not in the current plan but they could look into it. Lebowski says that there is an issue with adding not one but two exceptions to the existing system. It would be troublesome.

Jin asks if CCP are planning on doing any iteration on the reinforcement mechanic, specifically the ability to scrap rigs prior to destruction. Mimic says that this is actually a defect which should be fixed. Fozzie says that if it doesn't make it into the February release it will definitely be looked at later. [EDIT: Later confirmed in another session that fix to be included in main February release]

Sort asks about arming structures differently during fights to counter the actual fleet brought. Fozzie says the intent of the design is commitment and complimenting the defending fleet. Fozzie goes on to say that they are going to be improving the single-target

anti-subcapital structure weapons. Neut Bombs were brought up and the team said they were being replaced with Burst Projectors. They also use quite a bit more cap on the Keepstar. The plan is to make cap management matter more for structures

Sort asks if you can fit more than one. Fozzie says they will be limited to one per type.

Noobman and Sort expressed concerns that Keepstars must be extremely conservative with their cap when using doomsdays.

Sort asks if it is possible to extend the Keepstar targeting range to counter the tactic which avoids fights. Sort would want to see the fight being brought to the door of the Keepstar. Noobman doesn't feel right about that. Fozzie is going to consider that. Larrikin doesn't see a problem with extending the range.

Jin mentions FoF Ravens and the room collectively groans. Larrikin replies that he is looking into that.

Jin asks about tackle. Fozzie says that they have plans for this, changing the modules to have a cooldown. Structures will also have the option of bubble projectors. A point was brought up about this working in sync with the DD and whether the scrambler will be able to hold targets long enough for the DD to hit. The team is going to consider it though to make sure that the module is still viable.

Sort asks about bumping and tethering. Fozzie says this is something they would still like to change if possible but that they can't honestly promise anything or set a timeline expectation.

Sort asks if having bumping of tethered ships will be declared an exploit. Fozzie and Larrikin say no.

Sort brings up cyno beacons and jump bridges being ACL based. Fozzie would need to see some technical details before committing. Something which would be great to explore.

The team explains that damage cap feedback will be added. Showing the damage, the player hit for, and how much was deflected.

Blueprint locking is being actively considered right now, but won't make it into the February release.

CCP discussed how structure docking access will be more visible after Upwell 2.0.

The team says that a bunch of characters (%$ etc) are going to be re-enabled for use in structure names but this will not be in the Feb release.

NPC corps are being added to ACL's.

Notification for offlining the cloning service will show how many clones are affected. Innominate suggests adding the same feature for industrial jobs which would be affected. This will be looked into.

Yukiko asks if there is some way to figure out which jump clone services being used in which structure. There was apparently a defect on this, Fozzie will be considering that.

Anchoring structures will be shown in the structure browser for the owner and only for the players with the appropriate roles. A timer will also be present.

The ability to self-destruct your own pods from within structures is being added as well.

Noobman then brings up transferring structure ownership, which is a very instant process. Some additional safety measures would be appreciated.

A topic on loyalty came up, with transferring structure ownerships to enemy coalitions. There are means to prevent this from occurring already through albeit convoluted mechanics. This started a very long discussion about trust in EVE and "This is EVE". People ended up agreeing to disagree on not adding a new mechanic to prevent sabotage.

New Upwell fighters are being introduced. These will only work in structures, and will be bonused to perform as if affected by character skills, as ship fighters are.

Fighters will recall automatically when leave the controlling seat of a structure.

Noobman asks about adding modules for fighter damage or tracking. Fozzie says this is not something which can be done.

FW and structures. The team wants to make some change but there is really no way to do this without some extreme complications. Using charters to keep services running would be a possibility to at least de-buff the structures located in enemy territory.

Sort mentions seeing random logos being advertised on structures. This is something which audio and graphics would need to address.

Removing someone from the gunner seat can only be done by directors and the ceo. Having this role available to more people would be nice. Fozzie does not know why this decision was made nor how difficult it would be to change. CSM admits this is not a super common issue, but when it happens it is extremely painful. Masterplan says this is something they will look at.

Feature Concepts

Attendees:

- CCP Guard
- CCP Falcon
- CCP Orca
- CCP MrHappy
- CCP Paradox
- CCP Rise
- CCP Burger

CSM votes for ships to be pink. CCP is adamantly silent.

The remainder of this session is held under NDA.

Alpha & Omega Status
Future Discussion

Attendees:

- CCP Guard
- CCP Falcon
- CCP Rise
- CCP MrHappy

Steve points out the only short-term concerns were losing subs immediately after launch, which did not occur. The indications are positive, no drastic changes. Alpha activity is up, but not by super crazy amounts. CCP is watching to see what will happen over a longer period. There is a retrospective coming up soon.

Judge asks if they are content with the skill-set which is available right now. Rise says they would want to have the skill-set as big as possible without negative results so there is potential for future changes. Judge asks what direction that would be expanded. Mining and exploration would probably be explored at least. It would make sense to look at different career paths.

Rise doubts that there would be much more expansion done to the current Alpha skillset, but they will wait and see. Yuki asks if they are generally open to any direction, which Rise says they are. Most limitations are set in place to keep alt/bot mining down, prevent exploitation and preventing people in the eve economy feeling crappy about their career path.

Sort asks about T2 ships. The team says they would consider it, yes. Interceptors were mentioned and this scared the CSM. Sort mentions that the current meta needs to be considered and this would be the biggest concern. Right now, the meta is broken, and focuses on interceptors, which would raise hell if alphas gained access to them, interceptors for Alphas would be a bigger problem than Alphas in Machariels.

Rise says there is a 'lag effect' to the adoption of ships and tactics due to training times so knowing the full effect of the Alpha skill-set expansion will take a bit more time.

Sort mentions the metrics do not consider wars which heavily involve alpha players.

Rise says that they are going to be careful, and that this is not something the CSM needs to be concerned about right now, they will not be blindly adding new ships to the list. Especially not until the effects of the most recent additions are fully understood.

CSM asks if there was a noticeable spike from the Judge articles written. CCP responds that articles on conflict and big drama will generally result in noticeable spikes.

Strategy Team

Attendees:

- CCP Guard
- CCP Falcon
- CCP Orca
- CCP Hellbunnie

CCP Hellbunnie went into some basics about what's happening with EVE at the moment and what the Strategy team is thinking about. The Strategy Team is a leadership team responsible for the direction of EVE development at any given time.

Sort asks if this shift towards moving client stuff into mobile is something the team is pushing for. Which HellBunnie confirms, CCP Chimichanga is the technical gatekeeper so to speak who has given the green light from his end.

Aryth brings up a Crucible like expansion. HellBunnie says that this could totally be in the future pipeline and wants a 20 QOL fixes from the CSM which could be placed in an expansion of this kind.

HellBunnie addresses the iteration process. Saying that CCP will continue to iterate on the features they believe in, but will stop if it isn't working, or is showing diminishing returns.

Yuki says that the new feature has the pivot potential where it is possible to change out various aspects inside the instance, unlike resource wars which are very much set in stone.

Sort asks if this a new shift in CCP with pulling the plug on features rather than ignoring them. HellBunnie simply answers "Yes".

HellBunnie asks the room if the community in general would be in favour of CCP stepping up and saying they won't work on features, similar to the Resource Wars situation. CSM says "Yes, absolutely". Another aspect is admitting mistakes and being able to learn from it, and refer to the learnt steps in the past.

CCP Orca asks about the possibility of releasing information about expansions close to the release date as opposed to starting feature talk in the lead-up. CSM all add that existing mechanics need to be fixed first in the upcoming months. Small QOL changes to make the player base happier.

Killing off/addressing Jump fatigue would make the player base happy before releasing the information on the expansion.

HellBunnie asks the CSM for a prioritized list for 20 QOL changes they want to see. HellBunnie also assured the group that they address the problems with fatigue. But he wants to see it done right, rather than seeing a hammer brought to the table.

Sort points out that dev teams having freedom to iterate on the features the way they want. He is also however very happy to see the direction these teams were going with the interactions.

Sort brings the roadmap up and how it is packed and structured, with no leeway for any issues which may come up. Aryth puts it simply asking what is the internal priority list for CCP.

HellBunnie says that there is never a case of the strategy team saying "hey, you stop working on this". It is always a mix of what the devs want, what the community needs and Strategy then having input in that. He also says that dev teams have a built in buffer time for any edge case issues which may come up.

CSM and HellBunnie discussed the strategy and dev team relations. HellBunnie tries to clarify that the Strategy team doesn't sit in an ivory tower dishing out commands. But rather the devs come to strategy with a list, and are then asked by strategy "what do you want to do?".

CSM appreciates the door that HellBunnie is opening to discuss these things. They really liked the open discussion which occurred in the meeting.

Sort brings up the point of how the devs play the game. They feel that the devs have their hands tied due to the limits they have in the game in the sense of joining corporations. He essentially asks that CCP review existing processes which are not perhaps necessary today and exist from the days of T20.

CCP Falcon refers to a point when he did an experiment with being an outed player and that lasted 3 days since constant hounding/stalking of developers was a thing. The CSM points out that the identity can be hidden, but this mostly to get the devs involved more in the content which is not easily accessible for them.

Falcon volunteers himself to rewrite the CCP Bible. He clarifies that the rules are not super strict but rather the worry of making mistakes is what holds staff back in some areas of the game.

Winter 2018 Feature Brainstorming

Attendees:

- CCP Guard
- CCP Falcon
- CCP Mannbjörn
- CCP Orca

This was a brainstorming session to identify which features the CSM feel are most important to change or iterate on. The session was lead by CCP Orca and started with a plan being made on how to create the wish list CCP HellBunnie requested in the strategy session. The CSM made post-its with their preferred items and they were clustered together to see where the initial demand was based on the frequency of the same request. The CSM started voting on their highest priority features having 3 votes each.

A total of 23 different ideas were on the board with varying degrees of occurrence within the group. The CSM then voted and a list consisting of 14 items was created.

The vote breakdown for the entire list, as well as the estimated scale of each project. (Estimations were provided by the CSM).

- Fatigue, 5 votes, S
- Nullification, 4 votes, S
- Wardecs, 3 votes, M-L
- Faction Warfare, 3 votes, L-XL
- Dedicated balance Team, 3 votes, S- Long Term
- API + Mobile, 2 votes, M
- Geography shake up, 2 votes, L
- PI, 1 vote, M-L
- Alliance taxes, 1 vote, M
- Aeugis Sov Entosis, 1 vote, S
- Remaps + Implant removal, 1 vote, S-M
- Small Structures, 1 vote, M

- Trading Improvements, 1 vote, S?

- New Drifter ship and Module line (WH PVE Content). 1 vote. L

The CSM then voted again, focusing on the top 5 issues from the initial voting process.

Top 5 Votes and breakdown:

- Nullification 7 votes
- Wardecs 7 votes
- FW 6 votes
- Fatigue 5 votes
- Dedicated balance team 5 votes

This was not a precise enough list as some choices had even votes. A topic was started to decide a non-parallel list. CSM brought up topics about whether Wardecs or Nullification would be better prioritized and the same for fatigue and a balance team.

The official top 5 list after discussion:

- Nullification
- Wardecs
- FW
- Fatigue
- Dedicated balance team.

CCP Mannbjörn then wanted CSM input on their assumption how big of a development time would be needed for these topics, and also some clarification from the CSM on each topic.

Nullification: Small. Heavy impact. Suggestion to remove this ability from combat capable ships.

Wardecs: Large. Suggestion was to restrict this to corps with structures.

FW: Medium - Large. (CCP Mannbjörn says this would be XL)

Fatigue: Small. Dial adjustment

Dedicated balance Team: Small but long term.

The CSM would be happy with scrapping the larger suggestions for more Small ones.

The CSM then retroactively went to the 14 items listed giving estimated times for those requests too.

Events

Attendees:

- CCP Guard
- CCP Falcon
- CCP Shreddy
- CCP Dragon
- CCP Sledgehammer
- CCP DelegateZero
- CCP Dren

The team has started by explaining that they have learned a lot from previous events, earlier events were a good way to learn how the tools worked. Welcome to the Agency was an example of that. The team saw a lot of participation, however the lack of content resulted in a drop off in participation.

Alpha Strike was a low effort, low reward, low participation event with a loose tie in to the alliance tournament. There was limited dev time available for this event. They used this time to fix things in the agency to get it working like they wanted. This however did not drive participation. This information was used for the future. PLEX rewards were found to not be a good reward at the scale they were being given. The biggest question this event spawned was "why wasn't this in the tutorial?". The team realized here that the lack of content creates bad events.

Warzone saw better tools and more production time. The event was made more difficult, more content bugs but fewer feature bugs. The team made sure the apparel items were extremely rare which drives participation. Logging was added to accelerators to help GM's clarify whether they were working, which was an issue in the past. The team also has a good idea for what accelerators are worth. The team also saw that the more SKINs are available, the more participation they saw.

A side effect of this was a market demand for SKINs so players could get the SKINs they wanted off the market, or to hunt them.

Crimson harvest saw some cool SKINs and the team wanted to see if this helped with participation. Although the amount of ships these SKINs could be applied to was more limited. This was the first time the team was integrating an existing event into the system. New problems were found with accelerators at this stage too, and they were fixed during this process.

The team really believes that the accelerators are the primary rewards they wish to use, and thus want to make sure they work correctly. At this stage the team is also speaking to monetization about selling the accelerators for PLEX. They are currently sitting on this fence, but the community backlash is a concern, as well as taking away from the value of events.

A doctrine was written up by the team, this is a form of guidelines for what the events should be.

Another topic the team has is event exclusive and store exclusive skins which is ongoing and how that should be balanced out.

For the holidays the team wanted an event which would guarantee no game breaking issues. The result was rogue swarm alert. This allowed them to test difficulty variance between high, low and null sec sites. They found no impact between the sites available in low and null sec. They also found that all site types needed to be available everywhere, even if the rarity of the more difficult sites in high sec was higher.

There was a communications failure with multiple events running at the same time which lost some speculators ISK in the process.

Steve adds that people like their trinkets. CCP Dragon says that this is definitely true and they are keeping it in mind.

The mindset with this event was to highlight the changes to alphas, and a soft push to get pilots to fly bigger ships. This also resulted in a dramatic drop in ship prices for certain hulls. This spawned an internal discussion about the economic impact of this. At this point the data is not yet available but CCP is keeping an eye on this closely. Steve adds that giving away items which can be manufactured is bad due to the small impact needed to make production unprofitable. CCP Dragon mentions that buffs and nerfs can affect the market in the same regard. Steve says the perception is not as bad, as the items are not being directly injected into the game.

Yukiko asks if CCP has numbers on how many ships were given out, and how this affects the production. The most extreme case was 6 months of production.

CCP Dragon says there are a lot of ways to "fix" this, such as having material input being needed to get the reward. Like the faction ship blueprints, needing a hull to use with the blueprint. This is being considered for the future.

The prices dropped until a certain point when players started insuring the ships and self-destructing, which stopped the price crash and eventually caused the prices to rise again.

CCP Dragon mentioned the Arms race event testing a new type of accelerator which lasts longer but gives less attribute buffs. They also resolved some existing defects as well as getting a better way to measure the daily activation of accelerators.

CCP Dragon shows the group graphs which shows typical behavior for participation in the various events. Seeing a huge push early on which then lowers gradually as the event goes on, as well as the similar patterns seen and how the team can anticipate participation and success of each event they release.

CSM asks about the new event NPCs being added to the non-default overview. CCP explains that they cannot push this to client-side settings, which the overview is. CCP has a workaround in mind which should resolve this in the future by re-purposing existing groups for each event.

CCP has noticed trends in the ambient challenges which get completed by players without changing their daily routine, and seeing a considerable drop off in participation for the follow-up challenges with specific tasks.

The team found that the accelerator prices would go down further based on when the accelerator expired after the event. If this occurred shortly after the event, the price would crash.

rhiload asks about the ship attribute boosters and CCP Dragon says there is a spike in consumption during the events, however they are seeing consistent use after the events end.

CCP Dragon talks a bit about the upcoming event which is in February and talks about reusing the Guardians Gala event sites but using new NPCs. There will also be lore tied events into this.

CSM collectively lose it with excitement when some new SKINs are shown which are tied to this event.

Steve asks about faction ammo being released in these sites as drops. CCP Dragon asks about giving LP in these events. This then went into different color for ammo, such as Pink Multifrequency crystals. CCP Dragon gives another dev a suggestive "can we do this?" look.

Judge mentions structure fireworks. CCP Dragon says that this is a direction they are going, it has been requested.

The Economy

Attendees:

- CCP Guard
- CCP Falcon
- CCP Quant
- CCP Fozzie
- CCP Nagual
- CCP Larrikin
- CCP Masterplan
- CCP Habakuk

CCP Guard introduces the session as a Five-0 session with a hint of economics. Fozzie says these are some of the smaller tasks the team is working on in the background. He mentions that they are interested in changing the Margin Trading skill, which is on their roadmap, for later in the year. The idea is to remove some of the un-intuitive parts of the system which can be deemed exploitative. The aim is that all orders found on the market are valid, and can be filled. This is not a gigantic implementation and the team hopes to slip it in as soon as they can. The change will result in the traditional scams being no longer possible.

Corporate tax was brought up as a concern by Noobman.

Aryth wants to see R&D agents removed. Like the Dust chat icons this needs a team to work on which could be committing to other stuff. This is essentially a question of priority.

Aryth asks about the industry tax formula. Fozzie says that he would love to, but is not optimistic on this happening soon.

Reaction tax and industry tax are calculated in a logical but convoluted way.

This would be a question of finding the time.

Yukiko asks about a fixed price for certain actions in services, as well as customization. Yukiko also asks about a fuel cost for market orders.

Aryth asks about a removal of the regional limit on the market. This may be a DB load issue.

UI tweaks in the market were suggested.

A way to trade LP between players. LP tokens? Masterplan mentions its one of the few character bound items which keeps it interesting.

Aryth asks about shading for alliance/corporation orders. This is not technically feasible.

Sort forwards feedback about taxing miners directly like the ratting tax. This was considered a lot especially for moon mining. The issues would be needing to either calculate ISK cost of the ore, or transporting the ore magically as it is mined, neither of which are trivial.

Sort asks about alliance taxes. Fozzie says it's something they'd want to do some day.

Steve mentions faction bpc's in boxes which you could sell. Larrikin has a moment of cringe. The dreams the team has about meta module and faction modules is that a bpo can be purchased, but with a specific dropped item which is needed to manufacture it

Sort asks about the PLEX prices rising and what is a healthy rate of growth. The team says it's monitored.

Quant gets some praise for his dashing looks before he can finally start talking about the PLEX. The range of prices can be driven from intended game play mechanics. Ghost training drove up the price of PLEX which was bad, but the average rates from normal mechanics and economic shifts are acceptable.

Sort asks about the ghost training and if there is anything similar going on. There are no open defects or traction which shows that it is still a thing in any capacity. The original ghost training was blown entirely out of proportion the first time around. Quant mentions that the game design and economy changes after skill trading and plex is very complicated due to the monetary exchange involved. Such as players buying supercapitals and the skills and then it being nerfed for the sake of a healthier game.

CSM asks about the API and subscription renewal and whether this is something which could be fixed.

Sort asks about titan and super insurance. A lot of back and forth took place about removing the system, or adjusting it. Larrikin points out that while some players are space rich, there are others who rely on it as they don't literally have the ISK to replace their lost ship once destroyed

Judge jokes about every time insurance is claimed the premium goes up.

CSM12
COUNCIL OF STELLAR MANAGEMENT

Noobman has a question about the market UI and a way to show the items that are available. Turns out this feature actually existed.

CSM12
COUNCIL OF STELLAR MANAGEMENT

Ships, Modules & Balance

Attendees:

- CCP Guard
- CCP Falcon
- CCP Fozzie
- CCP Larrikin
- CCP Rise
- CCP Mannbjörn

The suggested form for this meeting is that the CSM mentions the things they want to see balanced.

Jin/Suitonia mentions 500mn HICS and Larrikin agrees they want to see this done. This is however not a simple matter of messing with numbers. This would be a week of work for a dev they estimate. It's unfortunately a bit messy right now code wise.

Larrikin gives some context into how MWD's used to work which was super messy back in the day.

Sort talks about MJD fleets being really crazy, and they are very effective with everybody using this. The chained MJD effect is very immersive but effective. Aryth jokes about fatigue for MJD generators and multi jumping. Rise says they talked about a local cooldown for the MJD. Sort mentions the snatch fleets not being bad, its the defensive capabilities. Innominate mentions that escape mechanics have escalated so much. It's no longer being crafty.

Sort follows up asking how big of a project this would be. Fozzie says it depends on the method taken to "fix" it. Inconsistency scale being added to the chained jumps. A hic scram bubble to counter this was suggested. Larrikin's reaction wasn't the greatest, he is worried how that would affect other things. Fozzie says that technically the fleet bursts can be toggled to affect the fleet or everybody, rather than relying on HIC bubbles for this.

Aryth asks about BFG's. Larrikin says that DD's need a balance pass. Capitals generally need a whole balance pass in general. FAX´s being too powerful in wormholes and so on.

Sort says that some people ask about the GTFO max range being adjusted from 100km to 200. Fozzie think that's a good idea and writes notes down.

Sort asks if anyone watched the stream last night. Fozzie did, Larrikin didn't. He then refers to the potential of 300 carriers being nuked by the bosun. This is a niche that is cool but really unbalanced and something they want to look at.

Fozzie says the trigger has been pulled on doing the FC ship. It's in the works, no official release date but the ball is rolling.

Aryth asks "Can we nerf Machariels?"

Sort asks with the citadel changes resulting in a change in the meta. Fozzie says that they don't want to get into predictions like that.

Fozzie says they could change the BFG to only damage the current FOTM ships. Rename it to the Nerf cannon.

Sort goes back to the nerf to the drop rates and build costs for faction ships which wasn't sufficient to shake up the meta.

Larrikin comes in saying "We would like to look at balancing Machariels."

Steve says there are some ships which can only be acquired through the LP store and only as assembled ships. Fozzie says he would like to see this repeated question not have to come again and fix it.

CSM asks about where the priorities lie with balancing. Fozzie says this has fallen into a nebulous area within the company and they are quite confused about it internally as a side effect of the CSM bringing this up frequently.

Rise gives an update on the HAC and AF balance changes and the new damage control module for these ships. He would like to go into more detail in the meeting but would prefer getting some more feedback about the current proposal from the CSM.

Sort points out the HACS being barely used. Rise says that the balance pass now is hopefully going to address that when it is released. He's not sure if it can make it into the Feb. release. Fozzie says that they are on the top of the balance priority list.

Fozzie says that the stuff they have said they want to do in the past is still very much on their collective mind, the question is just finding the time, and prioritizing tasks.

Mobility & Jump Fatigue

Attendees:

- CCP Guard
- CCP Falcon
- CCP Fozzie
- CCP Rise
- CCP Larrikin
- CCP Nagual
- CCP Mimic
- CCP Masterplan
- CCP Lebowski
- CCP Habakuk

CCP Guard explains this is a session to discuss the options for changing Jump Fatigue were it to be changed, pros and cons.

Suitonia mentions deleting the blue timer. CCP Fozzie says this is an option which was discussed. He says that the teams have discussed their answers and want to find out what CSM thinks.

Sort suggest a 'keep it simple, stupid' approach because the current algorithm is complicated. Even seasoned FCs make mistakes and ruin lots of playtime for people. Aryth says that it feels like players are punished for playing more. Suitonia says that this affects the burst players who play over the weekend. Innominate says that this does effectively deal with power projection. CCP Fozzie asks if the consensus is that they do not want to go back to power projection days. The CSM confirmed.

Judge and other say that local mobilization is affected too greatly. Getting back home after a fight also causes jump fatigue.

Aryth believes that Aegis sov has reduced the need for fatigue.

It causes awkward scenarios for fights when players have fatigue from doing other activities and then have a CTA to deal with but then are stuck with fatigue.

CCP Fozzie says that this causes issues with players being incapacitated, and unable to take part in other activities.

Suitonia says this also adds complexities to junior FCs who may have their fleet split

Sort points out that players may bring interceptors to fights instead to avoid fatigue.

Noobman asks how many consecutive jumps and how much time it should take is probably the topic rather than the fact that jump fatigue being bad.

Sort says that the timer could be 6 minutes to avoid the issues surrounding siege abuse.

Aryth suggests a ball and chain mechanic which would cause a certain area in space which doesn't cause fatigue.

Sort mentions some accelerated fatigue recovery based on range from HQ systems.

Larrikin points out that this would cause a significantly stronger defensive stance.

CCP Fozzie says there is a way to decouple jump bridges from jump fatigue. This could be a possibility with new jump-bridge like structures.

Innominate goes back to the advantage defenders get and how much this would affect different scenarios for attackers if they are coming in to evade, versus just coming into enemy territory to mess with people. This also comes with risk of players needing to wait for longer to get back home, leaving their space open to attack.

Innominate then mentions the incredible difficulty of moving super capital ships right now and the defenders having an advantage already in that regard.

Sort says that the potential to attack people further away takes days, and that turns people off from fighting. Needing to pre-move fleets and such.

Sort says that the algorithm is the problem, it is unclear. A flat rate for every jump you take was suggested but some faults were found there.

Sort says that the creep issue is not as big as it was before.

Masterplan asks what makes the citadel chain so powerful. Aryth says its the tether which allows for individual moving to be safe. Masterplan agrees and suggests that this ability to jump directly in to tether should be looked at as part of any solution.

Larrikin mentions that the main issue appears that players will do a couple jumps then not be able to do anything in EVE for the rest of the day.

A question is brought up by CSM about using jump bridges for caps. This was possible years ago and was too powerful.

Sort asks what would be considered a fair cooldown, if a cooldown were considered.

CCP Fozzie says that there is the potential to consider other mechanics and moving away from fatigue.

Rise says an internal discussion has been had to change this to a vulnerability penalty rather than the general ability to jump. So projection and travel distance would still be possible and unlimited with a small flat timer, but ship stat penalties or something along those lines would be implemented instead, so the fleet would be weaker when projecting further. This would really only affect capital jumps but not jump bridges.

Heavy consideration needs to be given, so that changing this mechanic does not mean that players feel they are unable to use their capital ships once they land and have to accept that they need to log off for the night.

CSM talks about it not being practical anymore to own large areas of space so there is a smaller buffer involved.

Changing the mechanic in such a way that players are unable to use their capitals instead of just accepting that they can log out for the night should be considered heavily.

Although Larrikin is concerned about suitcase carriers. Having the attribute penalty character based as was suggested, would go back to the main issue with fatigue now.

Rise says it needs to be predictable.

There is general dislike to these penalties applying to sub caps as well, despite the suitcase carrier.

Steve suggests jump bridges not having the negative effects, and the effects have a relatively quick bleed off.

Sort mentions that a suitcase carrier problem isn't as big a problem as having a bunch of carriers on field. This gives the defenders a chance to call in reinforcements as the defender had some time to know about the incoming fight.

Aryth says that avoiding the whole 'moving the day before' is preferable.

Fozzie, Sort and Aryth have a discussion on some hypothetical strategic implications and get carried away from the initial point.

Noobman goes back to the timer. Larrikin and Aryth say that a flat cooldown and penalty would definitely be the likeliest course.

Last 10 minutes of the meeting are being considered for going waaaay outside the box.

Sort asked if in the meantime whether we were working on removing fatigue from jump-bridges. The team answered that this is not happening at present but could be part of the plans when we work on the final functionality remaining in POS only.

Everybody cheered.

Marketing & Brand

Recruitment Program

Attendees:

- CCP Guard
- CCP Falcon
- CCP Goodfella

CCP Goodfella recently gave an internal presentation on the recruitment program and hopes to get a lot of feedback about it. The glory days of the recruitment program were around 2012, with a spike again around ascension but not performing well now. About 5% of the current recruitment going on is through scams.

The current metrics do not correct for alt creation. The metrics also show all payment methods. Judge says that it would be interesting to see who is actually paying with cash rather than PLEX. The retention and engagement with the product from the recruitment is much better. The program is about 12% of revenue despite being 5% of creations.

When CCP Goodfella looks at the graphs and data available, he sees that this is a valuable tool which can be improved, and a one size fits all kind of program doesn't work with the game evolving. CCP Goodfella has ideas on how to improve the program which he wants to bounce off the CSM.

He has several parts he wants to iterate on. He wants to introduce the recruitment program into the player journey, which would improve the visibility of the program. Right now, it's quite hidden. Steve suggests a short window before it is introduced to new players to ride the "new game hype" the player is going through. Also focusing on getting a friend in the game which is proven to improve retention.

Rhiload mentions that it's good to have two new players together, they may be lost, but they are at least lost together.

CSM would prefer this being shown in the launcher rather than a notification via e-mail. Yuki asks about in-game mails or notifications. Having it customized in some regard is perhaps not

necessary, emphasis on visibility is the important part. CSM also talk about it being difficult to convince players to get a second account, but after that it is much easier to justify getting more.

CCP Goodfella mentions two separate programs. Affiliate programs and buddy programs. Buddy program would be more specific and trying to get the two to play together. The affiliate program being more suited to being spread through youtube comments and so on.

Sort talks about making it easier to download the game which is well hidden in the current site. As well as this to have banners for the affiliate or buddy link.

Steve points out a way to have retroactive buddy program grace period for new players who want to use it but have already set up an account and a character with sentimental attachment.

CCP Goodfella points out that the new player does not have friends necessarily in real life who want to play the game. He then mentions a mentor program. Sort points out that this is something which was discussed with the agency which could be tied together nicely. CSM agrees that a mentor group would be better than mentor people to avoid any bad habits or exploitable scenarios. Mentoring would also need vetting and monitoring from ISD, or a ranking system like ebay has, with reviews and activity so that the rookie can make an informed choice.

Two alpha accounts linking up together and subbing could be something to tie rewards to.

CCP Goodfella mentions that one of the next steps he wants to take is to look at the rookie recruiting corps to see what they are doing which makes their campaign so successful.

Sort points out that the wardec system needs to be addressed to help retain players and avoid the harassment which is occurring from war dec corps targeting rookie corps. CCP Guard talks about the wardec system being an unbalanced system right now.

Innonimate points out that suicide ganking rookies is rare as there is no profit to be made from it. This is up until a certain threshold however, but is not as big of an issue as war decs.

CCP Guard says that the best system for CCP would be one which could be deployed and wouldn't require constant evaluation. The desire is for the focus and system to be for the players.

CCP Goodfella refers to the award structure which is currently in place. The recruiter only gets a reward when the recruited player subs. CCP Goodfella wants to see a step based program. If the player completes inception, does agency stuff, first purchase, 1 month and multi month subscription. Sort also mentions that there should be rewards for various things besides recruiting one player, such as getting multiple alpha players into the game. Sort wants to see some very visible and unique rewards for becoming a recruiter.

Noobman mentions the world of tanks/warships recruitment tier system, which in EVE could be used with skill point milestones.

CCP Goodfella asks quickly if having non-tradeable rewards would be ok which the CSM agrees with.

A reverse bounty office for recruiters was discussed, tying into the rating system for recruiters. A white aura like the dust characters had in local chat, with a "Recruiter" stamp like bounty.

CCP Guard asks what rewards would be good for recruitees. Sort mentions that instead of unallocated skill points, players would have training at an accelerated rate. Avoid anything which can be consumed and placed on the market. CCP Goodfella mentions some bonus systems from other games that have interesting solutions. CSM says that simply logging in would be sufficient to trigger it. In-game events would trigger it. Inception/career agents.

Aryth mentions the risk adverse nature and suggests some kind of free insurance on ships, with a cap.

Other suggestions besides skill accelerators would be ship attribute enhancers, standing gain boosters.

Default overviews were mentioned to be changed and modernized to make onboarding new players.

Aryth and Sort mention events which make it to twitch front page is a good recruitment boost. Whether its AT, Burn Jita, Leviathan planet crash, Hulkageddon.

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CSM Presents

Attendees:

- CCP Guard
- CCP Falcon
- CCP Burger
- CCP Mimic
- CCP Fozzie
- CCP Larrikin

This is a freestyle session intended to discuss topics that fall outside of other planned session or whatever the CSM wants to bring up.

Aryth brings up that he would like to see the R4's being balanced. Fozzie says that these will be going into high sec and wormholes in less quantity when the moon mining is expanded. This is slated for the February release. Fozzie says this may not be enough, but they want to monitor this.

Standard ores are going to be upgraded as well.

Sort asks about the Mexallon shortage in null sec which is a bottleneck. Sort asks if this was something CCP would add this to R4's or alternative moons. It's one of the options says Fozzie.

Evil cackle noted from Aryth about the moon distribution.

Sort goes back to the kicking out gunners, which was addressed already in the previous meeting. He moves on to corporate hangars and having more corporate divisions. This is a mechanic tied to the corporation management system however which complicates this.

Sort goes on to ask about the corporate roles. Mimic says that there has been a lot of clean up and goes back to the division question saying it's very integrated to the inventory window and CCP Fozzie chimes in that this is not a trivial issue, but is something they'd want to look into.

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Sort asks about the voting system and blueprint locking. This is an "in progress" project with no promised date. The voting system is a bit convoluted and has required a re-write.

Sort asks about a separate hangar on the citadels for modules to allow gunners to quickly fit it without needing to be in the corporation. Fozzie says this will be considered as he is not sure how difficult hangar and other inventory additions would be to the current structure system.

Aryth asks about the stack limit. This is likely to be a performance issue. Spider notes an example where 3,000 units messed with internal tools.

Repackage container warning message was requested by Sort for his fellow Australian players. Fozzie says this should be fairly easy.

Aryth mentions a deadlock about repackaging a bunch of items and then undocking. It's on the backlog.

Innominate asks about a UI element showing drones assisting you. Larrikin notes that this is cool

CSM asks about a second wallet division, Larrikin thinks this would be hard but defers to engineers to make that call.

Sort mentions the deliveries hangars limitations and Fozzie says that this is likely to be a feature which they will discontinue rather than attempt to fix it after reviewing it.

The CSM mentions a way to see if a player is offline to bypass the watch list. Fozzie says that the chat system is getting a revamp anyway which may mean this may go away. However, the ability to invite a player into a locked channel will give two different messages depending on whether they are online or not.

Sort asks for ACL´s for chat channels. Sort mentions that fleets cannot be saved if they aren't named differently. They all need to be renamed. Loading a saved fleet also doesn't keep the order.

Innominate mentions standings and whether their order can be evaluated. This is to easily identify awoxers and such. Larrikin wants to review the process as this is not going to be an easy fix. The process as is, is probably like that for a reason.

Sort asks about a way to show in local/overview if a player is in the pending remove state. Larrikin points out this is similar the previous request with a different approach.

The conversation goes into crimewatch with a mix of corp hopping. This then goes into swapping ships in space in engagements with no comment from CCP. The conversation then goes into the auto warp after being bumped for a certain time. The team which was working on this was disbanded. Fozzie does say that this would be good to do.

rhiload asks about the order of the standings. It is clarified to be Alliance, corp, character. Larrikin looks for official documentation on this in the EVE UNI wiki.

Sort mentions the POCO standings system and availability. Adding an option there to use alliance standings would be nice. Fozzie doesn't know how hard that would be but adds a note.

Sort says that smaller groups taking sov is very expensive due to ihubs and citadels sharing the same materials. Larrikin says they'll look at this.

Innominate mentions a couple aspects of the UI which can't be copied from. Fozzie asks for a wiki page. He also mentions the skill queue showing the time left, but not the skill points countdown, which was removed.

A key binding for abandoning active drones was requested

Sort asks about adding another timer for ihubs. Fozzie says they doubt they will do this.

Sort says everyone agrees that the FAXes are powerful right now and asks about a straight nerf to the repair amount. Fozzie says hypothetically it's possible. Larrikin says that some analysis would be needed before just whipping out the nerfbat.

There was going to be a supercarrier FAX but this fell off the roadmap.

Sort says that the Ferox is way ahead of other battlecruisers and asks if some balance pass could be made. This is the circle of life in EVE between HACs and BCs.

Rhiload asks about the rapid heavy and light missile balance pass. Fozzie says like many other things it was pushed back.

Sort asks about the Networked Sensor Array and carriers which are tethered being difficult to counter as they start playing docking games. Fozzie says the plan is to prevent tether when fighters are in space but they can just be abandoned. An anti-fighter Flak cannon for citadels was suggested. The original issue seems to originate from the current meta due to playing around with the engagement range.

Larrikin doesn't want to cause undue hope and thus does not talk about the thing he was thinking about. Larrikin then asks that it be removed from the minutes. GM Spider denies this request. Fozzie sighs with slight relief.

Sort brings up Citadel repair and tidi. Fozzie says that what can be affected by tidi can be adjusted. However somewhere a line needs to be drawn. Associating tidi and the repair timer was considered however it seems to be counter intuitive. Fozzie says that at the end of the day this is a doable change, but there would be a tradeoff.

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Community

Attendees:

- CCP Guard

- CCP Falcon
- CCP Grendel

First question was regarding game mods using EVE assets and CCP responded they can't be allowed. While we'd love to be able to do it, lifting any restrictions just opens a floodgate of legal problems.

Falcon agrees with Judge's point that as soon as this isn't enforced, the door is wide open.

The topic derails a bit and Sort brings it back to the original topic and asks if this illegal use of assets is in the EULA, community comments that this is simply basic copyright laws.

Yuki asks about Patreon and content creators. It's fine if it's not being used as a means of gating anything in terms of content. Giveaways also cannot be favored to the subscribers as an example. It has to be random.

Rhiload asks about releasing videos early to Patreon people before releasing to the rest of the community. This is considered gating but still an interesting question which Guard wants to explore further as there are many variables.

Sort asks about in-game alliance lotteries and whether they are permitted. CCP Falcon says they're against the EULA.

The conversation brought up some examples about games of chance without asset or ISK transfer such as kill reports being tickets in a raffle and how that compares to ISK or assets being an entry. The CSM felt this entered a grey area. However, Guard considered this to be giving away assets like Secret Santa and so on, there is no monetary entry fee involved.

CCP Grendel steps in and talks about the realistic goals for the team. Communications was a team of eleven people with a lot of experience. Right now, with CCP Grendel, Falcon and Guard, it's three, and there is a lot of overlap for the different projects and a goal is to improve the sense of ownership. There are going to be some future hires, whether they will be on the EVE Online team is to be confirmed.

He mentions the lack of expertise to run the alliance tournament, as well as the Fanfest tournaments, despite there being a strong will and desire to do them. CCP Grendel talks about being on a fast track to catch up with various aspects. There is a plan to hire a social media manager to allow Falcon and Guard to focus on other work.

There will be reliance on contracting work for a lot of the Fanfest work, as well as hiring players to get involved as well. CCP will be referring to agencies to plug the gaps to plan to events. This also has the potential to allow CCP employees to be more available to mingle with the players.

CCP Grendel mentions that with a lot of community plans there's the question of desire versus feasibility.

CSM asked about the change in 2019 to events, and Guard sees this as a potential to expand more on smaller events to make them more official.

CCP Grendel says there is the potential to expand into Steam forums as this is an untapped source with approximately 40% of new players coming into the game from there.

Sort mentions the Twitch and o7 show, a meta show could be brought in when there are big wars. Basically, wanting more streaming with players coming on as guests to create some content. Guard talks about the streaming community and how they work together and really help out with this process internally, and that this is definitely something which should be nurtured.

Sort asks that the new social media manager checks their sources about any in-game events before posting them, even contacting the CSM for reliability.

One community guy is biased towards Brave and Sort demanded this be added to the notes.

CCP Grendel talks about giving streamers the opportunity to grow their audience via publicity from CCP at events or being on the official CCP stream. CCP Grendel also mentions that he wants to see fewer spikes and more consistency on streams and their activity.

CCP Grendel on the PR side of things want to target the sci fi fans rather than players of other games.

Permaband is brought up for Fanfest, the band is coming back for the concert despite some members/employees not being at CCP anymore.

Guard says that a lot of the "goofy shit" such as permaband and videos was brought up in water cooler discussions. In the current climate that can't happen but the future holds many things.

Sort brings up a point about metrics and interpreting metrics when it comes to the health of the game. Whether this is about people logging in for fights or using Sov. The metrics may show that a lot of people are using a mechanic, but that raises the question of whether they do it because there is no alternative.

CCP Grendel says that in his job he doesn't find metrics helpful, but rather the comments, context and community sentiment/climate. He also mentions that 1 person can say something and 20 others think it but don't say it.

At the same time the Community team agrees that the context of comments on the various social outlets. This can however create a moodscape to see what the general sentiment of the community is, which is that there are 5-year-old legacy issues existing in the game, a QOL expansion being requested did not come as a surprise to CCP Grendel. He also notes that the community feels the game is static.

The snowballing effect caused when an issue is brought up which then spirals into other issues in the game shows there is something fundamentally wrong which needs to be addressed.

Super segue was asking about the Alliance tournament. EVE NT have been contracted to run a lot of the heavier loads. Regardless it will 100% happen if Falcon has his way.

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Producers & CSM

Attendees:

- CCP Guard
- CCP Falcon
- CCP MrHappy
- CCP Mimic
- CCP Burger

- CCP Dren
- CCP Mannbjörn
- CCP Explorer
- CCP Shreddy
- CCP Vertex

This is the last official session with the developers, specifically the producers.

CCP Guard asks what CCP Explorer does (editor's note: For the others, Guard knows everything). Explorer is the Senior Technical Producer and Health Director of EVE Online. He is responsible for the interaction between devs and ops. He ensures TQ is alive. He controls the nodes, he confirms the supernode requests are automatic.

Mannbjörn does a quick overview of the people in the room and what specific aspects of the game they work with so the CSM can better direct their questions at the right people.

It was decided to have this session at the end of the summit rather than the start so everyone is on the same page. This would then allow the CSM to tie up any loose ends and ask any last questions they may have.

CCP Guard brings up the roadmap again as requested by Yuki.

Aryth asks what the resource war team is going to work on now, to which CCP Dren replies that they are focusing on the first 15 minutes of game play.

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Noobman brings up the level of focus on balancing and the worries that it doesn't get enough dedicated dev time.

Judge brings up the overview which is relevant feedback for Team Genesis. A new default overview pack for new players would be very nice. The Judge suggests this is a low hanging fruit which could be quickly "thrown together" by a dev in-house. Even getting some color in the overview would add flavor.

Yuki asks about community fittings and whether they were scrapped. Mimic says this has been slowed down significantly due to the smaller community team. ISD are still collecting fittings. Everything code wise is in place. The team just does not want to release it until ISD can own it. Judge asks what the ISD need. What remains to be sorted is mostly some organizational details and setting a level that's sustainable for everyone before the project gets launched. CCP Vertex

adds that the ISD team has been going through some changes for the last year, and seeing whether this is sustainable for the future, which is why the process has also been slowed down.

Rhiload asks how big the ISD team is, and is informed there are around 100 volunteers currently.

Sort asks about the Entosis module changes discussed in the Sov session and whether that is what is behind the Sov combat shakeup represented on the roadmap. Mimic confirms that is the case.

Mimic points out that the roadmap is not final and can change based on future planning with the Strategy Team.

MrHappy expects that there will be continuous work and iteration on the agency, Sort feels that a lot of discussion over the summit could be tied to the agency. MrHappy admits that the size of the changes in each iteration are not known at this time. The potential seen in the agency is however massive and affects many other teams, such as the events team.

Noobman mentions that the CSM feels that there is merit in carving out time for some QOL tweaks on the side of other projects and tasks as discussed in the meeting with the Strategy Team. Mannbjörn does note that a reactivation campaign to bring back older players is always likelier to be more successful than getting in new players.

After the discussion yesterday, Sort does not feel confident in a solution on fatigue being in sight, he asks how confident CCP are about it. Mimic shares his sentiment about this, as its been a conversation internally for a long time, she hopes enough space can be found to tackle this, explore options and find a way to deal with it. Both the CSM and the team agree that going back to the old system is not an option and neither is adjusting a dial.

Mannbjörn points out that SISI cannot be used to measure behavioral changes.

Innominate says that a balance change is scary if it is then stuck in the game for 5 years. If the team is reactive then it is not as scary. Sort points out that if an adjustment is made but an unrelated issue comes up diverting attention would be a concern.

Aryth asks who would work on wardecs if they were worked on. It would be Five-0.

Sort asks the nullification thing. Mimic wishes something could be done about it tomorrow. But it will be investigated. Mimic is not allowed to balance ships. CCP Burger finds the thought of producers balancing ships hilarious.

Sort asks about the super-node request. It is being changed to the limit being an hour before the downtime before the fight. Sort is happy to see he has achieved something this summit!

Aryth asks about API and mobile and when this would be available. This would be up to strategy despite the ability already being there.

Innominate asks about on the fly remapping of nodes, and the deadlock Citadel bug. Explorer wants more details on this and clarifies in what cases GM's can step in and remap systems.

Sort and Yuki request ACL read access in the API. This would need to be forwarded to Team Tech Co, which Steve started doing in the meeting.

Sort brings up the last bingo word for this Summit. The cloaky camping, he mentions the various different solutions which have been proposed. Falcon points out that this is a game mechanic that is visible (no pun intended) everywhere in space, and is essentially a fundamental part of the game, with no one ever being truly safe.

Discussions were had in this session about time-limited experimentations on dial twisting and whether shaking things up is sometimes preferential than waiting longer for the "perfect solution". The overall consensus was that this is probably worth looking into closer but particulars of the discussion have been redacted.

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Events II

Future Stuff

Attendees:

- CCP Guard
- CCP Falcon
- CCP Shreddy
- CCP Dragon
- CCP Dren

The team wants to consider the possibility of re-using LP stores. Setting up a new LP store is time consuming. This would allow the potential for more reward options. Right now any more than 6 rewards in the event system is crowded. The LP store provides a lot of options for ISK sinks, or more flexibility in what items would be needed for the reward.

The current system gives out points for completing seasonal missions. The LP store gives the team a lot more flexibility for when the rewards are given out.

Sort asks about the LP being removed after the event. Dragon says there would be a grace period, but they would reset between events.

Steve, along with many in the CSM agree that they would prefer to see items being given as blueprints rather than items to promote manufacturing and market trading rather than just injecting the item into the economy.

David asks about whether the coins should be banked or wiped between the events. The CSM have mixed feelings about them being wiped, they feel that the LP being banked between events would allow for speculation, and even some higher-level prizes which take maybe 3 events to gain the LP for. Judge says that he is a fan of the store wiping saying it's clean.

Sort adds that seeing somehow in-game what people missed in the last event store would be a nice way to build up hype for either the current event or future events.

The Store also allows the team to see better metrics for the popular items, and use this to improve the experience in future events.

Sort asks about difficulty scaling between the system secs. The plan would be to have the more difficult sites in low/null sec.

Structures do not have an LP store so cashing out anywhere besides high sec/low sec would be difficult. This is something the team wants to look at. Dragon goes on to say that a requirement to cash in in a station or structure should be a requirement. Redeeming in space is less than ideal. The redeeming system was thrown around, Dragon says the Agency LP store should function as much like the current stores in that regard.

CSM vote (not a binding one) on wiping/keeping:

- Steve – Partial Wipe
- Everyone Else - Bankable
- (Suitonia & Jin'taan didn't vote)

Steve mentions mixing the agency LP store into existing stores, similar to the AK in SOE stores. Dragon says that this was looked at in some capacity but a way to implement it wasn't really found.

Dragon casually mentions an agency ship class which has been discussed with art. Judge loves Dragon now.

Some capsuleer day discussions were had in a more casual fashion.

Steve and Noobman mention another source for Gnosis and Genolution c1-4 implants.

Citadel SKINs are brought up and there are some technical limitations. Dragon really wants to see this be a thing it's just a matter of figuring out some in-game elements associated with it, as well as finding the right team. A quick and dirty workaround would be old school skins by using blueprints. Aryth and Sort say this would never work, people are not going to take down their Keepstars to apply them.

Alliance SKINs and apparel were discussed, referring to the pizza guys and their uniform and how popular this would be. Anything that allows players to associate with their alliance.

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Fanfest

Attendees:

- CCP Guard
- CCP Falcon
- CCP Curtis

Curtis starts by saying that the sale of tickets is better this year than last time and most times in the past. EVE Vegas sold more tickets than Fanfest for the first-time last year. Fanfest this year is looking to take the lead again.

Innominate asks if CCP has a number on people who went to Vegas without buying a ticket. Curtis wants more exclusivity with Vegas party-only tickets only being available as +1s and not as stand-alone purchases. There is also a cap on the party-only tickets.

Sort asks if this being marketed as the last big Fanfest. That is not the case as 2020 will see Fanfest back in RVK. There is more hype due to Fanfest going on the road next year. Guard clarifies that this is more to shake things up and doing something different. This is a strategic decision and not a budget thing.

Judge mentions Fanfest security and that the security guards weren't necessarily assholes, but they had a gloomy mood. He admits this is corny but it brings down the "feel". Curtis is going to talk to them about that.

Curtis mentions freeloading on events, especially the pub crawl. It happens but we need to make sure events are viable to host. The pub crawl is being changed this year, mostly to do things a little differently and do something a bit nicer. Now there will be buses which take people to different areas, to visit establishments that guest would probably not stumble upon. There will be a bit more on offer than before. Sort suggests a hold-hands buddy program for this so no one is lost.

Curtis asks if is changes will be well received. Judge says this will cut down on freeloaders. Guard adds that if people want to go downtown to have drinks they can still do that. Curtis is not concerned about freeloaders showing up at the final party where "pub crawl" will converge. It's good to get everyone together at the end of the night.

Judge asks about the pricing, which Curtis explains will be similar.

SOE tour will now have two options, one being more activity based, the other being more relaxed with spas and such, to suit different tastes.

Curtis will make sure that there is a disclaimer if there is enforced nudity in the SOE tour (Editor's note: This is in referral to Icelandic public bathing customs and mandatory pre-showers for all, not some satanic rituals)

Sort mentions that the Golden Circle tour taken with SOE is shorter than the Rvk Excursion tour.

Back on topic, Curtis says that the charity dinner is changing. One of the reasons is that for the last few years charity has been collected into a fund, with this year focusing on making a final push. The dinner will be a little bit more expensive, there will be included drinks, memorabilia and raffles.

Sort asks if there any changes in the CSM tickets. Guard says like always they include everything besides the charity dinner.

Curtis talks about the 15-year landmark, there will be exclusive items. Lanyards, bags and swag relating to it.

Judge asks for a spare badge sleeves. Curtis has assured the CSM that the plastic this year will be better and more durable.

Sort asks about the EVE store and if there are any special things this year. Guard says some new merchandise will be in the store. CCP Goodfella has more info.

Guard mentions a mouse mat design contest being planned.

Curtis runs out of the room to get something funny. Guard has a grin which is spooky.

Sort asks about player introduced swag which Falcon is going to consider.

Yuki asks about any super special things because its 15 years.

Guard wants to have streamers streaming from Fanfest throughout the event.

Sort asks about a room for the other products. Curtis and Guard say that there will be more focus on EVE tournaments and a bigger room for that and a structured tournament.

The main goal is to not show what CCP has done, but what the community has done.

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Steve asks about moving some roundtables being shifted into larger rooms, the downside however is that this goes from a roundtable to a panel.

Sort asks about the cosplay competition. It will probably be like last year in the sense that if CCP sees anyone in a costume they get a prize. Any bigger competitions need more bandwidth which is lacking.

Noobman mentions that the bar by the pleasure pit ran out of booze. Stocking needs to be considered.

Curtis says he wants more activity outside the main room during the party, such as beer pong.

Judge wants more chairs and blow up couches.

Noobman asks about the hamster ball for Guard.

Curtis is planning on running the main party longer.

Someone mentioned a swag gun.

Curtis asks about the catering in Vegas. Judge says there are certain things which are never taken.

Sort mentions a lot of complaints about the hotel, such as the lack of water, bad rooms, elevator issues.

Discord server was amazing and Curtis says it will be used at Fanfest.

Some Vegas hotel suggestions were discussed for next time.

Sit Down With CCP Ghost

Attendees:

- CCP Guard
- CCP Falcon
- CCP Ghost
- CCP Mannbjörn

CCP Ghost has been working on analyzing the usage of different features in EVE. He requested a sit-down with the CSM for player insight into the numbers.

The current mining climate has made capital production easier. The bar of entrance into this market is lower, with miners producing the ships rather than having a dedicated player within the alliance taking materials and taking care of it.

The change has also caused a local mineral market, rather than needing import and export from high sec mined minerals. Mexallon is still being moved in from high sec due to this particular mineral being deficient in null.

Sort and innominate feel that not much should be done to mining itself fundamentally, perhaps to implement some immersive mechanics.

Sort also mentions the comet trail mining concept which was pitched at Fanfest many years ago. As well as gas mining being added to the wormholes which had a risk factor and extreme value at the time, it was new and exciting during release.

CCP Ghost moves on to the agent missions. The third biggest main activity in the game. Innominate points out that the missions are boring, repetitive and haven't been changed in years. Judge says in a perfect world there would be a modular system for mission generation. Adding new missions to the existing pool frequently.

The point was brought up that a lot of people play the missions as they are and some might not like them changed too much.

PI is discussed, CCP metrics show that way more people are using it than some might think. Sort points out this is a forced system due to Citadels. Others point out it's a good system of passive income. Putting PI into a mobile app would be cool. Different seating arrangements than office chairs were mentioned. The setup time and flow for PI was criticized.

Sort mentions the sov anomalies which are not being used as they simply are not ISK effective based on their skewed difficulty.

Ghost takes a step back looking at the 5 big careers in the game which should be looked at for the health of the game. There is a unanimous decision that PI needs to be focused on. After that it's a toss-up between Missions and Sov Anomalies.

Sort refers to the static anomalies which were fought over once. They were however hugely abused as they were.

Ghost goes on to show the daily activity for the most common careers and how they segregate.

Mission runners were discussed and the ability to master the missions is an enticing thing which is why the players keep coming back. Despite many of these players not interacting much with other aspects of the game.

Sort mentions the Agency 2.0 integration for agents being a potential to take players into other career paths from mission running.

Ghost has a last question regarding mining and the ledger and whether there was any sense of progression from it or just fewer excel sheets needed. CSM expected leaderboards. Innonimate mentions that the progression path for ships has huge gaps between them in addition to having some side-grades such as the Porpoise and Orca. The progression line does not feel in line with the rest of ship progression systems.

Aryth and Sort note that the anomaly timer nerf for belts would result in the miners simply logging off when the belts are gone. They question mechanics that essentially forced people to log off. The anomaly nerf being looked into would allow players to be logged in for longer and create more activity.

![CSM12 - Council of Stellar Management logo]

Summit Close

Attendees:

- CCP Guard
- CCP Falcon

Sort expresses worries that the Strategy Team will pick the wrong route and make the whole summit worthless. However, he feels the developer talks were good. Guard urges patience and good faith. Sort clarifies it's just a gut feeling he has. The want is there, but the allotted time to address problems at hand feels lacking.

Judge feels that scrapping resource wars due to it failing to address the early game play, only to work on another feature, which hopes to address the same issue is counter intuitive.

Guard also clarifies that there cannot be expectations of plans changing immediately.

Sort feels that there CCP Hellbunnie and the CSM have different ideas on how to bring players back.

Yukiko feels that there is only one team in development which addresses features which interests them and could address the concerns brought up. Sort adds to this that the producers session resulted in them only having questions for one of the teams.

Innominate is tired of the NPE stuff, working on it is cool and all, but short session gameplay is always being worked on with the same results.

Sort feels that focusing on bringing the veterans back would be a better thing to focus on to get the vibrant nature back. Judge feels that the portion of new players that doesn't stick is just because of the niche nature of the game.

Noobman feels there are more and more content creators leaving with fewer of them emerging.

Yukiko says that CCP does need to compare to other games. But the first 15 minutes of eve is such a small window to show what the game can do.

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Sort also notes that CCP are focusing more on the new player which might go Omega, instead of the veteran which would come back with 3 accounts.

Sort talks about the big alliances being content creators, with big fights which brings in new players and then this being used against them in arguments.

Noobman points out that the remaining players are more the smug survivors who still play the game despite the brutal state and stagnant nature.

Sort talks about fatigue and entosis dragging on sessions from what would be a 2-hour op into 5 hours, the short session goal doesn't fit in well when extended session issues exist elsewhere

Innominate has a feeling that very few of the developers are working on what they want to be working on, and that he and sort feel that the producers are unable to get the time to work on the pain points brought up in the summit.

Sort comments that some devs look defeated to him.

Falcon says that during the summit, the CSM has echoed quite a few concerns that he shares, which have been relayed to the Strategy Team.

Falcon and Guard both agree that if they didn't see a solid and bright future for EVE, they wouldn't be here.

Aryth suggests a virtual summit more frequently. Others say his would not work due to time-zone difference.

Sort suggests having the first summit post-election much sooner.

Guard wants to have the summit dates given with the election announcement. He also wants to keep an open mind about future changes to summit arrangements. Nothing being set in stone.

Aryth suggests the elections in the summer during the "dead" period.

Guard admits the only thing he can think of that would be lost with moving the election period is the announcement of election winners at Fanfest. Instead there could be an announcement of approved candidates at Fanfest kicking off the campaign period.

Sort asks if moving the next term to be from Fanfest to summer. Guard is going to look into it with Falcon and he says he does not immediately hate the idea.

CSM seems to be unanimous with extending this term until summer to start the proposed shift.

Innominate says that having things kick off at Fanfest would increase voting participation.

Voting booths at Fanfest is suggested.

At this point CCP Guard has a facial expression which says more than 1,000 words.

END OF SUMMIT

Thanks for reading. Go fly spaceships.