CSM14

COUNCIL OF STELLAR MANAGEMENT

MEETING MINUTES

CSM SUMMIT – SEPTEMBER 2-5, 2019

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List of contents:

The meeting minutes have been taken during summit sessions and reviewed for accuracy and context prior to publication by members of the CSM and CCP employees. Their purpose is to provide transparency on what is discussed and how the CSM process works to the EVE Online community. Minutes from a couple of sessions will be added to the document at a later date.

9 out of 10 CSM members attended the summit. Many CCP employees were present at different sessions but only those that actively participated in the discussion have been listed.
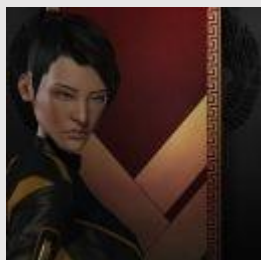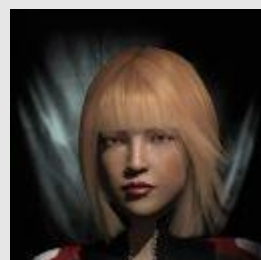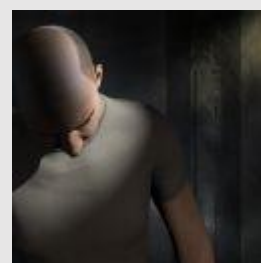
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VILY

INNOMINATE

MERKELCHEN

EXOOKIZ

DUNK DINKLE

OLMECA GOLD

ARYTH

GOBBINS

KILLAH BEE

STEVE RONUKEN

CCP

CCP Hellmar - CEO

CCP Burger – Creative Director

CCP Mannbjörn – Executive Producer

CCP Orca – VP Marketing

CCP Muppet Hunter – Game Design Director

CCP Falcon – Senior Community Manager

CCP Convict – Community Developer

CCP Dopamine – Community Developer

CCP Fozzie – Senior Game Designer

CCP Rise – Senior Game Designer

CCP Larrikin – Data Analyst

CCP Bartender – Software Engineer

CCP Masterplan – Senior Software Engineer

CCP Ghost – Senior Strategist

CCP Goodfella – Brand Director

CCP Rax – Brand Manager

CCP Nemesis – Senior Director, Customer Fraud

CCP Shreddy – Live Producer

CCP Sledgehammer – Content Designer

CCP Jörg – Art Director

CCP Time Runner – General Manager

CCP Coyote – Game Designer

CCP Cakemachine – Game Designer

CCP Psych – Senior Game Designer

CCP Habakuk – Senior QA Analyst

CCP Mischief – Development Manager

CCP Paradox – Development Manager

CCP Myrkur – Lead VFX Artist

CCP Undoz – Lead Character Artist

CCP Oldboy – Audio Director

CCP Ender – Director of Customer Support

CCP Spider – Senior Game Master

GM Arcade – Senior Project Lead

GM Lelouch – Senior Project Lead

GM Stardust – Project Lead

EVE ONLINE: VISION AND FUTURE

CCP Burger kicks things off with a PowerPoint and a round of introductions for the CSM and CCPers. This was a presentation that was shown to the company a few days earlier. The focus of the team into winter is split into 80% early retention and 20% veteran stagnation. The latter will also tackle the economy.

Next, we see top-funnel stats and a comment is made that a lot of focus last year for CCP went into ensuring the company is GDPR compliant. **CCP Burger** then shows MAU and DAU stats on a customer level. The criteria are also for 10 minutes of activity to register in these metrics and that bots and such are weeded out to the best of CCPs ability. **CCP Burger** says that there is a historical summer dip that doesn't pick up again until mid-September and that the summer dip was not as long or persistent as previously.

Aryth asks if CCP tracks this data on an account level and if they are going to show that and whether this variant of the chart is the best looking on a health level. **CCP Burger** says that is not the case, this is just the most relevant one overall. **CCP Mannbjörn** chimes in that CCP has many graphs like these and statistics that are reviewed frequently at local and global staff meetings and used to teach the developers and CCPers across the organization how the health of the game is measured.

CSM asks what the spikes are in the chart and these are the login campaigns that were executed throughout the year.

Aryth brings up some concerns about the DAU for the last year has been very low. **CCP Orca** clarifies that the MAU is, on the contrary, the highest. This is a concern for CCP as the retention of new players being bad is a cause of this discrepancy. **CCP Orca** also mentions that a lot of changes have been made that resulted in improvements across the board in the funnel for a new player registering and getting into the game, one example of this was fixing the download on-demand system which resulted in a 5% increase alone.

CCP Mannbjörn mentions that they also do a lot of A/B testing for changes to the site and that a lot of the work is small improvements behind the scenes that may not be very obvious to the players.

The download button was brought up again and CCP clarifies that no one in this room ultimately made the decision and that this is still being worked on. **CCP Orca** also points out that for a completely new player downloading the game is very obvious and not hidden, not affecting them. The main concerns are for returning players finding the launcher.

Gobbins asks if large nullsec bloc wars have any effect on the MAU and DAU. **CCP Burger** says that there is a delayed increase if the war is huge enough to get into the media and this will result in an influx of new players and reactivation.

Merkelchen asks if a new player looks the same as an old player from a data perspective even though the market has changed so much throughout the years. **CCP Orca** replies that it's very much the same but this change is also why CCP has been working on the funnel.

CCP Burger mentions that people encountering bugs will not file a bug report but instead just leave. **CCP Orca** then also mentions some fundamental support changes, such as live chat, Meet & Greet and more GM presence in the game.

Merkelchen says that games such as Fortnite allow players to jump in and *start running* immediately which is something that EVE Online is lacking. Abyssal Deadspace was heading in the right direction to offer similar fun and easy to get into the experience. **CCP Muppet Hunter** says that it did achieve their goals but the adoption rate could be higher and the feature should be made accessible to new players.

CCP Burger brings up the four main focus points for CCP:

1. Stop the bleeding
2. Fix the stupid
3. Excite and teach
4. Incentivize return

He explains some aspects of the game that this address, such as losing players before they even log in, fixing the download on-demand feature to make sure it downloads the correct assets actually used in the first 30 minutes of gameplay. Fixing the tutorial instructions and making them more intuitive and correct. He also mentions getting stuck on geometry and not warping away, it's something CCP tried to fix 7 thousand million times and it never worked. Another change is the fitting warnings that are on Sisi.

CCP Mannbjörn summarizes that "Fix the stupid" is everywhere in the development and affects every part of the game.

CCP Burger brings up the brave new NPE and that technically it is good, but there are a lot of game design aspects that should be better.

CCP Burger brings up another example of what he wants to see changed, such as a scenario when you get the first upgraded gun that is 20% more effective, but the next NPC you are going to face is 50% more difficult which makes players feel that the weapon is actually worse. The mining laser is also being removed from the rookie ships as it causes confusion.

CCP Burger brings up the guiding principle to early life in EVE Online. The entrance to the game should be thematic, engaging and linear, this is currently in the game right now but is a tad too long. He wants EVE Online to invoke the feeling of butterflies in the player's stomach so they can relate to those epic trailers they saw or stories they read about.

CCP Burger then mentions that EVE is a completely different beast to what it was originally. The complexity is just insane and there haven't been any changes made to guide or ease the new players into the game or just simply hiding some content that is irrelevant to them in the first 5 minutes. **Innominate** mentions the attributes as an example of this complexity and how important this system is. **CCP Burger** responds that it is a system that adds unnecessary complexity and both the CSM and CCP agree it should just be removed.

Modular tutorials are something that the development team wants to go towards, but that is not three months away. **Merkelchen** asks **CCP Mannbjörn** what he thinks is the main cause of the issue. **CCP Mannbjörn** says that it's the UX - there is a lack of a purpose or direction shown

through that. **Merkelchen** follows that with a question about the difference between a lone player and someone who joined a corp. CCP said that the difference is huge because now the player has a purpose.

In essence, CCP wants to create a purpose for players in the first 15 minutes of gameplay, and then as the player keeps playing they will be in a tutorial that merges into general gameplay. There is no limit to how long this tutorial could last for. **CCP Mannbjörn** points out that for the longest time the tutorial has been overly complicated and boring. Another concern and problem in the past was the empire selection and the perceived importance of this choice.

CCP Burger gives an example of how a new ship is created and that game design has to create four ships (one for each race) but they all end up being the same to keep the balance. **CCP Burger** wants to move away from this mentality.

CSM does ask where in this vision for a tutorial they would expect the players to interact with others and maybe join corporations. **CCP Burger** says that there is a balance for this, some players will just want to loiter around in highsec and take their time, whereas others will dive right into nullsec from minute one. **CCP Burger** says that this is something that he wants to dive into further with the CSM. The main concern here from the CSM is that the default channels for assistance are toxic and getting the new player into an actual group is better to be done as fast as possible.

CCP Burger says that another point to consider is how to do the handover from the tutorial to player groups. Fleets organized by Greygal *(Greetings!)* were brought up as an example and that they had the highest retention rate CCP has ever seen.

Vily asks why there aren't CCP organized fleets with specific slots for FCs. **CCP Burger** says that this was the inspiration for the fleet finder tool. **CCP Mannbjörn** adds that they have to be careful to not only treat the symptoms and never fix the underlying issues. **CCP Muppet Hunter** says that CCP does not want to be forcing or incentivizing these fleets and get involved in such a level. He does ask, however, what the main pain points are for forming and running fleets. The main issue is bringing the people to the right location and also needing to talk to people. Removal of voice from the game made this too complex. **CCP Muppet Hunter** does say that **CCP Mannbjörn** made an argument for a voice system being added back to the game.

CCP Muppet Hunter also says that reducing the steps required to explain to the new players how to things in the game, such as aligning, will result in a more organic spread of information. The point is that everything in the game is very complex and tools such as the [clicky-help-thing](#), images or gifs aren't sufficient to teach players effectively.

This all boils down to the original point of when CCP sees the hand-off happening from the tutorial to the community, this is not something that has been decided by CCP and they ask back when the CSM would want to see that occur. The CSM effectively says that there needs to be a tutorial for the basics such as turning on modules or putting ammo in their guns. **CCP Mannbjörn** says that this is a UX issue, to begin with, and it needs to be more intuitive. **Dunk Dinkle** mentions another where the first gun you get in the game doesn't require ammo and so the tutorial is teaching bad habits from the start. This goes back to the "Fix the stupid".

Dunk Dinkle gives an example of when he was watching a new player streaming and the chat was furiously trying to help and give pointers. **CCP Burger** says that the same problem happened in user testing where himself, **CCP Muppet Hunter** and other CCPers were all hovering over the tester scrambling to help.

Dunk Dinkle also says that there is the issue of getting new players to find corporations. Suggestions for having a corp rating system was also brought up by another CSM member. **CCP Burger** says that they want to simplify the on-boarding and make EVE more accessible, but they also don't want to dumb it down. EVE is supposed to be complex. CCP definitely wants to explore some ways to give players options of joining corporations. **CCP Muppet Hunter** also points out that it is way more effective if a player is talked to rather than if they approach the corporation themselves.

CCP Muppet Hunter says that there is no question about corps being important to CCP and a very valuable retention tool, but there is also a survivor bias involved in that. Human interaction in the early moments is a hugely important factor in retention. **Vily** asks about the idea of a fleet finder or group finder system. This is something that has been looked into.

Vily says he has played through the NPE about seven times and every time he noticed that there were no mentions about corporations. **CCP Burger** says that these social groups exist mostly out of the game now. **Vily** asks if there has been a consideration of creating official discord for EVE. **CCP Dopamine** interjects that the community team looked into this at the beginning of the year and right now this isn't something they can commit to due to the level of quality they want to see.

Gobbins suggests having audio cues for some specific commands and **CCP Mannbjörn** with **CCP Burger** say that they could use Aura for this.

BLACKOUT

CCP Muppet Hunter starts by telling what falls into the age of chaos and lists Drifters, local blackout, and VNI changes. They've asked analytics for more data on the effects this has had. **CCP Larrikin** says that this information will be made available to them later down the line.

CCP Larrikin clarifies that a lot of the data covered will be on a customer level. He pulls up a DAC (Daily Active Customers) graph for this period.

Innominate asks what the deal was with the drifters as it seemed like it didn't work exactly as intended. **CCP Muppet Hunter** says that there were a couple of bugs involved, and that CCP can and will plan this better in the future, once they dig further into the data; the goal isn't to find a red flag and stop doing this but rather work on it better next time.

Vily asks how heavy the attacks were intended to be. **CCP Muppet Hunter** says that there was no specific intention but CCP wanted to see how the players would react. **Merkelchen** says that this really only affected very few people directly. **Gobbins** says that a lot of the buzz was distorted in the media, for example, he was asked about the drifter attacks by a non-EVE player who heard that EVE Online was invaded by aliens who burned everything to the ground. Upon learning that wasn't actually the case, the person lowered their initial excitement and buzz. **CCP Muppet Hunter** says that any news is good news, and generating buzz is always good. However, the end result also needs to be refined.

Dunk Dinkle says that he's not opposed to these things happening, however, it needs to be in moderation and there needs to be a reward - something to incentivize people to actively defend against these attacks rather than just wait it out. **Aryth** says that for the first time in EVE Online this made the blue doughnut happen. **Vily** says that what the playerbase perceived is that the drifters were an attack on them by CCP. **CCP Muppet Hunter** comments that it wasn't launched perfectly but next time they will do it better. **Olmeca Gold** adds that PvE players won't do PvE that has no rewards.

Gobbins asked if they would consider doing attacks through NPCs again and **CCP Muppet Hunter** says that all NPC attacks are like that, shipyards, FOBs, roaming groups all do this. He then reiterates that Drifters were not balanced properly and that CCP will keep that in mind for the future. **Gobbins** replies that Sotyios/FOBs can be destroyed in order for the NPCs to stop spawning, but no such win condition existed with the drifters. The CSM argues also that the scale of these attacks was out of line and **CCP Muppet Hunter** goes back to point out that this was not balanced and that they want to increase the NPC attacks from their current state but not to the level of what was seen in the drifter attacks.

CCP Larrikin shows a graph.

Dunk Dinkle asks if there are any differences in new player logins between skill point versus item rewards and **CCP Muppet Hunter** says that this has not been A/B tested. However, there is a team working on these kinds of features and CSM will have a presentation on that later. **CCP Muppet Hunter** adds that the data is muddy due to so many ongoing events in the same period.

CCP Larrikin shows a few login graphs broken down by activity, location in the game, alliance membership. **Aryth** notes that the blackout discouraged participation in the login campaign for the nullsec players.

The CSM has concerns about the player activity in null and **CCP Muppet Hunter** says they want to dig deeper into this data and find more context because they only received the data this morning. the daily ISK faucet shows that low attention players are making much less ISK than before. The main take away is that low attention player ISK faucets have taken considerable dips which are beneficial to the EVE Online economy. The changes affected everyone but it hit bots the hardest. **Aryth** argues that this was at the cost of the nullsec.

The conversation is rather abstract and there is a lot of theorizing about the numbers from the CSM, but CCP are adamant in pointing out that they have not looked through this data sufficiently yet but will use it to target botters better in the future.

CCP Larrikin says that one thing he will look into now is to determine how players activity and behaviour in nullsec have changed. They are also investigating what is considered a healthy ISK faucet in the game.

The blackout was brought up and the duration of it. **Vily** says that it's reaching the point that the blackout is being normalized and that will result in eventual players leaving who were hoping this would be reverted. **Olmeca Gold** counters this by saying that the normalizing will result in an initial severe drop and then will level out.

The CSM would want to see tenure by space type and believe that these changes are attacking the majority of the veteran players. **Aryth** also asks what CCP considers a healthy amount of players in nullsec. **CCP Muppet Hunter** says that there is no data for this right now but this is why CCP is starting to collect this data.

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SHIP BALANCE AND CHAOS ERA #1

Dunk Dinkle asks for Tech II salvage drones and to change the Primae to a moon ore hauler as it has lost its role to the Epithal.

Innominate asks for nullified shuttles and remove this from all other ships. **CCP Rise** chimes in telling the newer members of the CSM that this has been a part of the discussion here for the last 3 years.

CCP Rise asks how they feel about the nullification change made recently, and the response was that effectively the change just resulted in a shift to a different Interceptor. **Dunk Dinkle** says his main issue with nullification is the Tech III Cruisers. **Innominate** says that the main use for Interceptors is just an instawarp taxi, which is fine for old players but new players don't have access to these ships. This should be moved to shuttles to make lives easier for new players.

Gobbins asked why this hasn't been added to shuttles yet, and **CCP Fozzie** says that there is no particular reason and adds that the main reason it hasn't been removed from combat ships is because it would be a buff to ratting. **Vily** says that this mostly affects sub cap ratting but he was under the impression that CCP has been trying to tackle capital and super capital ratting. **CCP Rise** clarifies that there were issues to address with both subcap and capital ratting.

Aryth asks about removing Warp Core Stabilizers. **CCP Fozzie** says that they have been discussing making this a hauler exclusive module at the cost of warp speed. However, removing this does create a concern that it would prevent players from going to explore in dangerous space. **CCP Rise** says that early exploration has a net positive effect on new players and their retention. This mechanic affects mostly lowsec players in a negative manner. **Dunk Dinkle** asks if there's a more widespread problem, **Innominate** mentions Stealth Bombers using them. **Vily** says that it doesn't seem like a huge issue because the module has severe penalties.

Merkelchen shifts the conversation to timezone tanking structures as a content killer, he suggests increasing the time window just to prevent this anti-gameplay. **Steve Ronuken** feels that using the time zone timer as a tactic shouldn't be an option. **Aryth** suggests a module or structure that could expand the window. **CCP Masterplan** suggests having the time it takes to take effect will adjust based on how much of a change is being made and CSM liked that.

Innominate and **Gobbins** think that a major issue with current citadels is that the final timer can be set to a weekday by the defender. This forces the attackers to either skip work or skip sleep for every citadel kill. In the past, attackers were able to force weekend timers to bridge the two time zones. **Aryth** says that structure tanking is a problem and that it is toxic. **Gobbins** goes to talk about the old POS system and how the attackers would be able to decide the day to attack, he says that the issue is that there are three layers, defenders set the timers and there are considerably more structures in space than in the POS days. **CCP Fozzie** explains that Upwell structures weren't designed to be only for alliances and is a bunch of systems put into one.

To address Fozzie's concern of protecting the little guy, **Gobbins** suggests a structure that is not used in the nullsec game for the little guy who wants their castle, **CCP Fozzie** says that there is

potential here to make changes in that regard. **Innominate** mentions that the overall attacking dynamic for the POS system was nice despite all their other faults.

Merkelchen asks if they would consider softening up low powered structures and **CCP Fozzie** says that it's something worth considering.

Innominate also mentioned asset safety and that older players were not a fan of it. He suggests having asset safety in nullsec be limited to the same system. **CCP Fozzie** asks who would want to have asset safety removed in nullsec, people show hands, he then asks who of those would do it for the betterment of the game and now there were no hands. **Merkelchen** suggests removing asset safety on low power structures only. **Olmeca Gold** asks about giving some of the asset safety tax to the attackers when the items are recovered. **CCP Fozzie** says that this is complicated to implement, to say the least.

Dunk Dinkle suggests that the asset safety fee would go to the attackers rather than CCP and **CCP Fozzie** says that this has been discussed in the past. He asks if having a similar system to the bounty system where there is a trickle method for the payout to the attackers is something they would like, and the CSM seems to agree. **Aryth** points out that the apex predator would now be getting paid to burn others down. **Dunk Dinkle** says that this would be more of a moral motivator rather than to directly fund the attackers. **Olmeca Gold** mentions that destroying your own structure in this system would give the free movement of goods using asset safety.

Vily asks if Cyno Jammers have been discussed at all in the Chaos Era changes and the short answer is no. **CCP Fozzie** gives a bit of history about the prior opinions from the CSM about the introduction structures. **Vily** goes on to say that three Cyno Jammers are an overkill, their self-repair is a problem, the time zone tanking, that they can be anchored on Keepstars and finally

the damage cap. **CCP Fozzie** says that he will never advocate for a structure that can be repaired by players as a response to the self-repair mechanic and they won't change any fundamental things, but they can change some levers. **Vily** says that they should change the damage cap, make them squishier and prevent them from being anchored by citadels.

Vily also drops a comment that there is no advantage or point in killing citadels in the current meta.

CCP Fozzie asks if there are any other structures they would want to have looked at. **Vily** suggests increasing the cap on the jump bridges.

Olmeca Gold and **Gobbins** mentions preventing players from jumping through gates when scrammed. **CCP Fozzie** says this is to keep them in line with stargates.

Steve Ronuken mentions some random requests he had received:

- Covert Jump Freighter

- Decoys to be used for either defensive purposes or bait. **CCP Fozzie** said that something of that nature had been considered in the past.

- Fuel Siphons. **Aryth** feels that this would just be abused by larger groups but otherwise have very niche use. **CCP Fozzie** says that if this were to be done then it definitely would not be like the old POS siphons.

Olmeca Gold mentions the feeling of finding a jackpot in the game with abandoned POSes and so on.

Merkelchen brings up a proposal from the CSM, in short, it was that an unfueled structure will lose several of the characteristics of a fueled one to help combat the structure spam. He then says that after a certain period the structure goes offline rather than low power and then have a single timer and turn into a loot pinata with asset safety being compromised.

The cost of structures is super low now and this is problematic. **Vily** suggests a fee being added in some way to prevent one group from owning too many structures but doesn't impact the smaller groups like a scaling tax.

CCP Fozzie asks for an approximate ratio of how problematic offensive versus defensive structure spam and the CSM feels that offensive spam is more of a problem. **CCP Fozzie** quickly mentions the idea of adding a multi-day anchoring period in hostile space with certain periods where they could be destroyed. The CSM generally liked that idea and discussed how the timers could potentially work.

SHIP BALANCE AND CHAOS ERA #2

Vily starts the session by asking about the Cynosural Field changes and if they are still happening on the 10th of September and if any further changes will occur. **CCP Rise** says that this will not change further for this release. **Vily** asks if there are no red/green light conditions set for this change, he is worried that the upcoming changes have no goals in mind. **CCP Rise** replies that there is a set of goals for this change, one of them is to tackle the ease of response to tackled PvE capitals provided by Cynos. He then adds that this change is successful in addressing it. **CCP Rise** goes on to explain that the main thing they will measure and need to monitor is to see if this has a negative effect on PvP as a whole and capital escalations.

Vily says that chaos era changes have had a negative effect on nullsec and this needs to be addressed. **CCP Muppet Hunter** replies that this Chaos Era hit the ground running and has surprised CCP as well, but the design department is getting on top of this as soon as possible.

CCP Muppet Hunter says his main concern with the Cynosural Field changes will be the effect on materials going in and out of null, luckily that is something that is much easier to track. **Dunk Dinkle** says that there will be chaos for the first couple of days as the industrial cynos will become much more lucrative targets.

Merkelchen says that it seems the era of chaos is brutalizing the sheep in EVE and **CCP Rise** says that was kind of the goal of the whole thing, because farming and faucet was getting too high. **Olmeca Gold** mentions that the initial changes for the Rorqual were too strong in the favour of sheep and now the pendulum is swinging to be heavily in the favour of the wolves. He has concerns about a lack of development time to follow up on this.

Aryth suggests having the Cynosural field staying open despite the ship getting destroyed and this current change will hamper the possibility of fights to happen. **Olmeca Gold** says that the exclusivity of ships with a cyno should be expanded to Heavy Interdictors and Battleships. There was a discussion among the table about how this will benefit roaming in lowsec but that it's quite obvious when a fleet has a cyno due to the limit of ships being capable of fielding a cyno.

A hard Cynosural Field was brought up to allow for more capital fights and right now CCP wants to hold off and see how the meta develops.

Vily says that the blackout has been going for 6-8 weeks and its starting to get normalized and has had an effect. **Vily** and **Dunk Dinkle** effectively want to see CCP have actual KPIs for these changes that don't seem to be communicated properly from CCP. **CCP Rise** says that they have KPIs but it's tricky with the number of changes implemented to determine whether they were achieved, we are working on better analysis.

Olmeca Gold quickly asks if it is possible to make the cyno last longer. **CCP Fozzie** says it's not trivial but with enough time and money anything is possible, but certainly could be done.

Gobbins talks about the bomber meta, their imbalance when combined with booshers (Command Destroyers equipped with Micro Jump Field Generators). **Gobbins** specifies that currently, the bomber-kiki-boosher OPness is necessary to counter the overpowered capital umbrellas and that both these elements should be rebalanced in tandem. **Gobbins** talks about hunters going after ratters by forming a roaming fleet with bombers. He says that roaming in

anything else besides bombers, Kikimoras and Command Destroyers will likely result in the fleet getting absolutely deleted by the super capital umbrella, boson traps or getting camped into a deadened.

Gobbins hopes that the cyno changes may address this a bit and result in some changes to the roaming fleet comps and meta. He says that stats-wise the current hunter comp projects a lot of damage at a further range than any other Frigates currently can whilst staying beyond warp disruption range whilst signature and speed tanking. The booshers then add additional safety by being able to jump the fleet out any distance they want if the booshers are well coordinated. Bosonic Field Generators and super capitals force that additional mobility and ship selection currently force this kind of meta. He mentions Wormholes being used a lot for roaming and believes that adding an option for different kinds of ships to travel through wormholes for roaming in addition to the Frigate Exclusive wormholes currently in the game. In addition to this, the bombers can cloak and drop bombs which just adds to their potency as well as their access to Covert Jump Portal Generators.

Vily adds that the umbrella and bomber booshing meta are in response to each other forming a symbiotic relationship. **CCP Rise** asks if they don't feel there is any other option to countering these fleets other than supers. **Gobbins** says that Muninns are effective but they need time to form up before reacting whereas supers/caps + FAXes can just show up and dunk on the roaming fleet.

Vily would want to see an increase to the spool-up time of Micro Jump Field Generators but also wants to see a way to address the travel capabilities. **Gobbins** would be happy with finding a way to counter them without adjusting the Wormhole travel. **Gobbins** explains that other frig sized doctrines with less DPS than bomber/kikis are not as oppressive because their low DPS allows for long response time by the defenders.

Olmeca Gold asks for permission to interfere in this discussion which was granted. He feels that this boils down to the nullsec players wanting to have a fair response to these 200 man bomber fleets but also feels they are not that common.

CCP Rise asks if the CSM has any consensus on a good way to improve this as the session is running out of time. Adjusting Micro Jump Field Generators in some way with fatigue has been brought up many times. **CCP Fozzie** says that adding some scatter element to Micro Jump Field Generators to add an effective delay whilst they form up again after every jump. Changes to the range, sig radius, speed and ability to travel across wormholes were also suggested. Lastly, the restriction of either bombs or DPS for bombers was mentioned.

Dunk Dinkle says that he would rather want to see 200 people attacking 1 resulting in 400 people duking it out instead of 200 people getting content at the expense of one. He also isn't a fan of going against one comp because this would be chasing the tail of the issue.

SHIP BALANCE AND CHAOS ERA #3

This is the third meeting on balance and general meta discussions. One point that has been brought up is Logistic ships balance right now and there are some ideas being thrown around to change the diminishing returns feature to see if it can be tweaked to not impact certain communities such as the Incursion runners. The main concern seems to be the problems faced in Wormhole space that causes small scale fights to be unbalanced.

Dunk Dinkle asks the table what they consider the problem with Logistics in their current state and **Aryth** says that not enough stuff is dying; **CCP Rise** says that he sees a lot of feedback that there aren't enough trading kills, they are too one-sided, due to logistics. **Dunk Dinkle** adds that a Force Auxiliaries will instantly shift a small-scale sub-capital fight. He then says that even Ospreys in a small-scale fight will just result in a stalemate. He believes that there are different use cases that require different solutions. **CCP Rise** reminds the CSM of the other solutions that were thrown around in the past. **CCP Fozzie** says that it is possible to use system-wide effects and just every couple of months select one third of nullsec regions randomly to remove remote repairs.

Dunk Dinkle asks again where the most frustration comes and Wormholes were it for sure. Lowsec is oppressed by a handful of groups and that is just a form of oppression rather than due to the mechanics itself. **ExookiZ** explains that in Wormhole space they are forced to bring a bunch of Bhaalgorns to turn off the FAX and the only way this would result in the ship dying is if the pilot messes up their cap boosting and repair cycle. **CCP Rise** asks what would happen if capital cap boosters just didn't exist. He then suggests increasing the volume of 3,200 cap injectors but there would be solutions such as Deep Space Transport spam. **Olmeca Gold** suggests taking away cap boosters from faxes but then increasing the local capacitor instead. **Dunk Dinkle** says this would only fix one issue and not affect remote repairs. **ExookiZ** asks if increasing their reload time and changing some numbers to slow down how much capacitor power a FAX can get. **CCP Rise** says that they can just add the module to the list of one equipped per ship.

CCP Rise backs up a little bit and asks what their gut feeling would be about affecting engagements when disabling remote repair. Overall **Innominate** and **Aryth** would think that this would make more fights happen, they would be having a lot of fun and even knowing if they lose they would come out ISK positive. **CCP Fozzie** says that in the past they would see that people would find ways to mitigate fights not because they're afraid of losing but rather because they are afraid of feeding without getting kills.

Dunk Dinkle raises a concern about being outgunned when defending and that this would remove one of their force multipliers. With this change, he believes that he would take fewer fights whereas **ExookiZ** and **Aryth** believe they will take more fights. **Vily** does point out that this may result in nano-crappery coming back. **Aryth** asks **Dunk Dinkle** if he would engage 20 Sleipnirs in 20 Thoraxes, he would come out ISK positive by just killing three of them. **Dunk Dinkle** doesn't want that, He wants the hostiles to get the hell out of his system. There seems to be a very unhealthy state enabled by the logistics to go into a fight and lose nothing and

destroy everything. **Aryth** points out that **Dunk Dinkle** can zerg but he says he can't. There is now a huge political debate (read argument) between **Aryth** and **Dunk Dinkle** about fighting and risk aversion, not wanting to feed, the demoralizing aspect of repeatedly going out in random cheap ships to combat the attackers all while **Dunk Dinkle** is outnumbered. **CCP Spider** is confused.

Olmeca Gold brings up the RTS turtle argument again and **Dunk Dinkle** says that not turtling has caused him to get kicked out of a bunch of regions. Now they are talking about zerging again and trying to identify whether this isn't possible right now anyway. **Aryth** says that **Dunk Dinkle** is so paranoid of being farmed that he doesn't want to fight at all. **Dunk Dinkle** argues the farming causes people to leave. **ExookiZ** brings some sense into the conversation and points out that a FAX causes this to not be fun right now, a FAX shows up on the grid and everyone bounces anyway.

Now the discussion is back to the fact that there is no counter to the current system nor would there be a noticeable change with removing logistics.

CCP Rise finally saves my fingers and steps in and says that **Aryth** is right that if there is a chance of losing then they are going to try and get kills and logistics prevent that right now. **Innominate** then points out that the views of **Dunk Dinkle** are not to get "gud fites" but rather the ability to defend his space.

Aryth changes the scenario from a defensive one to a hypothetical situation where the two fleets would bump into each other in lowsec and **Dunk Dinkle** agrees that this would be more fun and result in a good brawl even if his side knew they were fighting a losing fight. The defensive aspect is a punch to the gut. **CCP Rise** points out that there is going to be less interest in being in a losing fight regardless of the scenario.

ExookiZ thinks in many cases that the force multiplier is too high and no one disagrees with this statement. This is also the same conclusion CCPs had: *we could totally turn the diminishing return dial to see if we can hit a balance*. **Dunk Dinkle** argued vehemently against turning off remote repair entirely and it's the only reason that's not going to be implemented. In reality, this entire discussion about actually removing logistics was not serious. **CCP Fozzie** understands that removing an entire profession just isn't viable. **Dunk Dinkle** says that tweaking the numbers would be ideal.

Vily asks if there's any way to change these with capital reps on non-capital and so on. He suggests having it based on signature resolution but **CCP Fozzie** and **CCP Rise** say that this is not a trivial thing but it's something we have discussed.

ExookiZ mentions that as soon as the FAX has a lock on a ship then he can forget about breaking the tank in the scale he fights. **CCP Fozzie** says that this is the scale where anti logistics electronic warfare would be viable as a mechanic. **Gobbins** asks about changing the cap to reps received (maximum rep received before diminishing returns for a limited time (a week) as part of the Chaos experiments.

Olmeca Gold brings up the Chaos Era and says that the risk has increased but the rewards don't match this change and if CCP would consider increasing the rewards since the economy allows for it more now. **CCP Fozzie** thinks that there is definitely stuff they could do in that regard. He

also mentions that there is no agreement on what amount the ISK faucet should be in the game and this is not a trivial matter to clarify either.

Aryth brings up that CCP needs to decide if the blackout is staying before they start messing around with the rewards systems. **Steve Ronuken** suggests having some specific stations paying more for the Overseers loot. **CCP Rise** brings up that there are also alternative options such as item rewards rather than ISK and the faucet is not the only tool they have.

Innominate mentions as a joke to have NPCs drop minerals instead of bounties. **CCP Fozzie** says that there has been an idea discussed a couple of times to replace bounties with tags.

Merkelchen asks if they could switch out the drones on one of the Nergal for 5km of range to the guns. **CCP Rise** says no.

CCP Fozzie starts a sentence with "hypothetically" and suggests random chaotic space effects such as -75% rep effectiveness. CSM likes the idea. He then asks what kind of weather effects they would want to see. Agility was brought up, but they don't want to mess with anything like mining yield or damage amount. Warp speed, cynos, booshing, disabling cloaking, capacitor efficiency is all something that could be considered. **Dunk Dinkle** suggests no MWD, no bubbles, bigger bomb radius, no nullification. **ExookiZ** brings up a list of 350 suggestions he has been sitting on for this exact kind of idea. **Aryth** brings up a standing reversal system dubbed the space madness, so players gain standings by killing NPCs rather than lose them. A 1m radius bomb with 10x the damage was brought up.

CCP Fozzie asks what the size of these effects should be and constellation wide effects were agreed to be more comfortable than an entire region. **ExookiZ** brings up an example of avoiding systems with certain doctrines during PvP in Wormhole space and this is a dynamic that could cross over to known space.

CCP Rise confirms that he heard about a request to rebalance the Primae.

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WORMHOLES

ExookiZ brings up on the screen a presentation for the CSM members and CCPers present in the room about Wormholes.

ExookiZ says that all the data he presents is from a combination of a survey he sent out (that received just shy of 1K responses) and personal experience. He does not claim to have perfect data for all of WH space, and his numbers should be not be taken to be statistical facts. As of now Wormhole space accounts for 7% of the playerbase but accounts for 12% of all kills in EVE and is on an upward trend. **ExookiZ** points out that on average about 12 trillion ISK comes in as a faucet from Wormhole Space. The political landscape of Wormhole Space is run mostly by 5 corporations that have a strong hold on high-class systems. 97% of high-class Wormhole Space is a farm with very few actually living there. only one corp lives in a C6 Wormhole System.

Low-class Wormhole Space is busier. There are many smaller corps populating it and some are used to farm but **ExookiZ** admits they are difficult to differentiate from just a standard small corporation living there. It is very uncommon to see alliances in Wormhole Space, if the alliance mates want to live there then they may as well be in the same corporation.

CCP Fozzie asks what **ExookiZ** thinks is the distribution of low-class systems where people use them for their home base, and **ExookiZ** says it is mostly in C2-C4 systems.

ExookiZ mentions that there are some long-standing grudges between some groups in Wormhole Space, notably the Russians being involved. There's also a lot of "frenemies" there, where one night two groups will brawl and then the following day they will call them to get more pilots on filed to kill some ship they caught.

Aryth wonders what wormholers would do to counter an alliance that just decided to store 1000 characters in battleships in the most coveted wormholes to mess with the people living there. **ExookiZ** says there's nothing stopping him from doing this but it would take a very long time to get that setup.

The majority of Wormhole Space players live in low-class holes, one-fourth of those living in a low-class Wormhole system to hunt players in nullsec. Players live there to avoid hostile capital usage, easier training environment, multiple statics, easier to access known space, and because they consider their corporation too "small" for high-class wormhole systems. Only 33% of low-class players PvE in low-class space.

35% of players live in high-class space, to use capitals in PvP, easier rolling of wormholes, PvE is better, their corporation is too large for low-class systems to support them. Regardless of class 70% of players have a static C5 system in their home.

Aryth asks what **ExookiZ** thinks of the idea of wormhole stabilizers. **ExookiZ** says that depends on exactly how that would be implemented. **ExookiZ** says that just having a super wormhole with more mass would be a more interesting approach, as long as it is entirely random. **Aryth** mentions having a hole with no mass limit that lasts for a week. **CCP Muppet Hunter** says that some element of counterplay would be ideal for these kinds of game mechanics. **Aryth** thinks that the draw bridge mentality currently taking place in wormhole systems is detrimental to some "gud fites" actually happening.

ExookiZ goes over the most popular PvE setups and how to handle the Drifter spawn in each case. Using an Astrahus to dunk on the Drifter is by far the most common tactic. **ExookiZ** points out that in farm systems there are only a couple hours a week where there is any life. **Gobbins** asks what's the most common way for the wormhole PvE setups to fail and die. The most common cause is a disconnection, there are very few people who have fleets sitting in these systems logged off to catch people. The second most common cause is pilot error. Ruling out disconnect or pilot error it is 100% safe to perform these ISK making activities.

ExookiZ says that while he does not have any data to back it up he is convinced that wormholes are the safest space in EVE. He quantifies this by comparing the amount of ISK made there versus ISK lost. **Gobbins**, with reflexes of a true gunslinger, asked quickly what the approximate ballpark of ISK per hour is for the three most common setups. Dual Nestor/Rattlesnakes/Leshaks would be about 1.2 billion ISK per hour assuming the Drifter is killed too. The triple Dreadnought setup is around 2 billion ISK per hour.

ExookiZ shows that his survey sees 36% of the players will be farming alone. 13% with one other person and the rest is fleets that are likely to be quite inefficient from an ISK gained per user perspective. The main reason for this is to maximize individual profits and it's most efficient. 50% of players only harvest core reservoirs, due to the low value of non-core sites. 25% of miners mine the mining anomalies the rest mine moons. Data sites are only touched by 30% of the players, the rest don't bother due to the low payout, particularly when compared to the ISK payout from the combat sites.

Main PvP metas are armor brawling comps in Tech III Cruisers and Leshaks. The wormhole space population is divided on the recent FAX balance, large groups are thinking they are balanced whilst smaller groups find them impossible to deal with. **CCP Rise** asks if even the latest nerf round didn't change this. Weapons that do not require capacitor and passive tanks are common due to Energy neutralizers defining the landscape. Leshaks are often utilized thanks to their efficient use of cap boosters, otherwise, Heavy Assault Missile Legions and Lokis are most common. Most fights are consensual fights where both sides formed purely for the intention of fighting the other. Wormhole corps are rarely fighting over anything in particular. Outside of evictions. Leshak's as the entire fleet are becoming less common due to counters such as Pilgrims becoming mainstream. Breaking their weapon spool cycle mitigates a lot of the DPS and one Pilgrim pilot can just cycle their tracking disruptors through the Leshaks on the field.

ExookiZ would want to see capital reps efficiency in applying to sub caps being changed. He then shows his last slide with suggestions:

- Remove Astrahus farming capabilities against the Drifter boss
- Adding more statics present in each wormhole system.
- Increasing wandering Wormhole spawn rate such as a direct Wormhole to Wormhole.
- Increase the usage of Wormhole materials to incentivize running the currently ignored sites.
- Changes to Wormhole spawning mechanics to stop sealing up for systems (Drawbridge analogy mentioned earlier).

ExookiZ asks if CCP has any idea how many wormhole systems are never entered and they don't have that data at hand. **Olmeca Gold** asks if adding more warp disrupting NPCs to high-class wormhole sites would be a good way to deal with the Micro Jump Drive safety net and current meta. **ExookiZ** feels this is just applying a band aid to the situation and the problem is just how easy it is to know when someone enters a wormhole system. **ExookiZ** believes that changes making finding farmers more common, as well as making it harder for farmers to seal themselves up would go farther than making some rats stop MJDs.

CCP Rise asks why Astrahus farming is so high on the list and finds it unusual that players would be requesting a change that impacts their income rates. **ExookiZ** suspects that the players doing this would want to take a small hit to their ISK per hour in exchange for more chances to find fights.

CCP Sledgehammer asks for clarification on why C4s are not viable. **ExookiZ** explains that the NPC spawn points in the sites are too far away from each other and that's the main issue. The remote repairs for the NPCs are also more than what can be found in C5s, meaning that anyone who can run a site in C4 systems can run them just as easily in C5s or just to alternatively go run sites in C3s which are more ISK efficient.

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API SESSION #1

CCP Bartender explains that the two API sessions will be a bit experimental and he wants to have a pair of documents generated from this. He wants a clear idea on what the API should and should not be doing from the gameplay perspective. He wants to make it clear that this is to create a thought guiding document and does not necessarily mean that anything from this will be added.

API Key Goals

1. Balance towards content catalyst
2. Accessibility for non-programmers
3. Reducing management overhead

Speculative goals that were not strong enough to be added to the list or were added in a different form:

- Reducing tedium
- Scale
- Content catalysts

API Key Anti-goals

1. Never lie
2. Avoid undermining core gameplay

Speculative anti-goals that were not strong enough to be added to the list or were added in a different form:

- Free Intel on other organizations
- Remote Intel
- Content killers
- Programmers are a force multiplier

Dunk Dinkle says at the highest level there are functionalities in the game that are quite complex. Having the ability to take the data out of the game to be manipulated and then put back in the game to not deal with the challenges of the UI in the game. He mentions that scaling for ACLs, for example, is very difficult but having an option to do this out of game would be nice. He says that even if a player understands how the system works it will still involve a lot of manual work.

Dunk Dinkle mentions static data extract not being released with every release and that people are typically hungering for that to be updated. **CCP Bartender** says that this is outside of the scope of the session but they can get that data live from ESI. He then mentions he wants to focus on the GP aspect. He asks if there is anything anyone would add to anti-goals.

Innominate says that you should not be getting Intel from other organizations for free. **Vily** says that he can look at any system in EVE and see the timer in that system. It should only be available to the ones involved in the conflict, specifically referring to the Entosis timers, he calls this a content killer.

Gobbins mentions that map statistics for NPC kills and ship losses is an anti-goal. **CCP Bartender** says that this is information in the game that ESI relies on, however, ESI allows for this to be monitored consistently 24/7. He also brings up kill reports being used to monitor activity in wormholes. **ExookiZ** says that this is a content catalyst; **Aryth** nodes with an agreement.

CCP Bartender says both these examples are suggestive of something happening in the system that still requires in-game verification. **ExookiZ** says that the system doesn't need to be specific as to what people are flying but only getting a notification of a player presence.

Innominate asks if CCP has found that zkillboard is being relied on too much by the game, he notes that the Blackout happened and zkillboard made a change that had a substantial impact on the game. **CCP Bartender** says there are a lot of groups that do this, such as DOTLAN and Tripwire. **CCP Bartender** says that CCP wouldn't tell players who they should trust, it just so happens that the entire playerbase has put their trust in zkillboard and **CCP Bartender** wonders whether they should be taking some power out of players hands and inserting some sort of agency.

CCP Bartender brings up that the cache timer is involved in being able to detect battles but it's at a 5-minute timer. He says it may be appropriate to have vague info coming in a minute, but specific details not coming for 4 hours.

Dunk Dinkle does not believe that there is a problem and there is anything to be gained by removing this ability and adding a fog of war element. CCP Bartender wants to find a secondary goal and **Dunk Dinkle** says that having a way to make it easier for non-programmers to utilize ESI and opening it up for others.

Innominate says that after diving into this they found a lot of things in the API that other people weren't even looking at. **CCP Bartender** asks the room whether they feel the issue sits with corporations needing a suite of programmers to get an edge in nullsec.

Innominate mentions Blizzard taking popular UI addons created by the players and implementing them into the default UI. **Innominate** says that there is room for CCP to close the gap between the large and small groups by implementing various tools.

CCP Bartender says that there is a scaling issue and that larger groups cannot function without using tools. **Steve Ronuken**, flabbergasted by the fact he is the only one saying it, proposed complete removal of ESI. He mentions that this would fundamentally change the game and continues that this was only a hypothetical to address CCP Bartenders thoughts on how much reliance there is on the tools and how many tools are too many.

CCP Bartender then moves on to talking about the trust aspect of the API and how he would want to see it changed to being able to detect a breach of trust. **Innominate** says that the possibility for people to work in counterintelligence is one of the cool aspects about EVE Online.

Dunk Dinkle mentions that many don't understand what they are agreeing to when accepting the conditions of an ESI. **CCP Bartender** says that at the moment this is their decision, but there is a separate issue when players lie about how they use the information which can result in access being removed.

CCP Bartender says that there was a discussion about purging tokens when a player leaves a corporation. **ExookiZ** mentions that he doesn't want the API to lie to him, **CCP Bartender** mentioned that there had been discussions about manipulating the data in some cases but the room feels this should not be done.

Next discussion is about automation: nothing that affects core gameplay or undermines it should be automated. Everyone agrees with this. **Vily** mentions a case of using a tool that gives him a command and control advantage over anyone who does not have it.

Gobbins asks if there is any chance to use API to transfer ISK with some limitations. **CCP Bartender** says that there have been a lot of discussions about this in the past and there are always concerns about 2FA and confirmation that it is actually the owner. **Olmeca Gold** asks about using PLEX to activate the account through the API. **CCP Bartender** says he would prefer that to be a separate account level API.

Merkelchen asks if there is any additional information that could be added to the map that is not categorized as perfect intel. **Gobbins** suggests having some very specific information but instead of listing the system it lists the constellation. **CCP Bartender** asks if having a probable fleet search would address this and work as a content catalyst? CSM likes the sound of this.

CCP Bartender asks if they think the API is a content killer and CSM doesn't consider that to be the case. **Steve Ronuken** mentions a case of a kill feed being used to prevent situations such as suicide ganking.

A last-minute discussion about intel came up and the conclusion was that it should be balanced towards being a content catalyst and that each scenario would warrant providing a different intel.

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API SESSION #2

CCP Bartender has been pondering on the goals and anti-goals and he doesn't believe that any of the stated anti-goals are currently being violated, therefore he would like to focus on the goals. The plan is to go over the list and identify the best bang for the buck changes that can be made.

Steve Ronuken suggests increasing the information available on the structure. **CCP Bartender** says that having docking rights on various structures is kind of a surrogate to get information on various systems and that structures are a proxy for industry indexes through this method. **Steve Ronuken** and **Aryth** would like to see structure fittings, specifically rigs. **CCP Bartender** mentions that some of the sov endpoints already have an aggregate level for the ADM (Activity Defense Multiplier) levels. There has been some discussion of adding industry job costs on structures.

Steve Ronuken and **CCP Bartender** talk about a sensible way to determine public structures that allow manufacturing. **CCP Bartender** wants to show the bonuses rather than what specific rigs are equipped with. A discussion was had about how some information would be displayed but it was decided that this would be easier to determine later down the line.

Aryth and **Steve Ronuken** request Access Control List (ACL) management, at the very least a read/write access. **CCP Bartender** says that write access is a difficult thing to implement as it is extremely cost heavy and will send an insane amount of quieries that have crashed the server during testing each time. Seeing which ACL a player is an admin on, seeing what's on a specific ACL are relatively easy tasks. However, updating the ACL would be extremely difficult because it could be abused to cause [Time Dilation](#) (TiDi). **Dunk Dinkle** asks how easy is to see which ACL applies to a specific structure and **CCP Bartender** replies that it is relatively easy.

Olmeca Gold says that they use the in-game indice for the industrial activity to find miners easily but this is not available out of the game. He would like to see this feature on DOTLAN. **Steve Ronuken** says that the map currently does not show when someone is actively mining but this implementation would show that. **CCP Bartender** asks if this is considered a catalyst or not, and there seems to be a consensus it is a catalyst. There is a concern that this would be used to determine an activity inside a wormhole, but **ExookiZ** doesn't believe so. He thinks that people would rely on existing methods, however, he wants to discuss this with other players to get a better sense of the impact.

The last two suggestions that have been brought to the table are:

- Some sort of live ESI kill feed to quickly locate players to shoot at
- A possibility to send ISK using ESI

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EVE ECONOMY

CCP Fozzie asks the room if there's anything they want to ask.

Olmeca Gold goes first and asks if there is any consensus about the optimal price of PLEX or faucet and the answer is that there is none. **Steve Ronuken** asks if there are any concerns about the economy outside of the normal stuff. **CCP Fozzie** replies that the main concern is botting. In general, the short answer is yes but it's hard to answer for the company as a whole. **CCP Larrikin** adds that it's easier to say if something is bad rather than that something is good.

Vily asks how they feel about the state of moon minerals and whether they consider the state is better now after the patch. **CCP Fozzie** says that it's generally solid and they're not seeing a single giant bottleneck or something like that in their data. **Vily** follows up by asking if there's been any thought to making materials less region-specific and **CCP Fozzie** says that there is more interest within CCP in pushing toward more region-specific resources rather than fewer. He explains that there is nothing on the current roadmap to change this this but rather a general interest within the company in pushing for more regional variety. **Dunk Dinkle** says that this seems to reinforce the opinion that everything goes to Jita and spreads out across New Eden from there; **CCP Fozzie** agrees with that statement. **Dunk Dinkle** adds that there is not really any interregional trade but everything goes into Jita.

Steve Ronuken mentions having variable taxes in specific regions on some specific goods. **CCP Fozzie** says that this is not doable with the current market code but might be possible in the future.

Gobbins says that when a player wants to make ISK they will generally create it from thin air by resource collection, exploration, etc. if we want to increase the ability for players to make ISK without burdening the game economy with new faucets, implementing more thievery mechanics would be a valuable solution. He thinks it would be interesting to boost the mechanics that allow for stealing as it is one way in which player's work is rewarded but without it being another faucet. **CCP Fozzie** says that the ESS and siphons were intended to be steps in this direction, and while their implementation was not ideal the goals are sound.

CCP Ghost asks the CSM two questions:

1. What effect, if any, has the CSM noted from sales and market tax spikes? **Aryth** says that this had a bit of an iceberg effect and a lot of hidden stuff was revealed when people started dumping into the market. **Olmeca Gold** asks who is paying this tax and **CCP Fozzie** says that it is widely distributed for the most part. He raises another question: was this change done to affect the faucet from ratting? No, it was not a direct one to one decision. **Olmeca Gold** wonders if there is some way to find a sink cost for those who are ratting. **CCP Larrikin** says that if he has suggestions on sinks then he can write them up and send them to CCP. It's a valuable tool to have in the toolbox. **Aryth** asks if the industry tax will be reviewed and **CCP Fozzie** says he'd want to. **Gobbins** comments that from a player perspective he didn't see much movement or change. There was a drop in general activity lately but it is unlikely to be due to the tax and rather the end of the login campaign and WoW Classic. **Aryth** says that it looks like a lot of re-listers decided to stop that business due to the increases. **Dunk Dinkle** thinks

this is just to see the prices adjust before getting back into it. **Gobbins** thinks that the market velocity may also account for it too.

2. What is the main effect on overall gameplay from active ISK dropping in the economy? **Dunk Dinkle** says that for the most part people care about the PLEX prices dropping and that was a relief because they were no longer as worried about not getting enough ISK to PLEX up. **Aryth** thinks that people are getting out of ISK and into items to hold on to. **Dunk Dinkle** says that the only other thing that people notice is weird anomalies like someone cashing in 30 Lokis below market value or Eagles suddenly being sold for less than build value.

The CSM and CCP then spent some time discussing the nature of PLEX and how it fits into EVE's business model.

Olmeca Gold has a theory that since injectors and the Carrier / Rorqual buffs around the Citadel patch the economic model has not been sustainable. The anomaly farming PvE playstyle expires in a few years. Once nullsec PvE players acquire all assets they want, they stop logging in even for PvE. This can be seen in the Monthly Economic Reports since January 2019 as a reduction in farming activity. **CCP Fozzie** points out that even before the blackout there have been nerfs that could have affected the MERs since January 2019.

Olmeca Gold asks if there has been any changes throughout the years between player age and retention and that has not changed.

Gobbins asks about the age difference based on where the players live and the oldest are in wormholes with low/null close behind.

Merkelchen asks what measurements does CCP use reliably categorize players as pilots living in highsec, nullsec, etc. **CCP Larrikin** clarifies that it is based on where they spend most of their active time in the game. This confirms that **Aryth**, **Merkelchen**, and **Innominate** are all highsec pubbies. **Aryth** suggests excluding Jita from these metrics as they are probably just alts and may not accurately reflect the actual type of a player.

A discussion came up on how these things are defined and there are many ways that are being mentioned. You can look at the station location they mostly dock in or what space type they fly around in the most. There is also a matter whether you take alts into account or not. **CCP Larrikin** comments that this is all valuable information but **Vily** argues that just because he farms in wormholes and spends the majority of his time there it does not make him a wormholer - **CCP Larrikin** disagrees. **Innominate** mentions that there is the notion that players are exclusive to a single area of space and **CCP Larrikin** agrees with that and that is how they view these metrics.

Aryth continues to argue that Jita is a mechanically forced location to do trade and seems to be ~~unhappy~~ delighted with being called a highsec player.

There are now 3 different conversations happening, so I am assuming this meeting is done - **CCP Spider**.

Edit: **CCP Psych** quickly asks what the CSM thinks about the margin trade skill and the CSM says they should just delete this silly skill.

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TRIGLAVIAN INVASION AND LIVE EVENTS

CCP Shreddy introduces the team.

CCP Shreddy wants to talk about the second phase of the invasion first. **Olmeca Gold** mentions that the team has shifted over to invasions from the live events and says that a lot of players engaged with the live events and is curious to see if there is a drop in engagement. **CCP Sledgehammer** says that the engagement comparison is not really worthwhile due to the availability of the content. The invasion is seeing about similar engagement as incursions.

Olmeca Gold says that the new expansions and content in EVE that is PvE is optional and is curious if that is a challenge when compared to other MMOs where the reason to play is the PvE content. He summarises whether it's worth investing these hours into this content as it is optional. **ExookiZ** rephrases the question in a manner asking if they consider it worthwhile to work on this content based on the current engagement levels and whether this was a worthwhile trade-off. **CCP Shreddy** replies that this is just difficult to compare even between the live events.

ExookiZ asks if there will be a Halloween event this year. **Dunk Dinkle** asks exactly what events they are working on and if the lore live events were part of this team. **CCP Shreddy** clarifies that the invasion and other events all fall into the same category of not necessarily being around permanently in the game but rather to leave a permanent mark, the lore events, however, are not part of that. **Dunk Dinkle** then says that it seems regardless of what the team delivers there will never be a case of everyone being happy. He does go on to say that everyone who runs the invasion sites really likes it and he wants to see the invasion appearing in other locations.

CCP Shreddy says that the team wants to work on this for at least a year since keeping the players involved and evolving the content has been something CCP struggled with in the past. CCP Shreddy shares that next week the invasion will start spreading into lowsec too. **Vily** asks if it will eventually hit nullsec and **CCP Sledgehammer** says that they are in ongoing discussions about where they want to take the story.

ExookiZ asks about scrambling and if it will be more prominent and **CCP Sledgehammer** says they want to push the boundaries with that while making sure to not start nuking players on gates.

CCP Shreddy goes on to explain that the invasion was heavily worked on by about 7 teams with various different aspects of the invasion.

Gobbins asks about the idea of an event to find and destroy roaming fleets that follow a path and attack players but after being destroyed they don't respawn similar to the Sotyio and FOBs. **CCP Coyote** clarifies that this was part of the initial design for the invasion but they encountered some issues with it, specifically finding a balance between a unique moment and how many players actually experience it.

Gobbins mentions the issue with the Sotyio and the fact that there is no point in fighting the NPCs as they just keep spawning until the structure is dead and would like to see that changed or new content created with these roaming fleets that appear all around eve. They would see this roaming fleet with a reward for destroying them being a better alternative to the drifter attacks. They mentioned this would be something like barbarians in civ games.

CCP Sledgehammer says this new system is still in its infancy but they are looking into various options with the tools to create dynamic content like this. They feel like their goals down the line are much in line with what the CSM is getting at.

Dunk Dinkle asks about the incursion rates going from 3 to 1 spawning at a time and if they would consider moving them back to their original spawn rates? They are considering if they should move it back to the original rate, their reasoning for doing this initially was to hope that the incursion runners would try out the invasion. **Vily** asks if they've looked into why no one moved over and **CCP Sledgehammer** said that this was a sentimental matter and due to the ISK payout. He also says that Incursions are just unbalanced in highsec because they are printing ISK at no risk and that is also why they moved over to the more industrial level rewards.

The ninja looting in these sites was brought up and there are arguments for and against changing this. it's considered a fundamental part of many aspects of the game such as Sotyio blueprint drops and so on. **CCP Coyote** mentions that this might balance itself out in lowsec when people can actually fight back.

ExookiZ mentions that he feels they could definitely increase the payout on the Invasion sites. He feels that there is room to make them worth more without upsetting anything and may even make mission runners and incursion runners move over.

Dunk Dinkle mentions the industry skills dropping being a cool factor and this is what keeps people coming back to invasions. **CCP Sledgehammer** mentions that they made a conscious decision not to eat into the Abysall Deadspace loot tables but they could make some changes in that regard.

Vily asks if the Invasion will have cyno jamming, they can be run in capitals regardless of the cyno jam but it adds a risk-reward dynamic that needs to be looked at by the team. **Olmeca Gold** feels that having it jammed would give breathing room for the runners.

Dunk Dinkle asks about the mining in the sites. **CCP Sledgehammer** says people are mining the ore and it is not as high as he wanted to see it mostly because the sites are still dangerous. **Steve Ronkuen** asks about the warp in the range from the ore. **CCP Sledgehammer** says that they would be around 60-70km from the warp-in when mining which is sufficient time to get away the CSM feels.

CCP Sledgehammer goes back to the rewards and appreciates the feedback. He said they didn't want to rock the boat too much with this release. **Merkechen** says that they should definitely look at the faucets right now and given the current state it may be a good time to bump up the payout.

ExookiZ goes back to the live events and mentions some drugs and the lack of a faucet for some of the boosters and **CCP Sledgehammer** says that there are some of them in the LP store. **ExookiZ** says this has become an expensive way to stay on top in PvP. **Vily** asks if there are plans to add more versions to the LP store and right now the team just wants to see what the uptake is.

CCP Shreddy mentions some of the events done over the summer like the Skilling Spree and so on. He wants some feedback from the CSM. **Vily** says that he doesn't think that nobody is ever going to be upset about getting skill points. This is definitely something more enticing for newer players due to their low skill point level at the time. He even believes they wouldn't hate the idea of newer or lower SP players getting more skill points. **Olmeca Gold** feels that doing in-game stuff for the skill points makes the most sense.

ExookiZ asks if it was completely random which reward would be given each day. The rewards were weighted to some degree. **CCP Shreddy** asks if having a bucket of challenges would be good to bring back, or just keep it simple with one single kind of challenge. **Vily** thinks mining wouldn't be very enticing but asks what kind of challenges they would expect. **CCP Shreddy** says that it could be literally anything.

Gobbins suggests challenges that get players to travel through gates even if a few jumps; the more people travel the more the game feels alive and the higher the chance of bumping into hostiles and **ExookiZ** believes that there is a lot of room to have some arbitrary tasks that may entice players to change their plans for the day. **Olmeca Gold** suggests having some threshold on the cost of the ship destroyed for PvP challenges. **Vily** has some ideas to do distribution missions, or trade a commodity, get into exploration by hacking a container, activate a filament, etc. **CCP Sledgehammer** says that they found that players really didn't like being told to go to a specific location.

CCP Shreddy asks if they think that they are adding too many skill points into the game and the CSM thinks that's getting to that point that some people may not even care about losing out on a day. However, they do like that this is making lives easier for new players and matters much more to them. **Dunk Dinkle** also mentions that they should consider other rewards too and not just SP.

PLAYER EXPERIENCE IMPROVEMENTS FOR NEWBIES

CCP Fozzie explains that the team is going to be working on improving the usability of features that players can encounter in their first 30 hours of gameplay alongside the Team Psycho Sisters who are focusing on the tutorial. **CCP Fozzie** starts by going over what has been released already in regard to small improvements across the board:

- First, we see the information about the fitting warnings and what kinds of warnings will be included in the system. The team joked about adding some easter eggs for this feature down the line. The help pointer will have some improvements and the simulation window will be more prominent. the skill tooltip clarifies now if it is referring to something in the cargo the player can't use.
- The maximum time to warp is finally being implemented. Warp UI improvements will be added to better indicate the state the player is in whilst preparing to warp. Further changes are planned. **Innominate** asks if the ship is bumped into the area they were intending to warp to will cause issues? The team has one defect about this right now. **CCP Fozzie** says that the text has also been updated to give more insight into the warp states.
- **Olmeca Gold** asks about a compass that shows the aligning. **CCP Fozzie** says that the compass is tied to the camera, not ship orientation which makes the compass less useful for that purpose.
- The team is going to be making a change to the Angel of Mercy mission which has previously caused confusion among new players.
- *Buy all* is being added as a button in the kill report
- The wallet is back to the default Neocom.
- Repackaging containers give a special warning.
- Some skills tooltip changes.
- Thermodynamics will be removed from the default set of skills and the overheat has been removed from the right-click menu if the player doesn't have the skill.
- Hacking modules are non-repeatable now.

One big change that is coming to direct trade is a second confirmation window to prevent the EVE UI misleading you during scams. **Innominate** asks if it can be made so that just hitting enter will confirm it, or will there be an option to suppress this. Alternatively only have the pop up coming up if an item is not in the trade.

Modernizing the default overview was brought up and the militia members being prioritized was requested by **Olmeca Gold**. **CCP Fozzie** says this is something they can do. **Vily** inquiries what exactly they are planning to be doing and CCP Fozzie said that they will polish what is included with the existing overview with overviews created by the community being an inspiration. They do however want to create a more simplified version and work closely with the CSM during the process.

CCP Fozzie clarifies that this list is to focus on the first 30 hours of gameplay but if they see any opportunities to help others then they certainly will.

Attributes were brought up and this is outside of the scope of this project. CCP's backlog does have skills and attributes listed there.

Steve Ronuken mentions tracking speed for guns and **CCP Fozzie** says that the goal of the last set of changes to the way tracking was displayed was to make the system less misleading (it looked like you could compare tracking speed to radial velocity but in practice that only worked if the target sig radius matched your gun signature resolution) and to allow players to compare one gun to another directly.

Vily goes into a wild frenzy and starts asking a bunch of questions in rapid succession:

- Has the team been exploring improvements to Career Agents? **CCP Fozzie** says that these teach players a lot but simultaneously it seems to be where a lot of players get tripped up and quit the game.

- Are there any plans to create YouTube videos with tutorials? Flight Academy project had exactly this in mind but it is not maintained anymore. **CCP Dopamine** says that there are initiatives on this front with assistance from the community and the potential is definitely there. Some discussion about getting this done by Twitch streamers came up but educational YouTube videos seem to be a better platform.

- **Vily** also asks for clarification about the chat mentions that have popped up earlier. This is about highlighting the names in chat to make it easier to read. **Steve Ronuken** says that he would really want to see @ being used to tag people.

CCP Fozzie says they want to improve the new player experience with bounties and are considering just blocking the placement of bounties on players under 30 days old. They are also considering just removing the wanted logo. **Dunk Dinkle** mentions an icon in the info window for players that is a plus and only exists there to add a bounty which is misleading.

Dunk Dinkle asks about finding some way to manage the signal to noise ratio in the rookie help channel. CCP is considering finding a way to prompt players using localized clients to join the rookie help channel in their language.

Vily mentions having some sort of rookie help channel out of the game which may relieve the trolling happening in there, he suggests using Discord to somehow interact with the chat. **CCP Fozzie** mentions that PX has also started live chat support and that has been working well in that regard.

Vily says that this is focusing on the first 30 hours but it seems static and how they are breaking this down and focusing on specific parts. Member of the Team Psycho Sisters says that as an example they are focusing on the first 10 minutes or 30 minutes, whereas Team Five 0 focus on the broader sense of "fixing the stupid". **CCP Cakemachine** also mentions the cliff that the players face after the hand-holding part in the beginning and figuring out what to do. The team wants to add some goals and give players a purpose after finishing the initial tutorial.

Vily continues that the answer doesn't provide any specific solution to these problems and asks if there are any plans in the pipeline for that. **CCP Cakemachine** responds that they have some

early efforts such as removing confusion and then working on making the progression through the tutorial more smooth. However there is no specific plan as to how they will do this. Their focus is on the first 10 minutes because this is where many players drop out so focusing on later aspects of the tutorial would be counterproductive at this time. They've reviewed all the iterations of the tutorial and instead of ripping out the current system and replacing it they are going to iterate on it with the best parts from the old tutorials while avoiding the mistakes that didn't work out. There is a high-level idea of how they want to go with this, they first want to focus on identifying the main pain points in the first 10 minutes and fixing those before moving on.

Merkelchen brings up the difference in retention who stays on their own and someone who joins a group but some of the CCP devs present in the room did not see the data. **Merkelchen** says that they saw from their end that this was true and **CCP Burger** confirmed that their data shows this too. **CCP Burger** also says that having a network around a new player to help them is way more beneficial than asking in rookie help and getting bombarded with different answers.

CCP Burger then brings up a discussion from another session where they would consider the handoff point from CCP to a player group so to speak and this is a very interesting challenge that they are looking at. **Merkelchen** also suggests that they need to use the data on players to determine who is likely to leave and find a suitable way to assist them.

CCP Fozzie mentions they want to add the corp button back to the default Neocom and run an AB test to see if that helps. But also as a larger potential project is to make a change to the corporation window such as improving the flow when searching for a corp in the advert window and not finding the results. They also thought about doing a reverse version of this and make an "EVE LinkedIn" kind of feature where players may make themselves available to be looked up and recruited by groups.

Dunk Dinkle suggests breaking the fourth wall and telling players that a lot about EVE is the social interactions and joining corps to combat the perception of scams in EVE.

Olmeca Gold asks if the corp ad has an option for a new player friendly description and that is in there but the CSM has issues with how much that system is abused. **CCP Burger** mentions that they could do an email journey for new players with an initial welcome message for the recruitment and found that day 29 was the best day to send it out.

Vily suggests having the new pilots that started around the same time be placed in a channel together. **CCP Fozzie** says this is similar to a system they had considered implementing in the past but much simpler to execute and with fewer issues. **Innominate** mentions it would be worrying if that was empty on any given day.

CCP Cakemachine mentions that the feedback they've gotten is that they feel like they're playing a single-player game because even though there are 20 people in local they are rather invisible. They are exploring ideas of how to incentivize them to get together. **Vily** suggests giving a triple payout for players who do a mission together as part of the tutorial. **CCP Cakemachine** says that they really want to find some way to get a list together of curated new player friendly corporations that are added to the top of the list in corp finder and recommended to the new player. **CCP Burger** says that this has paralyzed them in the past and

they don't want to show bias or favoritism but there are some very obvious candidates out there.

Dunk Dinkle brings up that new players applying for the corp aren't accepted straight away, they need to go through extensive tests before their application is either accepted or rejected.

Olmeca Gold asks if a rating system that is difficult to be abused could be added. **CCP Fozzie** says this is a challenge but if they could pull it off it would be good. **Merkelchen** points out that there is a way to do a recommended list of corps through metrics such as retention and login amount as a behind the scenes rating, this paired with acceptance rate and some perceived system would make it super hard to game.

Aryth points out that scamming has been mentioned a lot throughout the meeting and suggests that they should ban scamming rookies for 30 days. **CCP Fozzie** says this is a decision for another department.

Steve Ronuken brings up players who sit in the rookie corps and that some are helpful but others are very negative and he would just want to see them moved out of the rookie corps.

Merkelchen asks about a concept of a new tutorial intro shown last summit and **CCP Mischief** explains that they stopped that because creating it in a level of quality they were happy with would be too time-consuming with the tools available and the team would have to tackle the other parts of the tutorial that followed anyway.

SHIP INDEX

CCP Psych is asking about the feedback of New Agency. CSM paused and started sharing their perspective: it is good for new players, but veterans are not the target.

What are the ship indexes? It is an easy way for new players to identify ship strengths and weaknesses. Right now, the number of information available in-game is overwhelming for new players to understand how good the hull is. The project is in the very early stages, but work already started.

CCP Psych is showing inspirations from the gaming industry they were investigating for this project and presents early mock-ups how it could look in EVE Online. CCP is attempting to mask the complexity and present something that is more translatable to gameplay and more understandable for players.

CCP Psych talks about good industry practice where a system like this exists in every other game with PvP. He mentions that the current implementation in EVE could be considered the Ship Characteristics, but it is not quite where they want this to be. He wants to expand this with statistics similar to the control bars in the EVE tournament. He shows an example of how this would be visualized and how it takes player skills into account as well as showing the maximum potential of the ship.

Olmeca Gold asks if they will be using these stats for fit ships or unfit. **CCP Psych** mentions this will be for unfit ships due to the variations associated with the fittings and different roles the ship is being used for. He uses DotA as an example where a hero could be used for a different purpose other than their intended/suggested role depending on the items used. There will be a fitting versatility index however that will indicate the options the player will have for the ship.

CCP Psych says that this will not be a perfect system, no such system exists. He goes on to say that he wants to give the perceived idea of it being a perfect system and making clear how the ships stack up. He then pulls up the vision for the Ship indexes project which covers the points brought up earlier in this session.

Dunk Dinkle mentions that he is thinking like an experienced EVE player, but this will be an issue for new players to determine the basics of short-range ship vs long-range ship, shield vs armor tank and so on. **CCP Psych** says that this started as an internal tool for balancing and he is going to go through the thought process of how they ended up here. CCP needed a way to quickly spot issues and identify edge cases. He mentions an example of seeing a ship being too slow, finding out what an increase to speed would do vs changing the mass to make it better with afterburners but worse with MWD and seeing how the balance is after that. They don't currently have an easy way to do this.

Dunk Dinkle still makes an argument that there needs to be a high level "this ship uses missiles don't put lasers on it". **CCP Muppet Hunter** chimes in and says that these are effectively two different systems that are being discussed that are not specific to the index but he says **Dunk Dinkle** is absolutely right: this information needs to be clearer. **Steve Ronuken** says the

information is there already but it's a UX issue. **CCP Psych** confirms that they want to solve that aspect too.

CCP Psych says that the system will allow for a more specific breakdown of each index, selecting the damage index will show that the ship is good with missiles but not turrets. **CCP Muppet Hunter** mentions that the concerns **Dunk Dinkle** has are being tackled by efforts from multiple teams, such as the fitting warning system.

Dunk Dinkle goes to the whiteboard and draws up how the UX should be in his mind and **CCP Psych** says that is exactly how it will look. **Dunk Dinkle** then asks if there is any other game that would need to hover over stats to see them. **CCP Muppet Hunter** says: *UX that doesn't make it obvious that you can hover over it is bad UX*.

Vily wonders what the longevity of the system is and there are some discussions about that. **Innominate** asks if this is the best use of dev time. **CCP Muppet Hunter** says that this is just forward-facing stuff for a tool that is required and is an industry-standard. This makes creating new ships and balancing existing ones much more efficient, this calmed down **Innominate** and **Aryth** (Pheew!).

Dunk Dinkle wants to see a scenario where the game presents to the player immediately what each ship is used for so that they don't have to ask a veteran what ship to get for mining or exploration. **Vily** backs **Dunk Dinkle** up on this part and wants to see on an even higher level a more presentable way to say "this is a mining ship, this is a ratting ship". **CCP Muppet Hunter** mentions that this is something CCP is certainly aware of and have an idea on how to address this via the market interface.

CCP Psych moves the conversation to the behind the scenes aspect of this tool. This system only gives them theoretical information about what each ship is best at, but then the community takes the ship and fits it with XYZ and it becomes a totally different ship. **Aryth** asks why they don't just pull kill reports to determine what the ship is used for and **CCP Psych** says this is the data driven approach that has already been discussed, and hopefully will be initiated after the system is in place.

Vily raises concerns about the algorithm being used and that it does not take into consideration that all ships require prop mods and tackle when calculating how well each ship will tank. **CCP Muppet Hunter** says this is something that they do need to take into account. **CCP Psych** explains that this information is intended to not consider the meta in such a manner but rather just the best possible shield tank achievable on these ships to compare them to each other. He does know that no one would realistically shield tank a Damavik or a Punisher in practice.

Gobbins suggests a better way to visualize the graph for internal use. **CCP Psych** says that this requires a reference they don't yet have and need to dig into this further. **CCP Psych** goes through some different ways to represent the data internally. **Vily** spots that some graphs are odd and **CCP Psych** says that some are older versions and don't take ship bonuses into account but they will definitely all do that.

ExookiZ asks why sensors are in the defense index, and that is due to ECM countering. **CCP Psych** goes on to say that they are going to be creating these algorithms for every single stat for the ship and they will then need to determine where each stat belongs in the index.

Dunk Dinkle says that even with this information there are subtle aspects that won't be explained as to why a specific ship is better, for example why it's always a Muninn. **CCP Psych** says that this tool is not to do that. The objective is to not make stupid decisions, but rather have a way to identify some easy to solve issues. This is to be an indication and not a catch all final solution.

Olmeca Gold asks for clarification on **CCP Psych** saying they use fittings in this. He explains that they will use a reference module for each specific stat and that is why this is an indication rather than a perfect model. **Olmeca Gold** mentions that fittings are the most important thing to have on a ship and should be considered and then him and **CCP Psych** talk about comparing EVE to a MOBA with this kind of system and Psych says that MOBAs scale within the play session by changing your item build, while in EVE you make a fit decision before you go out there and you have to live with it and this was only used as an example.

PLAYSTYLE DIVERSITY IN EVE

The CSM requested this session to talk about playstyle diversity and some of the possible changes or solutions to the less popular playstyles.

Gobbins starts by saying that he and the CSM believe that increasing the diversity of playstyles will help with the growth of the game. The idea here is that all players can find their niche rather than being forced into the current limited set of viable playstyles. **Gobbins** goes on to say that a lot of playstyles through the years haven't received much attention and cannot compete with others due to low ISK generated or other factors. **Gobbins** asks what CCP thinks makes a playstyle viable? **CCP Muppet Hunter** says the simple high-level answer is that it must have:

- A play
- A counterplay
- It doesn't make the player leave the game
- It is relatively rewarding.

General aspiration, progression and mastery is a driving factor, however, this is not presented very well in the game right now. **CCP Muppet Hunter** mentions an example of how it is easy to define a level in WoW but in EVE a level 2 agent does not indicate the player level. This is stuff that needs to be polished up and changed in EVE. **Gobbins** says this should extend to a group level to see the progression or level they are at. **CCP Muppet Hunter** replies that on the scale of priorities and simplicity, they will focus on the individuals first.

CCP Burger mentions the old certificate system was quite silly, being a "special ops" gave no indication of what it was but it did at least give him a sense of purpose and a goal when he started playing. He says that now the activity tracker and the agency answer "what have I done and what can I do", but they can definitely work more on this philosophy.

CCP Muppet Hunter says that in addition to these tools they want to look at achievements that can be made visible. A player will look at you and see that you killed a Titan or mined a certain amount of ore and for this to become a way to define the player that doesn't currently exist in a good state in EVE but other games do this. The medal system was mentioned but it is such a manual system and you have to want to see go look for them.

Gobbins brings up the empire-building playstyle versus the aggressive nomadic one. The empire builders will wake up and play the game and see the progress of the group as a whole and the goals for the next week, month or a year are clear for the group and individuals. **Gobbins** brings up the old passive moon mining system that created goals for roaming alliances at a group level, such as going to war to capture some valuable moons in another area. He continues that in order for gameplay to be viable it has to go beyond having a plan for today and has to allow for goals. This goal generation for the nomadic playstyle is severely lacking since passive moon mining was removed. Likewise, a lot of currently neglected play styles lack options for group-level goal setting. Lastly, Gobbins explains that is not advocating for a return of passive moon mining, but using it as an example of how a play style is carried by the mechanics which generate group-level goals for that playstyle. **CCP Burger** thinks

this is a very interesting point and he says that it's no secret that the more active and aggressive playstyles definitely do get more attention from CCP. He mentions that new developers will come in and talk about mining negatively but it is the backbone of the game despite not being addressed.

Steve Ronuken says that right now there is no public vision and that makes it difficult to make plans. **Aryth** says that **CCP Seagull** had a vision but right now CCP seems to be throwing things at a wall and seeing what sticks. The CSM as a whole does not like the idea of not having any vision. This missing element is a perception throughout the playerbase, which is discouraging. **Aryth** says that right now the situation is making him think of weathering the storm and going blue just because they have nothing to fight for.

Merkelchen brings up an earlier conversation with **CCP Burger** and **CCP Hellmar** and the image of the titan blob. He makes an analogy of how these titans are like the end game raids in WoW, and he only thinks that these 1,000 titans in the image are 1,000 subscriptions that were there due to a purpose and a goal. He goes on to say that CCP must delete the Rorqual tomorrow if they don't want to see this just be the norm. He brings up the blackout and how it's only just wolves fighting wolves and that the only benefit that has come from it is that the Monthly Economic Report has been fixed but as **Innominate** put it, it's like going to chemotherapy to deal with a sinus infection.

Olmeca Gold says that on the highest level EVE is just an ongoing RTS game and what CCP did with the Rorqual and injectors they gave some players +600 economy in the RTS analogy. **Olmeca Gold** goes on to explain that just like in RTS games there are players who like to use different playstyles, being aggressive, semi-aggressive or turtling. CCP has made it very effective to just turtle. The imperium alone has 10,000 supers now. Having these ships alone is not the problem, but they need to be fighting each other and put to use in general.

Aryth says that right now they are in the situation of either going offensive and just burn a region with no resistance or just sit back, turtle and stagnate and he doesn't want either of those. They are in a situation where he doesn't make plans beyond two years and it's not a good one. They may be the last man standing, but they will be the LAST man standing.

Dunk Dinkle says that the game is one of morale and emotion. Wars are over morale and achievements are for the emotion. He carries on saying that getting a Super Carrier or Titan was a pinnacle of player emotion. Now there are all these people who have achieved an important milestone and are proud of it. That being said he goes on to talk about the future. He wants to see CCP go out and say "we are going to do this new thing" and give the players new goals. **Vily** adds that getting a titan was not only the goal, but it was a necessity. He says that nothing was worse than being rooted out of your nullsec home because you didn't have the requisite super capital.

Innominate says that their situation is rather new because back in the day they were getting dunked on by these player blobs and says that they decided to build all the super capitals in response. **Aryth** says that they may have overreacted a little bit.

Dunk Dinkle goes back to his original point and says that CCP needs to give new goals since in the 16 years players have basically achieved them all. **CCP Muppet Hunter** says that there is a problem of balance that needs to be resolved, these issues are not on the players but on CCP.

He says that it is not in his opinion a problem that they are taking away aspirational goals from one group but not the other, the problem is that there are no aspirational goals for both sides. He says that creating these new goals is not going to happen first, but they do need to do this. **CCP Muppet Hunter** addresses the turtling and says that this, in general, is a cheesy way to make money, and this could be due to removing the passive way of making money, and the fact you can't make money by engaging in PvP.

Gobbins and **Aryth** says that there needs to be a money tree in the game that is worth fighting for. **Olmeca Gold** brings up the RTS model and how that applies to the high level nullsec players. He then mentions the Drifter attacks and how they didn't give rewards. **CCP Muppet Hunter** says this is a matter of balance and definitely something CCP can do better in the future.

Olmeca Gold moves on to talk about the bottom line being that the more playstyles there are in the game that remain viable the more players will be in the game. The current state is that for the previous years a lot of playstyles have diminished due to lack of maintenance. He brings up an example of the DED-runner hunting in drone regions but it slowly died due to proliferation. "Jackpot" exploration died with the removal of faction POS blueprints. The same happened with augmented drones which was destroyed by the release of of the Excavator mining drones. The removal of POSes resulted in not finding those abandoned anymore. He suggests having a list of these niche playstyles and taking care of them. **CCP Muppet Hunter** would very much like to see a list of these playstyles with a short description. **Olmeca Gold** feels like there are a lot of small changes that could be made to make these playstyles viable.

Innominate mentions that not all playstyles are created equal, such as highsec war declarations that are a drain to the game. **CCP Burger** mentions that the thing that scares him about the Titan image is that they don't move and when they do everyone else runs. He mentions that in this scenario at this level loss has no meaning and death is not a serious matter and that CCP has lost that aspect to the game.

CCP Muppet Hunter says that CCP is moving towards supporting different playstyles better, but this will take time. **Innominate** says that just any action is needed right now. **Olmeca Gold** says that CCP needs to act sooner rather than later before it's too late. **Vily** says that the bigger issue that they are hitting on here is that there is no hope and with no hope, roadmap or sign of a plan then people will just give up and leave.

The only change that has happened lately is the minor Venture change in regard to Faction Warfare and right now the only hope players have is that CCP leaves them alone. **CCP Muppet Hunter** says there is a plan to get a team together to hit the smaller nails like the Venture change and address this.

Steve Ronuken says that there are 4 player definitions:

- Leaders
- Enablers
- Followers
- Lone Wolves

The first two are so important to create the followers and without them they just burn out and leave to join a group that has them. **Aryth** says that there are no tools provided by CCP that make it easier for the little guy.

CCP HELLMAR AMA

Dunk Dinkle starts the session with a question about the modified Maslow's hierarchy of needs for EVE Online. **CCP Hellmar** explains that it has been created to help people across the organization stay focused on what is important and prioritize better. This model has been very good to help frame the conversations at CCP. In addition, it helps people from different disciplines understand conversations that are taking place on a daily basis. New process/structure has been introduced at CCP back in May to guide people across the company and help decide what should be on the radar.

Merkelchen asks about the execution of recent Chaos Era items that demonstrated faster iteration and more aggressive frequency. It is becoming very difficult to be a game developer nowadays due to constant scrutiny and criticism from the outside world, says **CCP Hellmar**. This often leads to being hesitant to make decisions and can be considered as a factor to some of the stagnation in EVE Online. **CCP Hellmar** believes that by being more responsive and acting fast we can get to a better place much faster.

Gobbins says that with faster iteration you need teams that have time allocated specifically to respond. **CCP Hellmar** agrees and says that it is a part of CCP's change of mindset. Cyno changes are a good example of a change that can be done fast and have a big impact on the players across New Eden.

Merkelchen asks **CCP Hellmar** about his opinion on the Blackout. There is a lot of data that can be read in a variety of ways, and CCP does not want to jump into conclusions without taking enough time to review it. The changes have certainly impacted botting positively in a significant way.

Aryth is asking if the data on nullsec that has been presented to the CSM earlier in the week is concerning to **CCP Hellmar**. Yes, it is a concern in a few ways. First, it seems to be a region that sees more PvE farming than previously thought. **Innominate** mentions that nullsec is full of communities that formed and are fighting each other but, on the other hand, he reports that there are many players completely disconnecting from the game. Nullsec changed and is a different place than it was. The question is what to do about it?

Olmeca Gold shares, as a representative of hunters, that players from his group have been very pleased with the Blackout changes. What worries him is the fast iteration and testing done to increase the risk without doing anything on the reward side - this will make people to permanently leave the game as opposed to trying and playing under the new rules. He urges CCP to ensure that they give themselves enough time to do everything. **CCP Hellmar** responds that they absolutely are thinking about this.

Due to the years of content EVE Online got more complex than before and it puts people off. There is, however, a legion of new people who relentlessly keep trying to start their adventure in New Eden. Improving the system to make it easier for people to start will be a strong factor to impact the stagnation in some areas of space. CCP is developing EVE Online with growth in mind.

Dunk Dinkle changes the topic to ask about the perception that things are being taken away from players (which is concerning) and moves to mention the Fanfest HOME stream with Titans. He is making the point that right now the messaging from CCP lacks hope or idea that players can latch on to. They need a direction that will keep them engaged. **Steve Ronuken** comments that there is too much uncertainty. **Dunk Dinkle** follows with a point that they, as leaders of groups, need something to put in front of the players. CCP hears the message loud and clear.

The intensity of changes and environmental stress forced players to group together. They did not understand the rules of the game anymore and falling back to their safe environment was the best defensive move. It feels that after over a month there is no concrete next step.

Merkelchen makes a point that the 80/20 split of focus towards new players at CCP feels more like 97/3. He also states that it is easier to retain players than hope to gain new ones. Other members join the conversation to add that there is a danger of the influx of new players will bleed out after a short duration. **CCP Hellmar** agrees with the statement about the players but stresses the importance that after 16 years it is imperative to get a new generation into the game in order to set EVE Online to outlive us all. There are many fundamental issues, suboptimal UX and UI that are below the industry standard - this will not inspire anyone to join EVE Online in 2020. Blackout is an example of evidence-based development that CCP has been operating under lately.

Dunk Dinkle raises the concern that after first several days the best method to retain new players is for them to join the corporation. His concerns are that the individuals who have a significant impact on the new players need a vision, goal or something that will stop them from becoming bitter and jaded. He feels like his bag of tricks to keep people engaged is running low.

Aryth urges **CCP Hellmar** to re-evaluate internal policies to help CCPers not to be afraid to play EVE Online. He agrees that the ancient policy from 2003 needs to be changed as their fear is misguided. CSM appreciates that CCP is listening to their expertise and feedback but they would love to talk to more CCPers that personally experienced what they are talking about. **Innominate** adds that they have spoken to a lot of people in CCP that do play on a regular basis, but it is always in a tiny corporation that only lets them see a fraction of the full experience that players have.

Olmeca Gold brought up a point about survival bias and a hypothesis is that only the kind of people who would say '*I am going to get 500 Titans to defend my space*' survived up until this moment (Natural selection - says **Aryth**) because all the other offensive playstyles just diverged which causes an issue. **Olmeca Gold** is a person who complains about capitals, but he is at peace with how many capitals there is as long as they get destroyed. **CCP Hellmar** comments that so many people *survive* the early game that only a certain type of people goes through and they dictate what follows. He then tells an anecdote about [Abraham Wald](#) who was examining the distribution of damage to aircraft returning after flying missions to provide advice on how to lower the bomber losses to enemy fire. This is the problem with EVE: we come together with the ultimate survivors (you) who have enormous influence over CCP when talking about the game and player's needs and thus CCP ends up with no imagination beyond what the current survivors want. That is why CCP needs to go back to the very beginning and understand when you have a one-dimensional excel sheet as your overview and a local chat as the intel tool that

this will determine what the game will become more than anything else because the initial conditions dictate the outcome. Therefore, if no change is done to the source input of new players into the system there isn't really anything CCP can do to the *survivors.* They can give armour plating to players to repair the holes, but these are not the holes that are killing EVE Online.

Innominate thinks that nobody here would argue that dedicating a lot of resources to bring new players into the game is an excellent thing but that does not necessarily mean that CCP needs to clear out the old players. **CCP Hellmar** assures him that is not the intent.

Next, **CCP Hellmar** draws a diagram on a whiteboard to explain the flow based on required skill and challenges available.
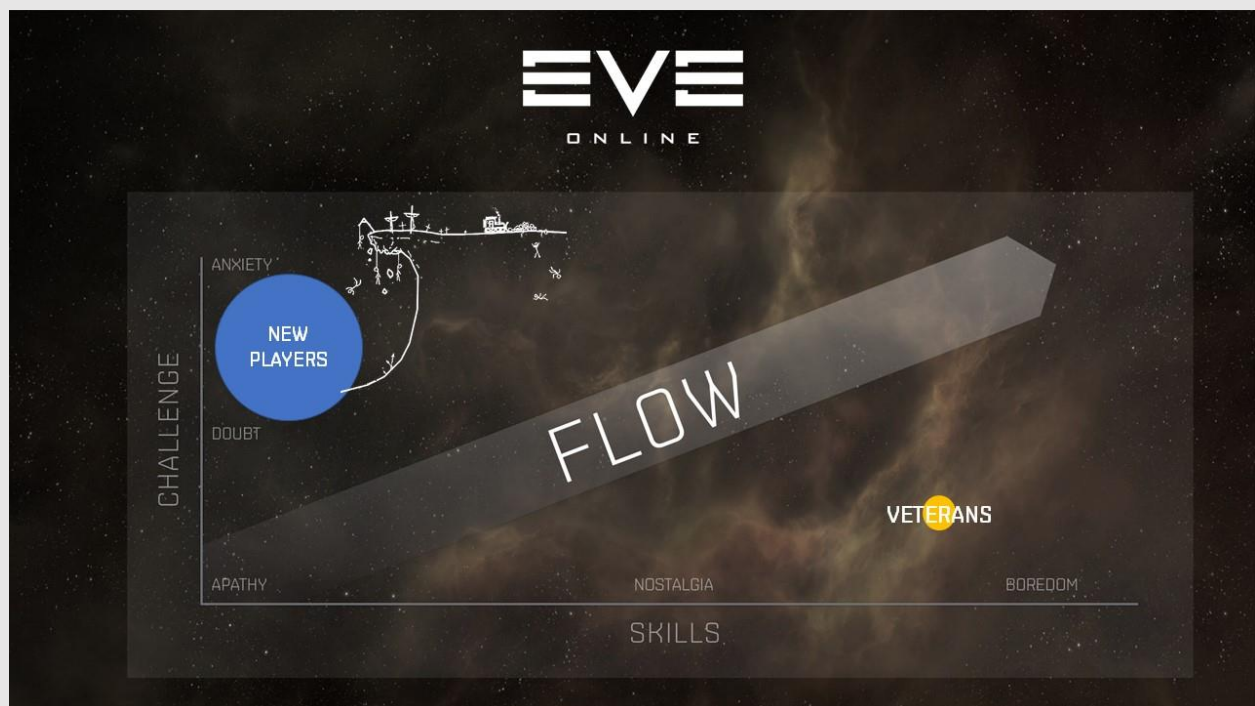
The environment must provide new challenges for people. **Gobbins** comments that there is an important distinction between providing extra challenges and just adding extra tedium. **CCP Hellmar** explains that EVE is designed to be a difficulty mountain and that a player can decide where they want to live in EVE depending on the difficulty they are willing, or capable of facing, with the added social and political slope to funnel players into the various areas of the game, whether that is highsec, nullsec or wormhole space. EVE has a lot of scalability in the social domain and that is why it was designed the way it is. **CCP Hellmar** says that they have not been doing a good job of keeping the scales balanced and that the environment of the game is not challenging the veteran players to the extent that it did in the early days of the game. **Gobbins** says that he feels that this is a misconception based on his experiences in 2009 and that nullsec was not actually that much harder back then. There was also far less competition for the rewards. **CCP Falcon** chimes in and think that this is not so much an intent

to add more challenges and increase the difficulties and tediousness of the game but instead to bring back the uncertainty and unexplored feeling from the older days.

Dunk Dinkle says that the power of the social groups in the game makes it easier. Getting into Rorquals or supercarriers for ratting is not possible without a social group backing the player up and is not something that can be achieved as a solo player. **Olmeca Gold** says that right now a new player can get to the "end game" of EVE much faster than before. **Innominate** says "what is the first question a new player asks, this game has been around for 16 years can I still catch up?" and he says that because of skill injectors he can say the answer is yes. **Olmeca Gold** then says that players will achieve the end game of getting these ships and then start to get bored. **CCP Burger** answers that as a player progresses in the game, the definition of their end game and goals will change. EVE Online is a completely different game during the first week compared to 2 months in when the player has joined a corporation.

An analogy was brought up by **Aryth** that EVE is like Everest in many regards. It has gone from this unexplored pinnacle of human achievement to now having guidelines throughout the entire mountain with people standing in line to scale it and take a selfie, even though some may die during the journey. **CCP Falcon** says that the perceived difficulty of EVE is very high, but due to the infrastructure available today it is actually very easy. **CCP Hellmar** was very entertained by the Mount Everest analogy and says it describes the situation perfectly. He feels that CCP now need to provide the first pioneers with a Mount Olympus because otherwise, these players will just talk about the glory days of when it was so difficult to climb Mount Everest. It is not about adding challenge on top of the challenge on top of the challenge of adding Titan Titans, but rather altering the environment to create new ones. Players will master chaos at some point. **Gobbins** says that is mechanically hard to envision how to implement a Mount Olympus into the game. **CCP Muppet Hunter** mentions that it may not need to necessarily be Mount Olympus but rather something like the seven summits that many of these people take on in real life.

CCP Hellmar says that climbing the north side of Mount Everest with no oxygen is another way to accomplish this challenge and uses this analogy to describe the idea of a permadeath character in EVE Online as a new challenge to present to the game. He does admit that this is a bit of a cop-out and it's not really difficult to think of an idea like that, but it should definitely be on the table. He adds that the real challenge is finding a way to implement the seven summits into EVE.

CCP Burger says that there are some social aspects of the game that create an unpredictable nature. He says that in the environmental aspect of the game CCP does not have any challenges they can use there. He goes back to the Mount Everest analogy and says that there are factors such as weather that the climbers need to take into consideration, and that adds a new dynamic to the situation. He says that a lot of the Chaos Era stuff is like this weather without any agency. He says that it is not necessarily a healthy chaos as there is no way to master it or predict it. **CCP Hellmar** says that in real life people will either face political or environmental challenges, in EVE the latter is missing and the players have mastered the political challenges of EVE. **CCP Hellmar** continues to say that there are no challenges or consequences in the game right now, an example being that nothing happens when a Rorqual fleet strips out an entire

system of its ore in a day. **Olmeca Gold** says that the hunters of EVE are more an environmental challenge rather than a political one.

CCP Hellmar takes the conversation back to the flow diagram and says that anything that people are interested in doing can be boiled down to a formula of the unpredictable outcome, sense of control and frequency. He uses a real-life example of this where people in North America used to dance for thousands of years to make it rain and asks the room how the concept of rain dancing occurs. There is the unpredictable outcome of when it will rain, there is a sense of control in the sense that when a human is presented with something unpredictable they will try to understand the mechanisms of it, and then when they dance it will rain, but the next time they dance it doesn't rain and then they try to adjust their dance routine, making sure to dance on a Tuesday or a full moon and leading to a confirmation bias setting in. This results in people for thousands of years trying to figure out what causes it to rain and this results in emergent religions and all sorts of things. **CCP Hellmar** finishes this example by explaining that as soon as the sense of control becomes actual control, then we lose interest.

CCP Hellmar refers to the graph and says that the veterans have gotten to the point of having total control with their infrastructure and knowing everything. They are past the point of nostalgia (attending player gatherings, talking about prior conquests and so on). However, for the new players, there is no sense of control it is just utter chaos. This is something that CCP wants to address, by scaling the difficulty to the abilities of the new players and likewise getting the game to a state where the veterans only have a sense of control again.

CCP Hellmar talks about an idea of procedural regenerated resources and how this would cause conflict and shakeup in the game, whereas the current design of resource allocation in the game currently leads to stagnation at the heart of it all. If these materials shifted throughout space in a random manner then there would be a natural reason to fight each other, and offensive mining could even become a thing.

Olmeca Gold urges that CCP should listen to **CCP Fozzie** and **CCP Rise** way more because they are the people who engage the most with EVE and the community. He thinks that this is a good vision but this need to be implemented in the right way. **CCP Hellmar** says that people are challenging CCP that they have no vision for the game and says that this is the vision.

Vily brings up concerns about the recent Drifter attacks and how this felt like an attack on the players from CCP directly. He says that if there is to be an environmental change like CCP envisions then it needs to be done in such a way that the player perception isn't the same again, that this is just another attack from CCP. **CCP Hellmar** says that it is not the intent for CCP to be playing these demigods and poking at the sandbox but unfortunately, they just need to start like this and allow it to evolve into the vision.

The discussion ends that CCP needs to define how far they can go and what changes are acceptable and the CSM agrees that they want to see some version of this Chaos Era implemented but CCP needs to present a more concrete plan.

TEAM SECURITY

CCP Nemesis starts by saying that this is more of an open dialogue session to discuss RMT and botting concerns and detection. He wants to know what the CSM have seen lately and if there have been any noted improvements. He gives a bit of a story about how this came to be and that surveys show that the number one concern from the players is botting in EVE Online. **CCP Nemesis** was tasked to lead this project and to tackle botting. They have additional resources and are working on tools to automate a lot of the processes so that the team can spend more time on investigations. They have been focusing on the most harmful effects with high ISK generation.

Innominate notes that there is another side to this and that's input broadcasting and that this is an issue too and it's so obvious and flaunting the rules so much that it's infuriating. **CCP Mupper Hunter** clarifies that they are looking at ISK first because it's easier for CCP to fix but they don't deprioritize the minerals that are generating too. **CCP Nemesis** also clarifies that lately, they changed their strategy. **CCP Nemesis** goes back to Innominate's point and discuses legal multiboxing. **Vily** mentions a notorious broadcaster that runs roughly 20 Muninns that is still kicking around.

Olmeca Gold says that he's watched these input broadcasters for days and sees that 99% of these players use Isboxer. For some cases, it is valuable for performance reasons when running multiple clients. He says that these aren't bots so using the report a bot button isn't appropriate so it is unclear where and how to report them. **CCP Nemesis** has talked about this and says that botting is basically just cheating and the report a bot button may just need to be changed for a more appropriate name to cover these broader aspects such as alpha account abuse, input broadcasting, exploiting and botting. **Olmeca Gold** asks if reporting all the broadcast characters will allow the team to detect the connection between the accounts and **CCP Nemesis** confirms that is the case. **CCP Nemesis** also clarifies that a lot of proof needs to be collected and a threshold found to prove that these are non-human actions.

Vily brings up the big offenders list and asks if broadening this list would be feasible. The team is currently working on it.

Vily asks if there is action being taken against bot corps. **CCP Nemesis** says that they do act on them when they find them and catch them. **CCP Nemesis** then also says that the faster they can catch them the interest in the game from an RMT perspective lowers due to lacking profitability and the blackout was an example that absolutely helped tackle that. **Gobbins** asked if they noticed in the blackout that they would move on to other activities whilst they are waiting it out.

ExookiZ brings up the debugger tool issue with cloaking and **CCP Nemesis** says they are aware of the issue.

Vily asks if there is any preference given to localization of botting and that some space is more popular due to various factors and whether this is taken into account, such as some regions that are renter regions being almost exclusively bots. **Vily** says that these botters have all kinds

of stats about what gets their bots banned and work around that. **CCP Larrikin** asks if what is being suggested is to keep an eye out for regions that seem to be hotspots for botters and that is what the CSM is suggesting indeed. **Gobbins** asks if they have stats about what regions are affected most and **CCP Nemesis** says they do.

CCP Nemesis explains that there is also rampant botting in safe SOV as well. He also adds that CCP never bans on reports alone but it helps with their suspicions. **Innominate** asks if reports have gone down since the blackout because the main way to report them is by seeing them in local. **ExookiZ** also mentions that he could go into a system and see 18 Gilas all with a similar name on the directional scanner and sees that as an indication of a bot. **CCP Muppet Hunter** asks what's to stop a legitimate player from doing this. **CCP Nemesis** chimes in that this doesn't prove anything but is helpful for context.

Olmeca Gold asks if they will use the blackout data for detecting bots and **CCP Nemesis** says absolutely. **CCP Nemesis** mentions that they could see a big Vexor Navy Issue farm that decided to stop playing in anticipation of the changes to that ship but again it is not a conclusive indicator either as it may be a normal player.

Vily says that the community is hungering for numbers about botting because they want to police themselves. **Dunk Dinkle** says that right now there is no tool in-game that leadership could use to verify or manage these things better within their ranks and figure out how to identify bots. **CCP Muppet Hunter** says that this is a catch 22 as this will give the botters access to the tool too.

Olmeca Gold brings up that the reporter should get some feedback on when or if an action was taken on their report and this is something CCP is considering. **CCP Nemesis** says that the vision is for botters to not have a tangible effect on the game via three pillars. One pillar will be to tackle the visible botting such as ratting, mining, fw and mission bots. The second pillar is to tackle invisible botting that impacts the economy like marketing bots. The third pillar is to put pressure on the RMT businesses to get out of the game and that can mostly be achieved by fixing the game internally. Repeatable missions are something **CCP Nemesis** dislikes because they can be automated so easily. Drone ship ratting was another thing and he advocates for turning off aggression, but realizies it may harm more players than just botters, especially new players.

CCP Nemesis says that these are the three objectives and they want to find a detection system partner such as something like Punkbuster and take the industry-standard approach.

Olmeca Gold asks about the report function in the game again and **CCP Nemesis** says that there will be a change deployed before the end of September introducing automated ban emails to reporters whenever an action has been taken against a reported player.

Innominate asks about what the rate is of people contesting and **GM Ender** says that everyone contests.

Dunk Dinkle asks about 2FA and hacking accounts. Lead **GM Stardust** says that this is a big concern and the industry-standard adoption rate is incredibly low. **CCP Nemesis** says that he would love to force it at some point. **GM Ender** adds that SMS 2FA is coming soon and they envision that it will be opt in first but heavily incentivized down the line.

Innominate brings up the password changing nuking ESI tokens and this deters changing passwords. Lead **GM Stardust** says that this is the classic case of usability versus security. **Innominate** suggests having the option to not remove the ESI when changing passwords. Lead **GM Stardust** says that he understands that the CSM wants to keep their accounts safe but there are a lot of players who just want to press a button and play.

CCP Nemesis asks if corporations can put social pressure on members to get 2FA and **Aryth** says that if they could see who has 2FA they can be damn sure that they will get on it. **Dunk Dinkle** suggests giving some incentives to get people to 2FA and then focus on these additional limitations. **Olmeca Gold** asks if there are any issues with giving this information to the corp leaders and **Innominate** says it's probably some policy issue.

Aryth brings up that returning legit players are extracting the second they come back and their account gets banned. **Steve Ronuken** asks for the ability to block extractions. **CCP Nemesis** says that if a hacker knows the limit is four hours then they will just wait four hours. **Vily** suggests limiting extraction to 2FA.

CCP Nemesis shifts the topic a bit and says that any time there is pressure put on botters through blogs then the RMTers will shift over to hacking.

CCP Nemesis has an interesting segue into the ESI and asks if there are any cases where it's being used in any way for botters or if there is information there that is useful to them. Allowing market order creation through the ESI would make market botting incredibly easy. **Aryth** mentions that local can be seen through the ESI by counting the blues since they know their locations. **CCP Larrikin** takes note of this and **CCP Nemesis** points out that the ESI is being reviewed.

CCP Nemesis goes back to the ISK equivalents thought. They will be hunting based on these ISK equivalents that will affect income bots as they are are the biggest issue for the economy, this includes Loyalty points and mining to name a few. He also noted that the Vexor Navy Issue changes resulted in 10-12 new activities popping up as alternative botting methods because it was so effective. **ExookiZ** mentions that the wormhole botters will change when the Auto-Targeting Missile changes go through.

CCP Nemesis asks if smartbomb battleships in anomalies are bottable, the CSM says that this is the case and is a common tactic. **CCP Nemesis** asks if they have heard of any verified supercarrier bots and the CSM says absolutely. **CCP Nemesis** asks how they would be identified. It seems that their means of ratting are not easy to identify but it's always after the fact. **CCP Nemesis** asks if anyone is actually titan botting and **Vily** says yes, even though it's very expensive.

There is speculation that the botters moved to super capitals after the blackout. CCP doesn't have the metrics about this but definitely saw a spike in those ships being used.

Vily asks if there is a chance of getting any numbers out to the public or not. **CCP Nemesis** says that they will do monthly blogs now rather than quarterly and work on the positive feedback tool, he also refers to the information released from Overwatch saying that there is a huge correlation between reporting and resulting in a ban, something along the lines of 85%. He also

wants to focus on talking about the ISK banned. He wants to get to the point where botting is just so irrelevant and inconsequential that the RMTers move on.

Dunk Dinkle asks if there's anything that can be done about RMT sites and **CCP Nemesis** says many aren't even breaking the law right now as they aren't selling in-game items but rather a brokering platform between two parties.

PLAYER EXPERIENCE

GM Arcade gives the CSM an introduction to the Player Experience teams and gives a rundown about their roles and areas of responsibility.

Innominate asks about the role of Internal Affairs in policing devs as they play the game. **CCP Falcon** explains what limitations are imposed on playstyles and roles available to devs when anonymously participating with EVE corps as players. **ExookiZ** and **Merkelchen** say that he's heard there's been a push internally to get more devs playing EVE but says he's spoken to several devs this week who feel like they can't properly engage with the game because they're worried they'll somehow break the rules. **CCP Falcon** and **CCP Ender** are surprised and concerned to hear this. A commitment was made to update the CCP Bible (a doc which governs how devs interact with players) and making sure that devs feel relaxed about playing EVE.

GM Arcade shows a series of graphs with support ticket statistics. He goes on to the explain the new Meet & Greet program where the GMs are pro-actively taking to new players trying to answer their questions and direct them to useful resources. He continues saying that during the Meet & Greet the players are sometimes offered a Venture and a SKIN to help them get into new careers. **Innominate** suggests a better idea would be to get them into a more combat orientated career path and give them a ship that could run the SOE epic arc instead. We are already working on that. You should absolutely check out the Community Fittings section on forums as well - **GM Arcade** replied.

Gobbins asks if there's anything the CSM can do to help encourage devs to join large alliances or play in the nullsec endgame. **Merkelchen** and **Aryth** agree and all three say they'd be willing to help shepherd devs into alliances and bypass the usual scrutiny during recruitment if it means enabling them to experience more endgame nullsec content. **Dunk Dinkle** agrees too.

GM Arcade explains the concept of Magic Moments (patent pending), such as when a new player suffers their first significant loss (i.e. their first battleship is destroyed). GMs reach out to players when that happens, give them some advice and replace the lost ship which encourages them to continue their journey in EVE Online. **Dunk Dinkle** says this is basically what they do in Brave in terms of supporting their new pilots who have suffered losses and confirms that it works.

Merkelchen asks if there's any data on the results of the Magic Moments program. **GM Arcade** says they've spoken to about 250 people so far and that this information will be available soon.

GM Lelouch gives an explanation about CCP's new live chat support during registration and shows some statistics about customer satisfaction with GM support chats.

GM Stardust talks to the CCP about a new SP extraction alert tool which CCP uses to intercept hacked accounts before too much harm is done. He says that SP extracted due to hacked accounts has been reduced by approximately 90% since the tool was employed. He continues by talking about security methodology which I probably shouldn't record here... dammit. Afterwards, the discussion moves to the importance of having 2FA enabled to protect

accounts. **Aryth** says that the option to permanently disable skill extraction on their accounts should be an option that players can choose, or at the very least temporarily disable skill extraction but then require 2FA to be enabled on an account before SP could be extracted again.

CCP and the CSM discuss measures to incentivize the adoption of 2FA.

COMMUNITY SUPPORT

With the team growing in size, **CCP Dopamine** would like to have a brainstorm to hear from the CSM what projects or initiatives they think community should be looking into.

Aryth says that CCP could reach out to newbie groups (Brave, Horde etc.) to find out what the most common things they have to explain to newbies and then make a series of instructional YouTube videos to cover off those issues that they can just direct new players to watch. The videos could be produced by CCP or by community content creators for CCP under commission.

Dunk Dinkle loads up the Brave Dojo website to show a list of areas of focus that Brave provides to new players which CCP could adopt. **CCP Falcon** suggests a similar page with video embedded for brand new players to do a self-guided tour through some important pieces of knowledge. **Dunk Dinkle** and **Innominate** say that videos are great but if too long people will turn them off. Any videos should be short and there should also be written directions for people who want to search quickly. **Steve Ronuken** suggests a drip-feeding video to the players with marketing emails in the days and weeks after they register and start playing.

The discussion moves to the challenges of streaming a game like EVE on Twitch.

CCP Dopamine says he'd like CCP to start producing some regular content again on Twitch. Not necessarily a full-blown talk show like o7 but just a weekly or biweekly show with devs talking to the community or trying new features. He also said he would prefer for CCPs strategy to promote particular talents and content creators rather than the product itself so that they can build communities around themselves.

Olmeca Gold says that Abyssal Deadspace is ideal for streaming due to the short play sessions and attractive environments.

Aryth suggested that CCP could use the fleet fight notifications to prepare and stream big fights as they happen. **CCP Falcon** mentions that there's a space in the new CCP HQ under construction which will function as an audio and video production studio where hardware can be set up permanently for streaming purposes.

Vily asks about more Twitch integration/UI optimization of the EVE client to make life easier for streamers. **CCP Dopamine** says that would be cool but we'd have to demonstrate that there's enough audience to justify the development time. **Aryth** says he likes watching chill EVE Online stuff like the Jita undock live cam. CCP could have a permanent live stream of chilled parts of EVE. **CCP Falcon** says it's been considered in the past but nothing came of it but agrees it'd be nice to get happening.

Olmeca Gold asks if the Alliance Tournament is gone forever. **CCP Dopamine** says the community team would really like to see the AT come back because they understand that it was special to an important group of EVE players. **CCP Falcon** says he loves the AT and has a long history with it. He identifies some issues in bringing it back including space to produce the stream, the development time to make sorely needed updates to the tournament tools, staffing

the tournament since in the past it's been a passion project and relies on CCP volunteers, and general stagnation of the format of the tournament.

Aryth suggests making the AT grand prize the Palatine Keepstar gets moved to the location of the winner's choice.

ART OF EVE ONLINE

CCP Jörg makes a round of introductions for the room and then pulls up some fancy new art. **Dunk Dinkle** gives a shoutout for the new skin that changes colour when in the warp.

CCP Jörg shows the new Aura design and says they want to do a lot more with characters and give them a lot more visibility in the client in the future. Old Aura was just a static image but the new one is an actual character model that can be used anywhere in the client. There were also some tasks that had to be addressed for the release in China. The overall plan is to do this to all NPCs down the line. **Gobbins** ask where they would appear in the game? There are plenty of options available, such as the agent window, tutorials and so on. **Olmeca Gold** asks if it's intentional that Aura feels more human now. **CCP Undoz** says that this is just because we have never seen characters in this scenario before. **Olmeca Gold** also asks about the voice changes that seem less robotic and this has been confirmed as an intentional design choice.

The next pictures show the exploration of possible character augmentations. This takes the cyberpunk face augments to the next level with body augmentations and bio-mechanical designs. **ExookiZ** asks if there is any plan on how to introduce these to the game but that is not up to art to decide.

Some facial animation examples were shown and **CCP Undoz** explains that they want to work on the tech side too in order to make it easier to render in the client.

The Jita redesign was shown. **Merkelchen** asks if this will affect the performance at all. **CCP Jörg** says it shouldn't have an effect outside of the grid. **ExookiZ** asks if players will need to make new dock bookmarks? This is something that is being taken into consideration. **Gobbins** asks if any visual upgrades could be purchased for citadels. **CCP Jörg** says they've had the idea of making the game feel more alive and adapting and this is being looked at for the other trade hubs. **Vily** asks if this is the only version of this type of a change that is planned? At the moment this is the main focus but the same could be done with other locations in the future.

A discussion came up about getting modular blocks for citadels as there is a clear desire to have a player identity. The art team is aware of this but this is not something they can tackle alone and require a bigger effort from other teams. Amarr was brought up about the titans sitting there and **Dunk Dinkle** asks if this could be done for Jita too in some way.

The audio team shows what they are working on. The London and Reykjavík teams joined forces to improve the audio of EVE Online. They've started working on the voice management systems, turret outbursts and turret impacts. They want to address the lonely sounds in smaller fights and make them more natural and atmospheric. Wormhole music, ship engines, cloaking, hangars and travel are all being worked on and modernized. They show a work-in-progress thruster and engine concept.

ExookiZ asks if there will be racial variants in the audio. This has not been planned but there will be differences between the sizes of the ships. **ExookiZ** asks about reload sounds and the team replies that they have some ideas for that.

CCP Oldboy mentions the jukebox and that it isn't needed today as people have Spotify, iTunes and stuff. They instead want to take the music and make it a part of the environment. The wormhole space will be eerie and frightening, rather than creating whole songs they are creating parts that help with the atmosphere of being in space. They call it sound mass music that is very vertical, with no clear melodies.

Steve Ronuken asks about EVE music on Spotify. It is on SoundCloud but it is outdated and not so convenient to listen.

ExookiZ asks if there's going to be a difference in the music between wormhole class. **CCP Oldboy** says that they actually want to hear the feedback from them about what they believe makes sense. **ExookiZ** mentions that the music should be more lonely and isolated the deeper you venture into wormholes. **Olmeca Gold** says it should get more dangerous sounding and eerier as you get into C6 sites.

Empire space music is also being changed into this system and they will later decide where to make the old music available.

Gobbins asks about nullsec space and if the team has ideas about how to tackle that. They respond that they will make the music similar to wormhole space but differentiating it by using an orchestra instead.

Vily suggests making music change on a grid-based level, so undocking from the home station plays safe sounding music, but then when going out to an asteroid belt that in most cases is a peaceful environment the music changes to reflect that. The same would then happen when going into combat sites.

There is a change coming to the voice management system that will drastically help with CPU performance in fleet fights.

CCP Myrkur brings up a couple of fixes that are going out with the next release. Low shader quality on stars is getting fixed. He then shows the wormholes visual change and explains that they ensure that it is now following the rule that VFX on low shader quality should be as cheap as possible on performance while ensuring they are gameplay representative. Wormhole age and mass remaining is receiving better visuals, as well as ship size restrictions. Industrial/vigil cyno will be worked on soon. **Dunk Dinkle** asks about the Pharolux start up animation being looped once an hour or so purely for a visually pleasing moment that others get to see because the animation is amazing.

Olmeca Gold mentions the PANIC animation going away when warping away from grid and back. This will be looked into.

CSM14

COUNCIL OF STELLAR MANAGEMENT

VFX FEEDBACK

CCP Myrkur presents the CSM with additional art assets that didn't fit in the previous session. A video showing the Jita renovations overtime is played. Nerds get sweaty.

CCP Convict can't help himself and asks if they're going to dress the set with some supercarriers or something to impress new players. Art Team says that it is a great idea and they will look into it.

Art Team demonstrates the upcoming real-time reflection feature which will show planets, nebulas, etc. in space on reflective surfaces of ships. Looks dank.

Next up is concept art for worker drones and modular cargo and transport ships intended to add "ambient life" and immersion to the interior and exterior of stations. **Gobbins** asks if the art team has considered adding some kind cosmetic traffic between citadels that are on the grid close to each other.

Art Team unveils a new funerary monument which will be erected in or near the player-created graveyard in Molea featuring a vigil cyno inspired light that flares every 6 hours. **Olmeca Gold** suggested to also have a special flair that occurs once a year. Art Team said they'd look into it. **ExookiZ** suggested that the memorial cyno could be restarted monthly and have a really cool looking starting animation.

Suddenly, the room is filled with blinding flashes of light and blaring sounds of two carbon-based bodies clashing with each other. When everyone comes back to their senses they can finally see what caused it: it is a new Voltron-like form of **Dunk Dinkle** and **ExookiZ: DunookiZ** who joined forces to formally request a Bhaalgorn SKIN. The Art team smiled and murmured something.

Vily requested some SKIN lines that have been added to the DB and are visible the market to actually be released (i.e. a several Steel Cardinals).

Merkelchen says players on potato mode can't see when Titan and covops bridges are activated. He asks the art team to make a low shader quality version of the bridge effect that gives them some kind of graphical feedback.

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AUDIO FEEDBACK

CCP Oldboy says that audio wants to create new and update existing music for the whole game. They want to create ambient tracks that seem larger and grander and enhance the scale of the game through the audio.

Innominate says that the music matters most for the players who are new to the game. He says by the time some players get further in the game and are running multiple clients they tend to turn off sound so that there are fewer distractions.

CCP Oldboy says they're thinking of some kind of audio feedback for example where if your guns are at or within their optimal range they make a subtly different sound. **ExookiZ** suggests a different sound when ships in your fleet are locking you vs. ships that aren't in your fleet.

Dunk Dinkle and **Innominate** talk about context-sensitive music that's different when you land on a grid that's "industrial" (e.g. an asteroid belt or has an Athanor) or land on a grid that has hostile NPCs that has more intense music but then settles back into ambient once they've been destroyed or warped off. **EzookiZ** suggests there could be different ambient music depending what type of ship you're in.

Olmeca Gold says there could be some exciting music when a ship enters warp while suffering hull damage. **Merkelchen** thinks that's cool.

The CSM continue to suggest different environmental and ship conditions that could potentially have different audio cues.

CCP Oldboy asked if the CSM would be cool with them removing all the old tracks from the game to make way for the new music as long as the old tracks went on to Spotify and they indicated that would be ok.

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SHAREABLE BOOKMARKS

CCP Habakuk assumes that everyone in the room already knows what these will be. The project is progressing and is starting to look like a certainty. Release date is not decided yet.

Dunk Dinkle asks if they are ACL controlled and that has been confirmed to be the case. Bookmarks are stored in folders and each folder has an ACL assigned to it. Personal folders don't deal with the ACL system but only shared ones. Some confusion occurred with the wording of the different access states for the bookmark folders. One clarification provided was the difference between 'view' and 'use'. 'View' means the player can warp to the bookmark and 'use' means they get rights to create bookmarks in the folder but not edit existing ones. The 'manage role' allows to delete bookmarks and then admin can delete the option to access the folder. The naming is not final and is subject to change.

Linking the folder in a chat will allow those players on the ACL to add the folder. There are limits on how many folders a player can have active and how many bookmarks are in each folder. These folders can be subscribed to and deactivated when not used to get around the limit. Inactive folders do not take up space in the limit.

Innominate asks about copying bookmarks between lists and CCP confirms that is possible. Schematics of selling bookmarks was brought up and that would be done by creating one ACL and separate folders for the bookmarks and then link each folder to the player as the only way to view the folders is by getting a link shared. The team expects that the majority of the folders will be on a public ACL and then the links to the folders shared to keep it private in that sense. **Innominate** suggests that there should be some way to verify who the creator of the list is and the team had discussed that but not reached a conclusion on how to implement it yet.

Dunk Dinkle brings up the creator aspect such as when a player creates a folder and leaves the corp and **CCP Masterplan** says this is why they are not putting an emphasis on who created the folder initially but rely on the ACL managers for that instead. **Steve Ronuken** points out that there is no way to validate if the folders are *'the right ones'* or prevent players from creating fake folders to trick other pilots. **CCP Masterplan** say they are aware of it.

Olmeca Gold says that with the new system there's some added complication with low trust trade methods.

Vily mentions that with the introduction of this the ACLs will now be used considerably more and ACLs are very complicated and he asks if there is any intention to release a new video or tutorial and the team says that there are no plans for something like that at the moment. **CCP Habakuk** says that if they have any suggestions on improvements then he would like to hear them. ESI was brought up to manage ACLs but it is not technically feasible right now.

CCP Habakuk brings up corp bookmarks and currently there is a 5-minute rolling delay and the new system is looking at a 2-minute strict delay. You will be able to see the bookmark immediately but after two minutes it can be used. The CSM has no objections to that. **ExookiZ** asks if the greyed out ones that are not yet available will appear in space and that is not the case.

The expiry settings are optional and this was asked about in a forum thread about the duration options players would want to see. The last selected setting is saved in the client and will be specific to each folder. **Steve Ronuken** asks if editing this timer after the creation is possible, the expiry can be cancelled but not edited. The exact duration options available will be decided later.

Dunk Dinkle asks if there will be any way to distinguish between shared and private folders and there is an icon to help with that.

CCP Habakuk asks who the CSM think should have the access to the corp bookmarks when they get transitioned. To provide some clarification the very likely outcome of the initial setup will be:

- All corp members can use and add bookmarks, and delete bookmarks, which they added
- Directors will be able to configure the folder and do all other operations (like deleting other bookmarks)

Corporations will need to update those default ACLs based on their needs. Those ACLs will also not update automatically, if someone is losing or gaining the director role.

ExookiZ asks about copying bookmarks and is leaning towards not having the option to copy bookmarks in shared folders. CCP would want to see this as an option in order to have the ability to organize the bookmarks. **ExookiZ** says that it would have to be at least the top two levels to avoid spy shenanigans. There are some legit reasons to have the ability to copy bookmarks such as to bypass the folder limitations.

ExookiZ admits that this would be a potential scope creep but getting some logs to be able to track who may have copied or deleted folders or bookmarks. **CCP Habakuk** says that this is outside of the scope for now, but there are internal tools being created for this specifically for Game Masters to refer to.

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MARKETING TEAM

Round of introductions is done. **CCP Goodfella** starts up a presentation that includes past, present and future tasks.

He starts by showing that the new EVE Online website has a download button clearly visible which is met with a round of applause. The new front page feels like a home page rather than a landing page where you can learn more about the game. So far the metrics have not shown any difference in the AB test with the download button but they were doing a soft launch for this. A new welcome email was tested and resulted in a 35% uplift in click rate and uplift in click to open rate. Down the line, they will be adding a *'Get Started in EVE'* to help give some ideas of what the new player can do.

The Meet & Greet have been changed and they will be hearing more about it a session with Player Experience team. The PLEX rewards in the Recruitment Program have been removed as they were being exploited. This did not have any negative effect on the customer-based metrics. **Steve Ronuken** wants to see players coming organically into the game and the Recruitment Program.

Another initiative was the Twitch Prime with the Sunesis Omega bundle. **Dunk Dinkle** asked if partnering with Twitch had any negative implications or heavy cost. The business model for Twitch Prime made it easy to participate and did not cost CCP anything outside of the internal resources. The Twitch Bounty Board was a different campaign that also came with unique challenges. CCP wants to test more but acknowledges that new people streaming EVE is not an ideal way to advertise the game.

An experiment was made to contact a specific group of players and appeal to their gameplay, such as the wormhole campaign. This was a small pool of people and there may have been some bleed over into another similar campaign sent so determining from the data the success of this reactivation campaign is difficult. The team would want to hear any feedback and ideas on how to make this better in the future. **Olmeca Gold** suggested doing this when substantial changes happen.

In-game news item storyline was brought up and **Steve Ronuken** points out that the newsletter came out before the dev blog and he believes that they should come out at the same time in the future.

Recently created YouTube videos from [Quill18](#) were brought up due to an impact they had on new players trying out EVE Online. **Steve Ronuken** suggests creating a bounty board for players to create tutorials from the community.

Login campaigns will be similar to what they have been doing, but the cadence is up for a discussion - whether it should be more frequent or less. The latest campaigns were tied with offers and have worked better than previously. CCP wants to look into the retention numbers to see if these reactivation are just spikes or something sustainable - more testing will continue.

Dunk Dinkle quickly says that there has to be a draw for San Diego beyond just a new city to make sure people don't just think *why go to San Diego when I could just go to Vegas*. **Merkelchen** says that Vegas is always predictable in its scheduling and that they should stay away from that third week in October to prevent unnecessary conflicts.

ExookiZ says that they should have made sure to let the players know about San Diego change as soon as the decision was made.

CHARACTER CREATOR

The eventual plan down the line is twofold: have all new players start in the same system and simplify the empire selection. The art team has looked at where people drop out of the character selection screen and made changes based on those metrics. The biggest drops have been on the empires and technology screens followed by the character customization. A question came up whether people were too lazy to read the empire descriptions and it's rather that the information is not clear nor meaningful. The team noted that players read into this information without realizing it does not have any gameplay impact outside of changing the aesthetics and get confused - this has to be cleared up. The team also noticed that 10% of all players will select an empire and bloodline and get into the customization before going back to the empire selection.

Some recent improvements to Download on Demand (DoD) resulted in better performance and shorter loading times for new players.

The next test the team wants to run is to have pre-randomization of new characters to see if it has any impact on the character creation. It is important that we clearly communicate the limitations of what can and cannot be changed for free later on. **Merkelchen** notes that - among other things - people would pay a lot for a gender change.

Some concerns were raised about the family name being seeming mandatory and confusion with the limit of spaces used.

CCP Muppet Hunter says that in the future they will transition from the current list of last names that are in the hundreds to a list that is in the thousands that will drastically reduce the chance of a name not being available.

Vily suggests changing *board ship* text when logging in to the game to something that is more descriptive such as *confirm* or *finalize*. There are discussions about the empire selection setup from a UX perspective as well as how the UI changes when entering full customization.

Dunk Dinkle mentioned that CCP should either explain what the starting station is or remove that option entirely. The CSM thinks raw clone needs to be changed to something else.

EVE PORTAL

Dunk Dinkle says that the two main issues he has heard about the new EVE Portal are the Android compatibility issues and some UI problems when it comes to typing and entering information.

CCP Time Runner says the compatibility issue was caused by a Google update to Android. A new version of the app was put together and resubmitted. A new beta version was made to resolve the compatibility issues and so far the feedback has been positive. He asks for more information on the UI input issues and the CSM shares their thoughts:

- **Steve Ronuken** wants the send button moved to the top of the screen so it's not masked by the keyboard when entering text. He goes on to mention the problem adding names to EVEmails. **CCP Time Runner** tells the CSM that an update to fix some UI problems is coming.

- **Innominate** says that being able to change the skill queue from outside the EVE client is "amazing". **Dunk Dinkle** enthusiastically agrees. **Innominate** requests some minor QoL improvements to how skills are added and managed in the queue.

- **Aryth** points out that deprecated skills (in this case Astronautic Engineering) which are no longer available but still in the DB shouldn't be shown as available for purchase. **CCP Time Runner** explains that while not ideal it's more streamlined to just list all the skills but that it might be possible to optimize the list of available skills.

- **Steve Ronuken** points out that it's a full-screen app but his phone doesn't have off screen buttons, so the app hides them. **CCP Time Runner** points out that it's an intended feature usually associated with full screen games but agrees that it might be causing some confusion. He'll look at making it an option in the settings.

The conversation moves on from bugs to upcoming features:

- **Dunk Dinkle** says he'd like some ability to view (or manage) financial transaction and assets. He says most people he hears from would love to move from 3rd party apps to a more secure CCP controlled environment for managing these things.

- **Olmeca Gold** says he'd like to see ghost fitting added to the app.

- **Vily** tells CCP Stardust about DOTLAN and how useful it is to EVE players. He suggests features like maps, jump planners etc. would be great. He also requests a killfeed to track personal and corp kill reports. **CCP Time Runner** asks if CCP should be duplicating perfectly good 3rd party sites and their functionality? **Aryth** says some features could be duplicated from 3rd party apps and then improved.

Aryth and **Dunk Dinkle** have a conversation about prioritizing new features. **Aryth** thinks it should be market-focused, **Dunk Dinkle** thinks it should be focused on assets. **Olmeca Gold** thinks it should be fitting. **Steve Ronuken** disagrees. **CCP Time Runner** provides a list of top requested features from a survey that was carried out a while back.

Aryth says PI would be super useful to a lot of people because it would enable players to make in-game money from their phone but he thinks it might be unrealistic for CCP to pull off. **CCP Time Runner** says they might be able to add some PI features to the client, if only in terms of managing established PI systems and not necessarily implementing the entire feature.

CCP Rax says one of the objectives with the app is for players to have shorter sessions throughout the day so that they can enjoy the more meaningful parts of EVE Online gameplay when they get home and log in. Some discussion about the merits of adding support for niche gameplay types (eg. industry) to the client. **EzookiZ** says that if support for some of those things was added to the client - such as the ability to research BPOs or commence production of items - then maybe those things wouldn't be so niche anymore.

Dunk Dinkle says having access to his industry jobs throughout the day would mean that he could spend more time in space when he gets home. **Gobbins** agreed that initiating and completing industry jobs from the app would be a very popular feature. **Steve Ronuken** points out that increasing accessibility for things like industry would lead to a big increase in productivity without a similar increase in demand and affect the profit margins of small industrial operators.

Vily says that PI is an easy way for new players to make money early in their career and that being able to manage their PI from their phone will let them spent more time actually playing EVE when they're at their computer. **Aryth** agrees.

CCP Rax asks what would be the top three features for EVE portal going forward? The general consensus is that Market, Industry and PI would be the highest, with chat close behind.

CCP Time Runner comments that some of these would be full features, some would be partial features. For instance, the chat would be implemented as a full feature, but only parts of PI make sense on a mobile device as some of them involve a lot of different systems. **Innominate** says that partial PI would be fine - the setup isn't really needed, that can be done on PC - it's mainly the daily maintenance. **CCP Time Runner** replies that the same would be the case with market trading, you'd be able to log in and browse the market, however you wouldn't be able to move characters around in New Eden to look at different markets.

Dunk Dinkle says he'll be spending more time on the toilet now that he has more things to do. He also requests shorter cycles with smaller updates to the app rather than big expansion that take months to develop.

CCP Convict's 10-hour Slow Cooked Pulled Pork

This recipe calls for a slow cooker/crockpot but you can do this in an oven or kettle barbecue over indirect heat if you prefer.

Ingredients

(measurements are approximate only, doesn't have to be precise)

Item	Metric units	Freedom units
Pork shoulder (Pork butt)	2kg	4.4lbs
Bone in or boned out doesn't matter, as long as it fits in your slow cooker		
Cola (Coke/Dr Pepper)	600ml	20oz
Your favourite BBQ sauce	500ml	17oz
Worcestershire sauce	1 Tbsp	
Hot sauce	2 tsp	
Chili flakes	2 tsp	
Salt	1 Tbsp	
Pepper	1 Tbsp	
Onion powder	1 Tbsp	
Garlic powder	1 Tbsp	
Paprika	2 tsp	
Brown or yellow onion	1	

Method

Trim the skin and fat off your pork shoulder.

Combine the salt, pepper, garlic powder, onion powder and paprika in a small bowl and mix to make the rub.

Rub your butt *(hehe)* all over with the spice mix. Wrap the pork in cling (saran) wrap or a large snap lock bag and leave in the fridge for at least 3 hours but you can leave it overnight if you want to prepare your pork the night before.

Roughly chop the onion and place into the bottom of your slow cooker.

Place your pork into the slow cooker over the onion.

Combine the cola, ¾ of the BBQ sauce, Worcestershire sauce, hot sauce and chilli flakes in a bowl and mix together.

Pour sauce mixture over the pork into the slow cooker.

Set your slow cooker on the low setting and let the pork cook for 10 hours. Once done remove the pork and set aside on a large pan or tray.

Transfer the remaining juices from the slow cooker into a saucepan and place over a high heat on the stove to reduce. Add the remaining ¼ bottle of BBQ sauce to the saucepan.

While the sauce is reducing, pull your pork *(hehe)* using a pair of forks until you have a pile of delicious, steaming shredded meat.

Once the sauce has reduced by about half add it to the shredded pork in batches and toss until all the pork is generously coated. You will probably have quite a bit of sauce left over, so don't worry if you don't use it all.

Serve your BBQ pulled pork on a burger with coleslaw and extra hot sauce if that's your jam!

ENJOY!