

Monthly Performance Report from Public Technical Identifiers (PTI) to the Customer Standing Committee (CSC)

August 2017

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Summary of Performance

Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 3.59s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 4.98s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 3.18s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.46d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 1.13d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ 1.53d	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 9.67m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ —	p10
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ 3.36m	p10
Technical Check (Retest)	Routine (Technical)	≤3m (95.0%)	✓ 2.73m	p11
Technical Check (Retest)	gTLD Creation/Transfer	≤3m (95.0%)	✓ —	p11
Technical Check (Retest)	ccTLD Creation/Transfer	≤3m (95.0%)	✓ —	p12
Technical Check (Retest)	Other Changes	≤3m (95.0%)	✓ 0.32m	p12
Technical Check (Supplemental)	Routine (Technical)	≤1m (95.0%)	✓ 0.57m	p13
Technical Check (Supplemental)	gTLD Creation/Transfer	≤5m (95.0%)	✓ —	p13
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤5m (95.0%)	✓ —	p13
Technical Check (Supplemental)	Other Changes	≤5m (95.0%)	✓ 0.29m	p13
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 3ms	p14
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 2ms	p14
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p15
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p15
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ 2ms	p15
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 100.6ms	p16
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1ms	p16
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p17
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p17
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 0ms	p17
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 1.34d	p18
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.32d	p18
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ —	p19
Validation and Reviews	ccTLD Creation/Transfer	≤60d (100.0%)	✓ —	p19
Validation and Reviews	Other Changes	≤0d	✓ 0.52d	p19
Third Party Approval	ccTLD Creation/Transfer	≤60d	✓ —	p20
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 22.19h	p21
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p21
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p22
Root Zone Publication	Other Changes	≤0h	✓ 10.22h	p22
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.71s	p23

Metric	Category	Expected	Actual	Detail
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.49s	p23
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p24
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p24
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 0.91s	p24
System Availability				
IANA Website	IANA Site Availability	≥99%	✓ 100%	p25
Root Zone Management System	RZM Availability	≥99%	✓ 100%	p26
Directory Service	WHOIS Availability	≥99%	✓ 100%	p27
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100%	p28
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.24s	p29
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 1ms	p30
Accuracy				
Root Zone File	Routine (Technical)	100%	✓ 100%	p31
Root Zone File	gTLD Creation/Transfer	100%	✓ 100%	p31
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100%	p31
Root Zone File	Other Changes	100%	✓ 100%	p31
Root Zone Database	Routine (Technical)	100%	✓ 100%	p32
Root Zone Database	Routine (Non-Technical)	100%	✓ 100%	p32
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100%	p32
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100%	p33
Root Zone Database	Other Changes	100%	✓ 100%	p33
Enquiry Processing				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 1s	p33
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 0.19d	p34
Percentage of SLA thresholds met of those defined			100.0%	

Exceptions and Narrative for Reporting Period

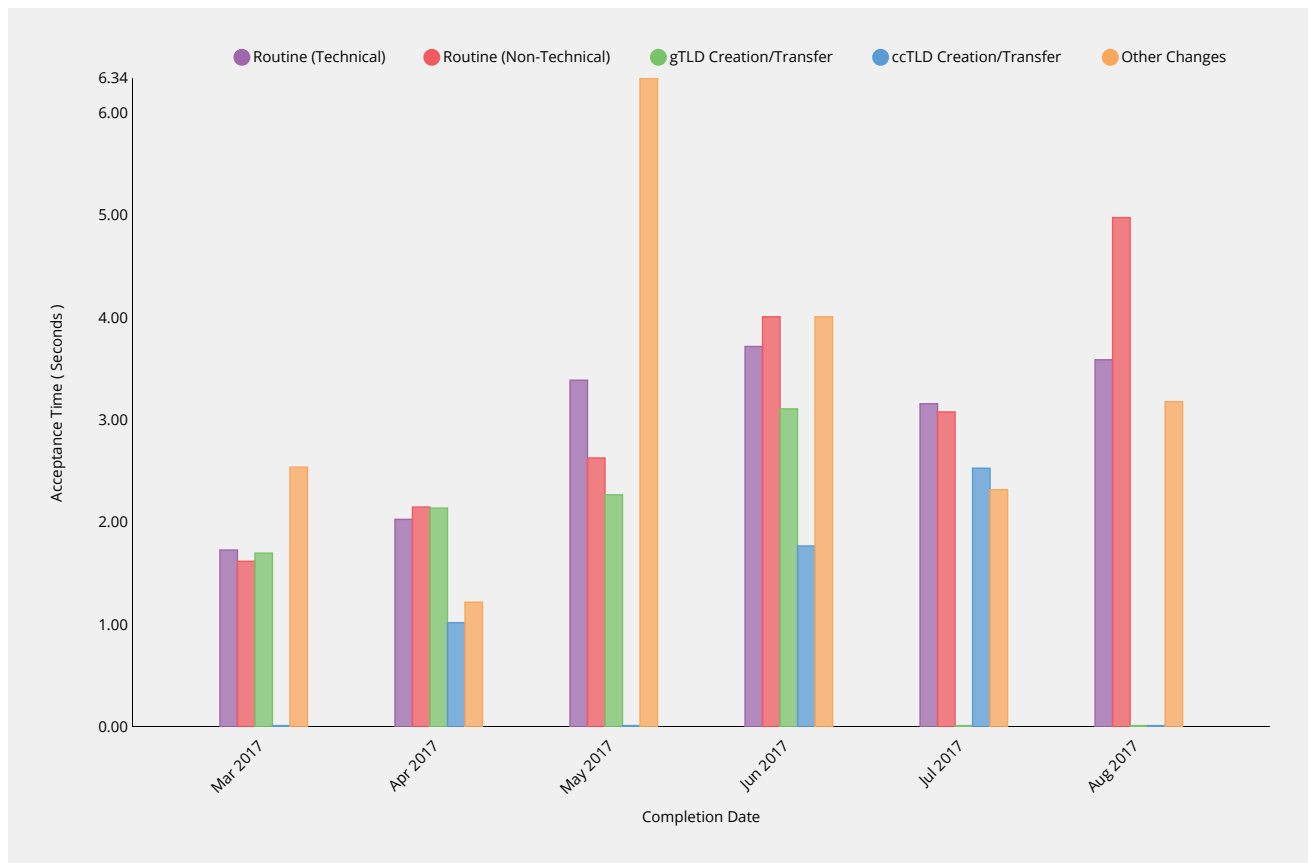
There were no exceptions for the reporting period.

Detailed Performance for Reporting Period

Submission

Acceptance Recognition

Time for ticket confirmation to be sent to requester following receipt of change request via automated submission interface.



Routine (Technical)	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Acceptance Time	1.73s	2.03s	3.39s	3.72s	3.16s	3.59s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	65	22	51	42	38	26
Mean Time	0.92s	1.12s	1.52s	2.16s	1.73s	2.1s
Shortest Time	0.61s	0.58s	0.61s	1.2s	1s	1s
Longest Time	1.95s	3.27s	4.25s	4.13s	3.57s	3.69s
Median Time	0.82s	0.86s	1.41s	1.67s	1.59s	1.85s
PStDev Time	0.34s	0.63s	0.78s	0.9s	0.59s	0.78s

Routine (Non-Technical)	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Acceptance Time	1.62s	2.15s	2.63s	4.01s	3.08s	4.98s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	12	31	231	22	67	285
Mean Time	1.36s	1.49s	1.87s	2.91s	2.44s	2.88s

Routine (Non-Technical)	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Shortest Time	1.06s	1.04s	1s	1.12s	1.75s	1.91s
Longest Time	1.65s	3.08s	3.29s	4.88s	4.28s	5.24s
Median Time	1.37s	1.36s	1.86s	2.93s	2.35s	2.6s
PStDev Time	0.16s	0.38s	0.35s	0.83s	0.43s	0.84s

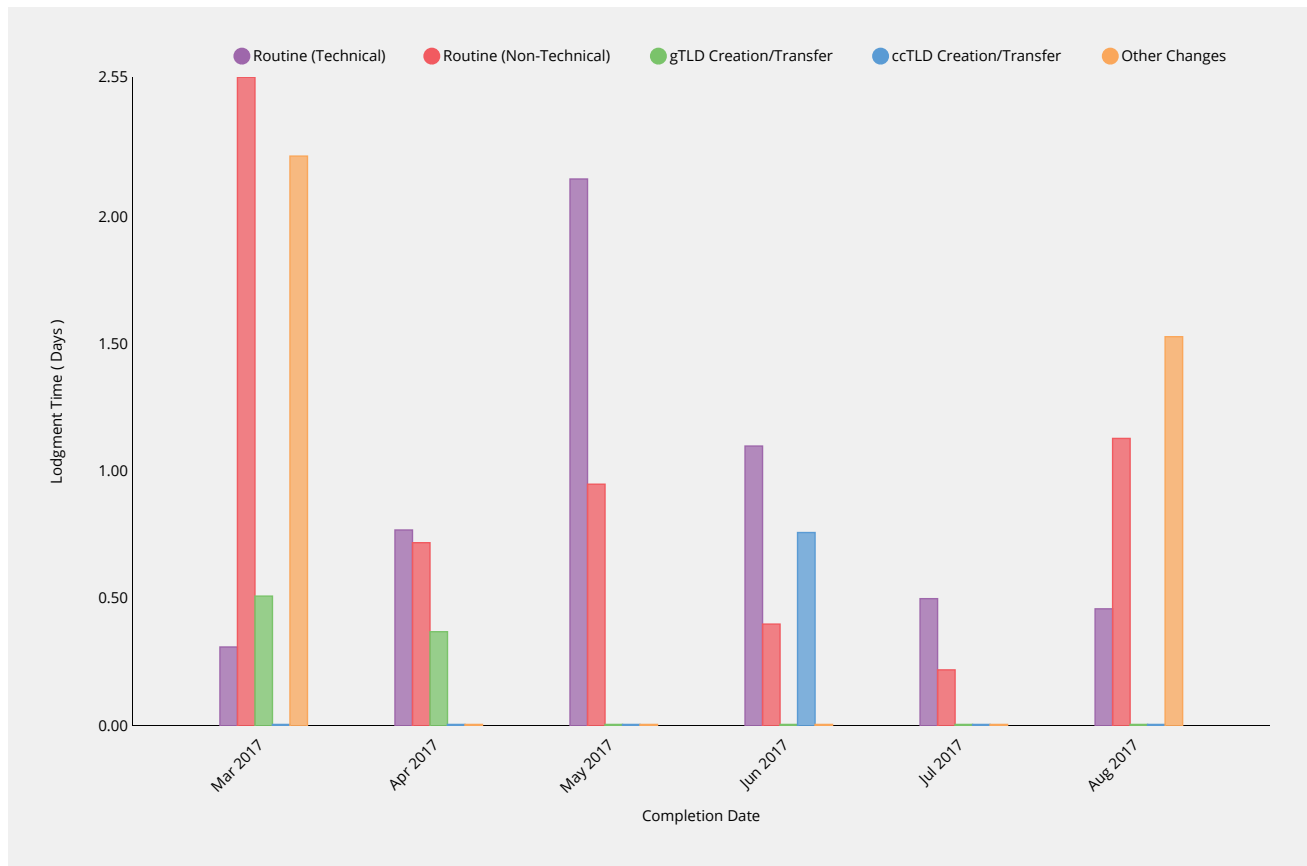
gTLD Creation/Transfer	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Acceptance Time	1.7s	2.14s	2.27s	3.11s	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	2	2	4	8	0	0
Mean Time	1.43s	1.66s	2.02s	2.33s	—	—
Shortest Time	1.13s	1.13s	1.73s	1.99s	—	—
Longest Time	1.73s	2.2s	2.28s	3.4s	—	—
Median Time	1.43s	1.66s	2.03s	2.12s	—	—
PStDev Time	0.3s	0.53s	0.24s	0.44s	—	—

ccTLD Creation/Transfer	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Acceptance Time	—	1.02s	—	1.77s	2.53s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	0	4	0	9	1	0
Mean Time	—	0.92s	—	1.62s	2.53s	—
Shortest Time	—	0.84s	—	1.38s	2.53s	—
Longest Time	—	1.04s	—	1.79s	2.53s	—
Median Time	—	0.91s	—	1.71s	2.53s	—
PStDev Time	—	0.08s	—	0.14s	0s	—

Other Changes	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Acceptance Time	2.54s	1.22s	6.34s	4.01s	2.32s	3.18s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	2	1	1	4	1	2
Mean Time	1.68s	1.22s	6.34s	3.12s	2.32s	2.41s
Shortest Time	0.73s	1.22s	6.34s	1.54s	2.32s	1.55s
Longest Time	2.63s	1.22s	6.34s	4.03s	2.32s	3.26s
Median Time	1.68s	1.22s	6.34s	3.45s	2.32s	2.41s
PStDev Time	0.95s	0s	0s	0.99s	0s	0.86s

Manual Lodgment Time

Time for lodgment of change request into RZMS by ICANN staff on behalf of request sent by email.



Routine (Technical)	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Lodgment Time	0.31d	0.77d	2.15d	1.1d	0.5d	0.46d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	3	4	3	4	1	3
Mean Time	0.25d	0.38d	0.99d	0.43d	0.5d	0.21d
Shortest Time	0.22d	0.08d	0.21d	0.03d	0.5d	0.01d
Longest Time	0.32d	0.85d	2.34d	1.26d	0.5d	0.49d
Median Time	0.22d	0.3d	0.42d	0.21d	0.5d	0.14d
PStDev Time	0.05d	0.28d	0.96d	0.49d	0d	0.2d

Routine (Non-Technical)	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Lodgment Time	2.55d	0.72d	0.95d	0.4d	0.22d	1.13d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	3	2	1	1	5	11
Mean Time	1.19d	0.5d	0.95d	0.4d	0.11d	0.38d
Shortest Time	0.35d	0.25d	0.95d	0.4d	0d	0.01d
Longest Time	2.78d	0.74d	0.95d	0.4d	0.24d	1.13d
Median Time	0.44d	0.5d	0.95d	0.4d	0.09d	0.2d
PStDev Time	1.13d	0.25d	0d	0d	0.08d	0.39d

gTLD Creation/Transfer	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Lodgment Time	0.51d	0.37d	—	—	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	1	1	0	0	0	0
Mean Time	0.51d	0.37d	—	—	—	—
Shortest Time	0.51d	0.37d	—	—	—	—
Longest Time	0.51d	0.37d	—	—	—	—
Median Time	0.51d	0.37d	—	—	—	—
PStDev Time	0d	0d	—	—	—	—

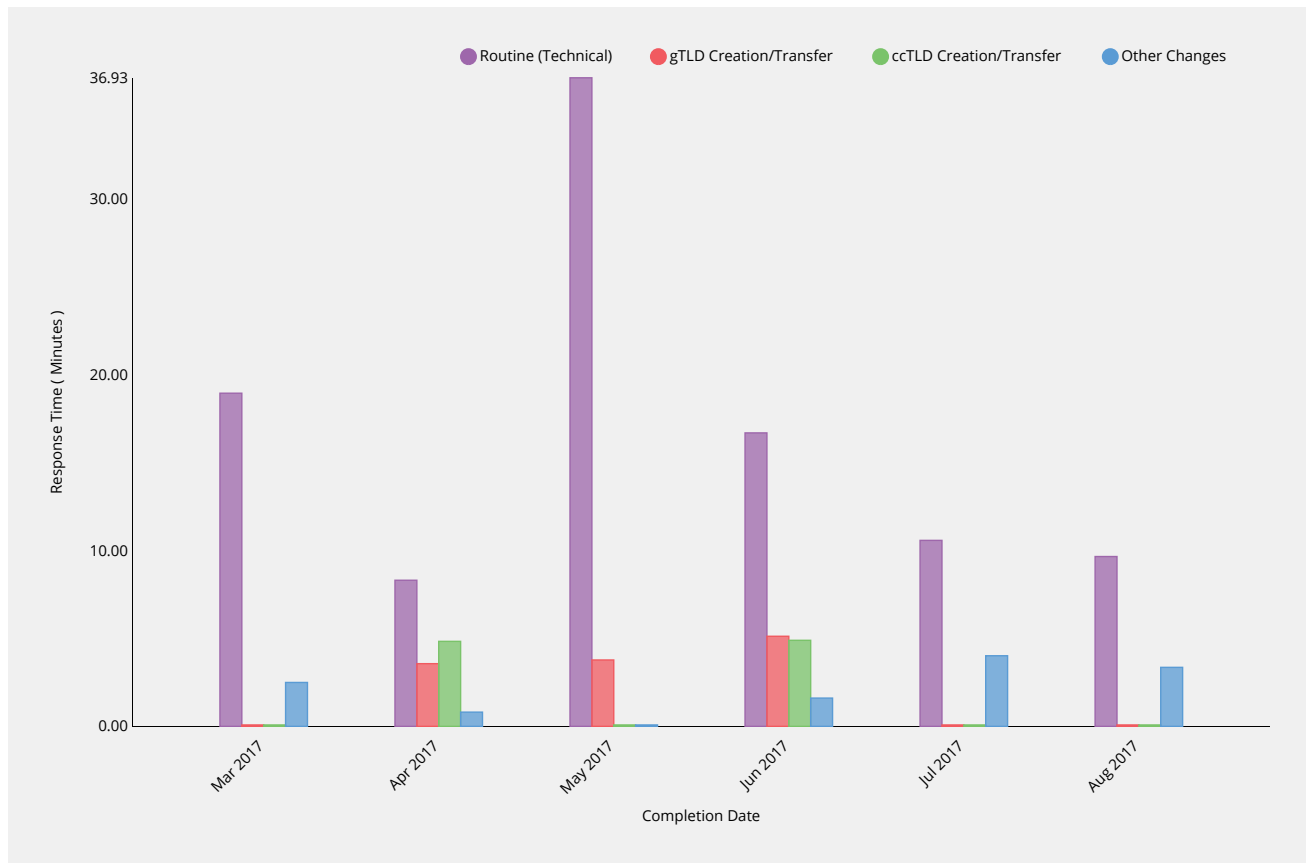
ccTLD Creation/Transfer	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Lodgment Time	—	—	—	0.76d	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	0	8	0	0
Mean Time	—	—	—	0.67d	—	—
Shortest Time	—	—	—	0.1d	—	—
Longest Time	—	—	—	0.76d	—	—
Median Time	—	—	—	0.74d	—	—
PStDev Time	—	—	—	0.21d	—	—

Other Changes	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Lodgment Time	2.24d	—	—	—	—	1.53d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	2	0	0	0	0	1
Mean Time	1.93d	—	—	—	—	1.53d
Shortest Time	1.58d	—	—	—	—	1.53d
Longest Time	2.28d	—	—	—	—	1.53d
Median Time	1.93d	—	—	—	—	1.53d
PStDev Time	0.35d	—	—	—	—	0d

Technical Checks

Technical Check (First)

Time to return results for technical checks following submission of request via automated submission interface.



Routine (Technical)	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Response Time	18.97m	8.32m	36.93m	16.71m	10.59m	9.67m
Monthly Threshold	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	65	22	51	42	38	26
Mean Time	6.32m	3.32m	10.6m	5.79m	3.8m	4.36m
Shortest Time	0.35m	0.16m	0.48m	0.41m	0.36m	0.84m
Longest Time	19.89m	10.37m	44.28m	31.6m	15.7m	10.03m
Median Time	3.88m	2.65m	4.96m	4.09m	2.89m	3.9m
PStDev Time	5.55m	2.38m	11.77m	6.03m	3.31m	2.56m

gTLD Creation/Transfer	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Response Time	—	3.57m	3.78m	5.13m	—	—
Monthly Threshold	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	2	3	6	0	0
Mean Time	—	3.15m	2.69m	3.62m	—	—
Shortest Time	—	2.7m	1.75m	1.88m	—	—
Longest Time	—	3.61m	3.94m	5.13m	—	—
Median Time	—	3.15m	2.38m	3.5m	—	—

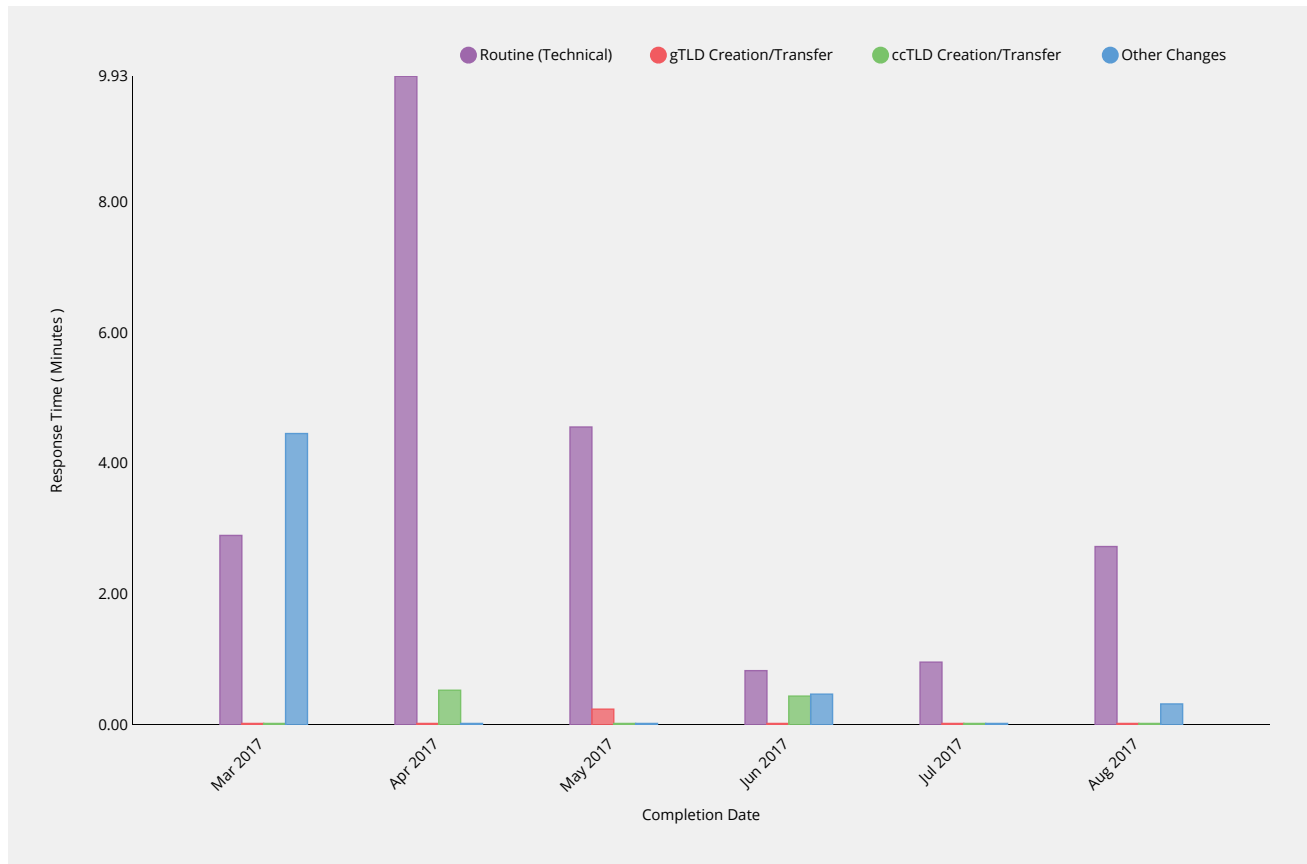
gTLD Creation/Transfer	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
PStDev Time	—	0.46m	0.92m	1.2m	—	—

ccTLD Creation/Transfer	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Response Time	—	4.84m	—	4.9m	—	—
Monthly Threshold	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	4	0	8	0	0
Mean Time	—	2.7m	—	3.23m	—	—
Shortest Time	—	0.62m	—	1.4m	—	—
Longest Time	—	5.04m	—	4.94m	—	—
Median Time	—	2.57m	—	2.87m	—	—
PStDev Time	—	1.76m	—	1.27m	—	—

Other Changes	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Response Time	2.5m	0.81m	—	1.61m	4.02m	3.36m
Monthly Threshold	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	1	1	0	3	1	2
Mean Time	2.5m	0.81m	—	1.26m	4.02m	3.19m
Shortest Time	2.5m	0.81m	—	0.63m	4.02m	3m
Longest Time	2.5m	0.81m	—	1.62m	4.02m	3.38m
Median Time	2.5m	0.81m	—	1.53m	4.02m	3.19m
PStDev Time	0m	0m	—	0.45m	0m	0.19m

Technical Check (Retest)

Time to return results for subsequent performance of technical checks during retesting due to earlier failed tests.



Routine (Technical)	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Response Time	2.9m	9.93m	4.56m	0.83m	0.96m	2.73m
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	93	154	343	99	20	30
Mean Time	1.14m	3.69m	1.34m	0.71m	0.73m	0.79m
Shortest Time	0.12m	0.13m	0.12m	0.05m	0.28m	0.11m
Longest Time	4.21m	10.05m	5.76m	14.15m	6.63m	3.4m
Median Time	1.09m	2.87m	0.69m	0.58m	0.33m	0.31m
PStDev Time	0.8m	3.3m	1.4m	1.51m	1.36m	0.97m

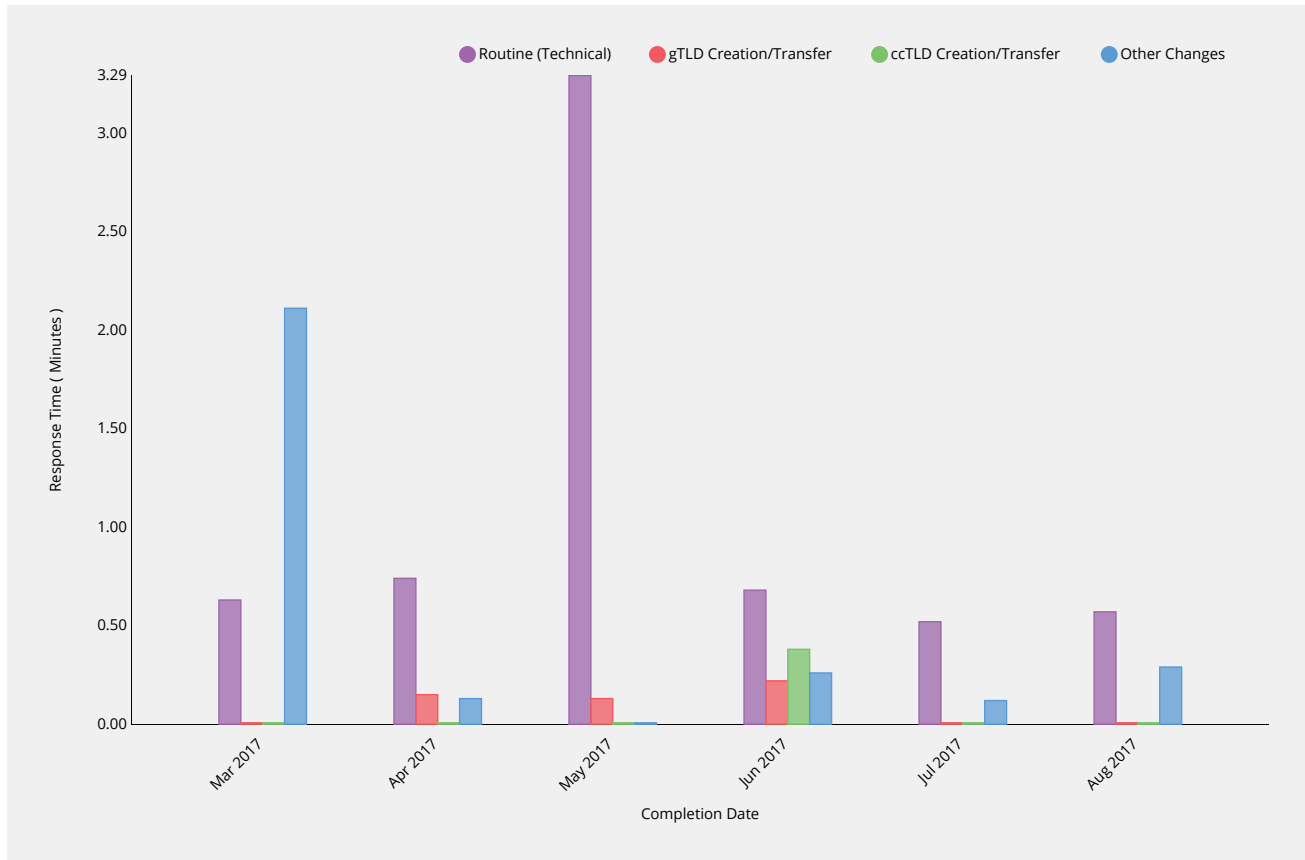
gTLD Creation/Transfer	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Response Time	—	—	0.24m	—	—	—
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	0	44	0	0	0
Mean Time	—	—	0.15m	—	—	—
Shortest Time	—	—	0.08m	—	—	—
Longest Time	—	—	1.11m	—	—	—
Median Time	—	—	0.14m	—	—	—
PStDev Time	—	—	0.15m	—	—	—

ccTLD Creation/Transfer	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Response Time	—	0.53m	—	0.44m	—	—
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	52	0	4	0	0
Mean Time	—	0.32m	—	0.39m	—	—
Shortest Time	—	0.26m	—	0.36m	—	—
Longest Time	—	0.73m	—	0.46m	—	—
Median Time	—	0.28m	—	0.37m	—	—
PStDev Time	—	0.1m	—	0.04m	—	—

Other Changes	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Response Time	4.46m	—	—	0.47m	—	0.32m
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	32	0	0	6	0	54
Mean Time	1.75m	—	—	0.32m	—	0.3m
Shortest Time	0.26m	—	—	0.15m	—	0.28m
Longest Time	4.67m	—	—	0.48m	—	0.34m
Median Time	0.51m	—	—	0.34m	—	0.3m
PStDev Time	1.91m	—	—	0.13m	—	0.01m

Technical Check (Supplemental)

Time to return results for performance of technical checks during Supplemental Technical Check phase.



Routine (Technical)	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Response Time	0.63m	0.74m	3.29m	0.68m	0.52m	0.57m
Monthly Threshold	1m	1m	1m	1m	1m	1m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	58	19	56	46	41	20
Mean Time	0.23m	0.29m	0.63m	0.26m	0.27m	0.35m
Shortest Time	0.06m	0.09m	0.1m	0.06m	0.09m	0.09m
Longest Time	0.88m	1.09m	4.19m	1.18m	0.67m	0.71m
Median Time	0.17m	0.19m	0.24m	0.2m	0.28m	0.33m
PStDev Time	0.17m	0.25m	0.99m	0.21m	0.12m	0.14m

gTLD Creation/Transfer	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Response Time	—	0.15m	0.13m	0.22m	—	—
Monthly Threshold	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	2	2	8	0	0
Mean Time	—	0.12m	0.12m	0.13m	—	—
Shortest Time	—	0.08m	0.11m	0.08m	—	—
Longest Time	—	0.16m	0.14m	0.26m	—	—
Median Time	—	0.12m	0.12m	0.13m	—	—
PStDev Time	—	0.04m	0.01m	0.05m	—	—

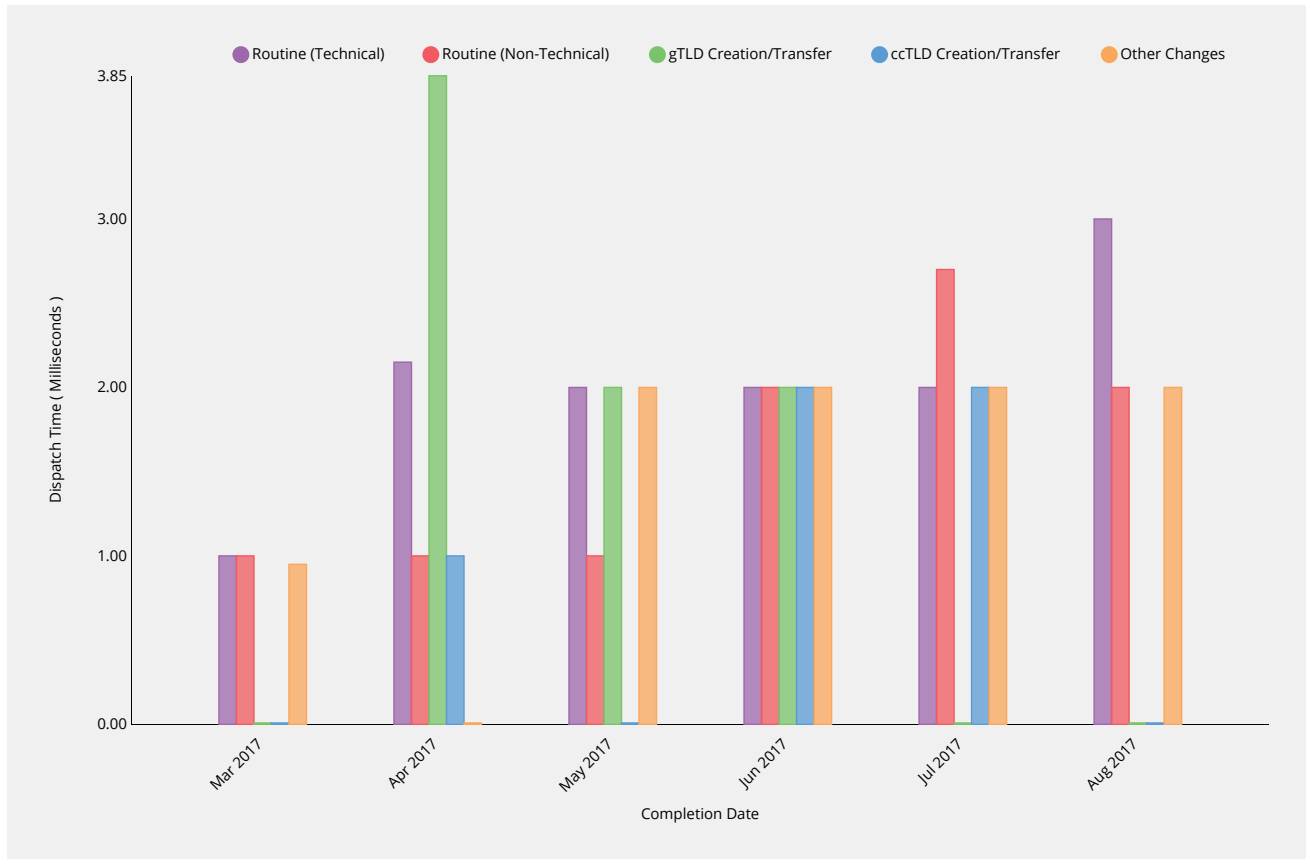
ccTLD Creation/Transfer	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Response Time	—	—	—	0.38m	—	—
Monthly Threshold	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	8	0	0
Mean Time	—	—	—	0.36m	—	—
Shortest Time	—	—	—	0.34m	—	—
Longest Time	—	—	—	0.38m	—	—
Median Time	—	—	—	0.35m	—	—
PStDev Time	—	—	—	0.01m	—	—

Other Changes	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Response Time	2.11m	0.13m	—	0.26m	0.12m	0.29m
Monthly Threshold	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	13	1	0	3	1	2
Mean Time	0.84m	0.13m	—	0.18m	0.12m	0.2m
Shortest Time	0.26m	0.13m	—	0.11m	0.12m	0.1m
Longest Time	2.13m	0.13m	—	0.27m	0.12m	0.3m
Median Time	0.47m	0.13m	—	0.16m	0.12m	0.2m
PStDev Time	0.73m	0m	—	0.07m	0m	0.1m

Contact Confirmations

Email Dispatch

Time for authorization contacts to be asked to approve change request after completing previous process phase.



Routine (Technical)	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Dispatch Time	1ms	2.15ms	2ms	2ms	2ms	3ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	61	18	46	38	38	21
Mean Time	0.69ms	0.83ms	1.37ms	1.61ms	1.26ms	1.62ms
Shortest Time	0ms	0ms	0ms	1ms	0ms	0ms
Longest Time	2ms	3ms	2ms	2ms	3ms	5ms
Median Time	1ms	1ms	1ms	2ms	1.5ms	1ms
PStDev Time	0.53ms	0.76ms	0.6ms	0.49ms	0.88ms	1.09ms

Routine (Non-Technical)	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Dispatch Time	1ms	1ms	1ms	2ms	2.7ms	2ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	12	31	231	22	67	285
Mean Time	0.83ms	0.94ms	0.88ms	1.68ms	1.79ms	1.87ms
Shortest Time	0ms	0ms	0ms	1ms	0ms	0ms
Longest Time	1ms	2ms	2ms	2ms	3ms	46ms
Median Time	1ms	1ms	1ms	2ms	2ms	2ms

Routine (Non-Technical)	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
PStDev Time	0.37ms	0.35ms	0.4ms	0.47ms	0.59ms	2.67ms

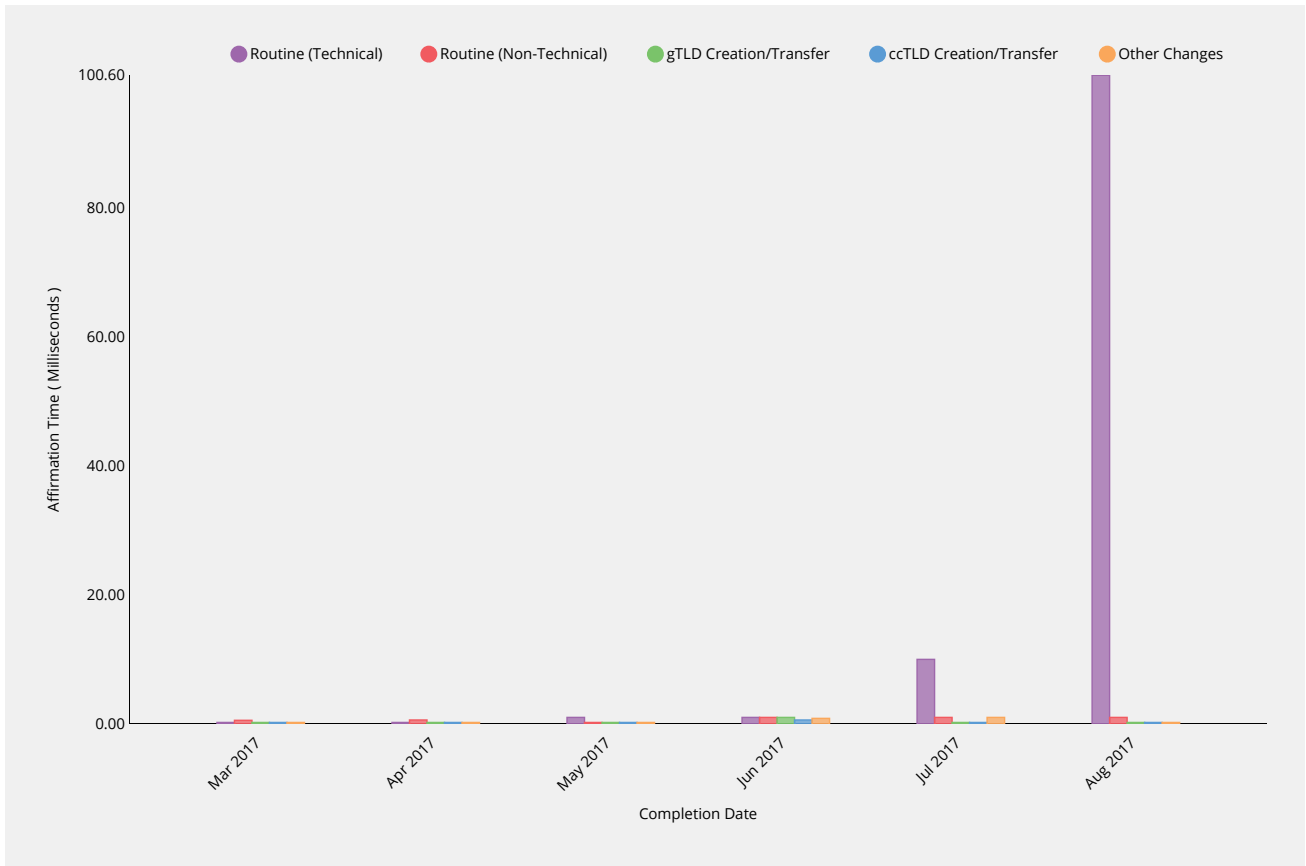
gTLD Creation/Transfer	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Dispatch Time	0ms	3.85ms	2ms	2ms	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	2	2	3	8	0	0
Mean Time	0ms	2.5ms	1.67ms	1.5ms	—	—
Shortest Time	0ms	1ms	1ms	1ms	—	—
Longest Time	0ms	4ms	2ms	2ms	—	—
Median Time	0ms	2.5ms	2ms	1.5ms	—	—
PStDev Time	0ms	1.5ms	0.47ms	0.5ms	—	—

ccTLD Creation/Transfer	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Dispatch Time	—	1ms	—	2ms	2ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	1	0	9	1	0
Mean Time	—	1ms	—	1.33ms	2ms	—
Shortest Time	—	1ms	—	1ms	2ms	—
Longest Time	—	1ms	—	2ms	2ms	—
Median Time	—	1ms	—	1ms	2ms	—
PStDev Time	—	0ms	—	0.47ms	0ms	—

Other Changes	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Dispatch Time	0.95ms	0ms	2ms	2ms	2ms	2ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	2	1	1	4	1	2
Mean Time	0.5ms	0ms	2ms	2ms	2ms	2ms
Shortest Time	0ms	0ms	2ms	2ms	2ms	2ms
Longest Time	1ms	0ms	2ms	2ms	2ms	2ms
Median Time	0.5ms	0ms	2ms	2ms	2ms	2ms
PStDev Time	0.5ms	0ms	0ms	0ms	0ms	0ms

Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Affirmation Time	0.2ms	0ms	1ms	1ms	10ms	100.6ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	57	16	45	38	38	19
Mean Time	0.05ms	0ms	0.18ms	0.11ms	14.29ms	52.74ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	0ms	1ms	1ms	450ms	997ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.22ms	0ms	0.38ms	0.31ms	71.75ms	222.57ms

Routine (Non-Technical)	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Affirmation Time	0.55ms	0.6ms	0ms	1ms	1ms	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	10	29	228	20	65	273
Mean Time	0.1ms	0.07ms	0.05ms	0.1ms	15.34ms	3.58ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	1ms	1ms	986ms	940ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.3ms	0.25ms	0.21ms	0.3ms	121.33ms	56.78ms

gTLD Creation/Transfer	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Affirmation Time	0ms	0ms	0ms	1ms	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	2	2	3	8	0	0
Mean Time	0ms	0ms	0ms	0.25ms	—	—
Shortest Time	0ms	0ms	0ms	0ms	—	—
Longest Time	0ms	0ms	0ms	1ms	—	—
Median Time	0ms	0ms	0ms	0ms	—	—
PStDev Time	0ms	0ms	0ms	0.43ms	—	—

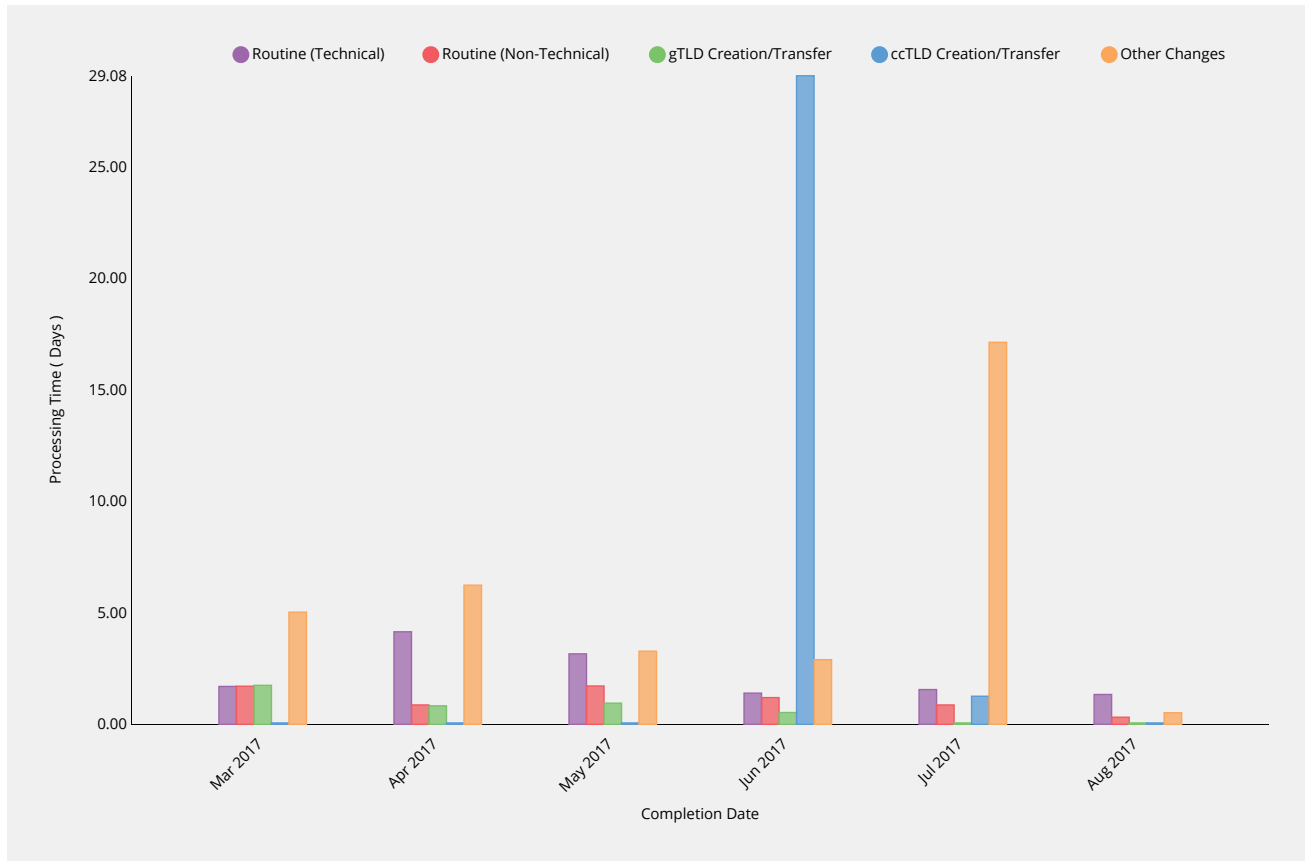
ccTLD Creation/Transfer	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Affirmation Time	—	—	—	0.6ms	0ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	0	0	9	1	0
Mean Time	—	—	—	0.11ms	0ms	—
Shortest Time	—	—	—	0ms	0ms	—
Longest Time	—	—	—	1ms	0ms	—
Median Time	—	—	—	0ms	0ms	—
PStDev Time	—	—	—	0.31ms	0ms	—

Other Changes	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Affirmation Time	0ms	0ms	0ms	0.85ms	1ms	0ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	2	1	1	4	1	2
Mean Time	0ms	0ms	0ms	0.25ms	1ms	0ms
Shortest Time	0ms	0ms	0ms	0ms	1ms	0ms
Longest Time	0ms	0ms	0ms	1ms	1ms	0ms
Median Time	0ms	0ms	0ms	0ms	1ms	0ms
PStDev Time	0ms	0ms	0ms	0.43ms	0ms	0ms

Staff Processing

Validation and Reviews

Time to complete all other validations and reviews by IANA Functions Operator and release request for implementation.



Routine (Technical)	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Processing Time	1.7d	4.15d	3.16d	1.4d	1.56d	1.34d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	58	16	45	38	38	19
Mean Time	1.13d	1.95d	1.27d	0.59d	0.61d	0.93d
Shortest Time	0d	0.22d	0.2d	0.03d	0d	0.01d
Longest Time	3.8d	4.63d	4.37d	2d	2.03d	4.58d
Median Time	1.09d	1.51d	0.57d	0.44d	0.46d	0.91d
PStDev Time	0.76d	1.45d	1.2d	0.47d	0.52d	0.96d

Routine (Non-Technical)	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Processing Time	1.71d	0.87d	1.72d	1.2d	0.87d	0.32d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	9	28	227	18	65	273
Mean Time	0.9d	0.93d	1.16d	0.59d	0.59d	0.13d
Shortest Time	0d	0.07d	0.08d	0.02d	0d	0d
Longest Time	3.66d	3.97d	3.83d	1.5d	1.7d	3.9d
Median Time	0.83d	0.86d	0.99d	0.31d	0.57d	0d

Routine (Non-Technical)	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
PStDev Time	1.07d	0.62d	0.48d	0.5d	0.29d	0.48d

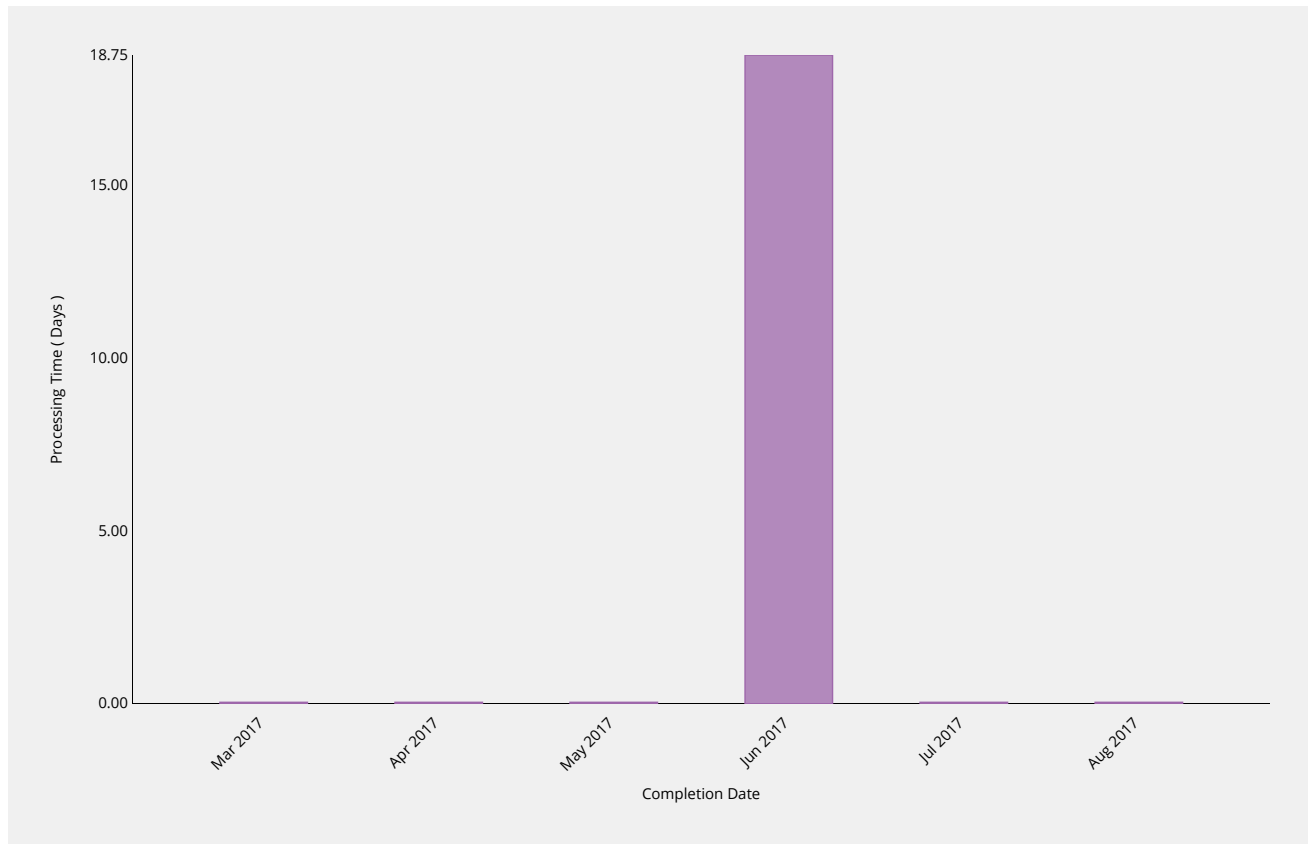
gTLD Creation/Transfer	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Processing Time	1.75d	0.83d	0.95d	0.53d	—	—
Monthly Threshold	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	2	2	3	8	0	0
Mean Time	1.35d	0.46d	0.8d	0.36d	—	—
Shortest Time	0.85d	0d	0.51d	0.14d	—	—
Longest Time	1.85d	0.93d	0.95d	0.56d	—	—
Median Time	1.35d	0.46d	0.95d	0.38d	—	—
PStDev Time	0.5d	0.46d	0.21d	0.13d	—	—

ccTLD Creation/Transfer	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Processing Time	—	0d	—	29.08d	1.26d	—
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Request Count	0	1	0	9	1	0
Mean Time	—	0d	—	23.3d	1.26d	—
Shortest Time	—	0d	—	2.6d	1.26d	—
Longest Time	—	0d	—	29.08d	1.26d	—
Median Time	—	0d	—	25.43d	1.26d	—
PStDev Time	—	0d	—	7.41d	0d	—

Other Changes	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Processing Time	5.03d	6.24d	3.28d	2.9d	17.13d	0.52d
Monthly Threshold	0d	0d	0d	0d	0d	0d
Threshold Percentile	—	—	—	—	—	—
Request Count	1	1	1	4	1	2
Mean Time	5.03d	6.24d	3.28d	1.04d	17.13d	0.34d
Shortest Time	5.03d	6.24d	3.28d	0.04d	17.13d	0.16d
Longest Time	5.03d	6.24d	3.28d	2.9d	17.13d	0.52d
Median Time	5.03d	6.24d	3.28d	0.62d	17.13d	0.34d
PStDev Time	0d	0d	0d	1.11d	0d	0.18d

Third Party Approval

Time for third party review of request (e.g.by ICANN Board of Directors, PTI Board or other relevant verification parties).

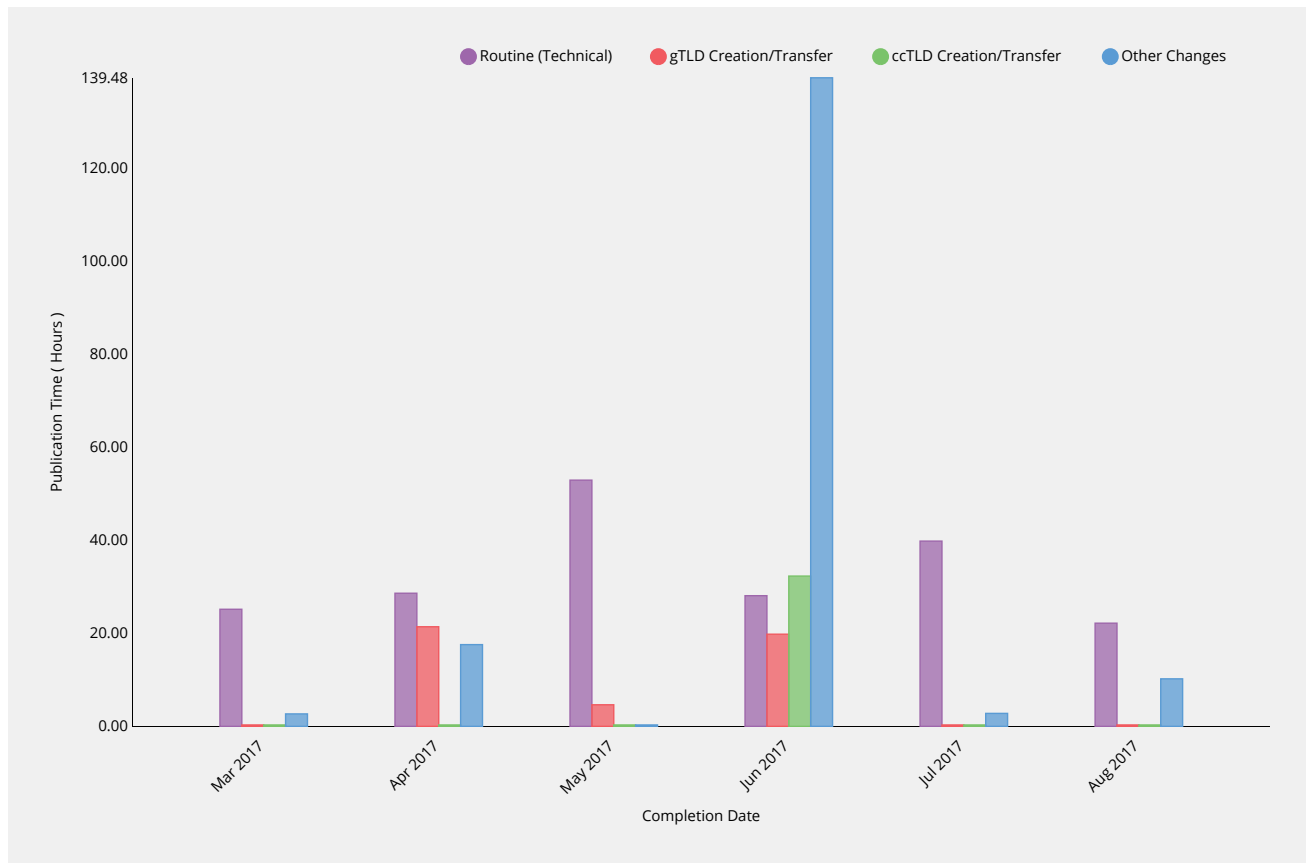


ccTLD Creation/Transfer	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Processing Time	—	—	—	18.75d	—	—
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	—	—	—	—	—	—
Request Count	0	0	0	8	0	0
Mean Time	—	—	—	18.75d	—	—
Shortest Time	—	—	—	18.75d	—	—
Longest Time	—	—	—	18.75d	—	—
Median Time	—	—	—	18.75d	—	—
PStDev Time	—	—	—	0d	—	—

Implementation

Root Zone Publication

Time for root zone changes to be published following completion of validations and reviews by IANA Functions Operator.



Routine (Technical)	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Publication Time	25.18h	28.63h	52.95h	28.1h	39.84h	22.19h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	57	16	45	38	37	19
Mean Time	8.7h	10.56h	11.57h	9.75h	19.72h	12.12h
Shortest Time	0.68h	2.02h	0.96h	0.88h	1.08h	1.92h
Longest Time	26.61h	29.23h	76.65h	28.1h	40.07h	22.26h
Median Time	5.16h	7.41h	8.07h	7.43h	19.34h	14.21h
PStDev Time	7h	8.59h	12.53h	7.87h	11.54h	7.66h

gTLD Creation/Transfer	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Publication Time	—	21.42h	4.64h	19.82h	—	—
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	0	2	2	6	0	0
Mean Time	—	11.6h	4.64h	13.35h	—	—
Shortest Time	—	1.58h	4.63h	9.13h	—	—
Longest Time	—	21.62h	4.64h	19.82h	—	—
Median Time	—	11.6h	4.64h	11.13h	—	—

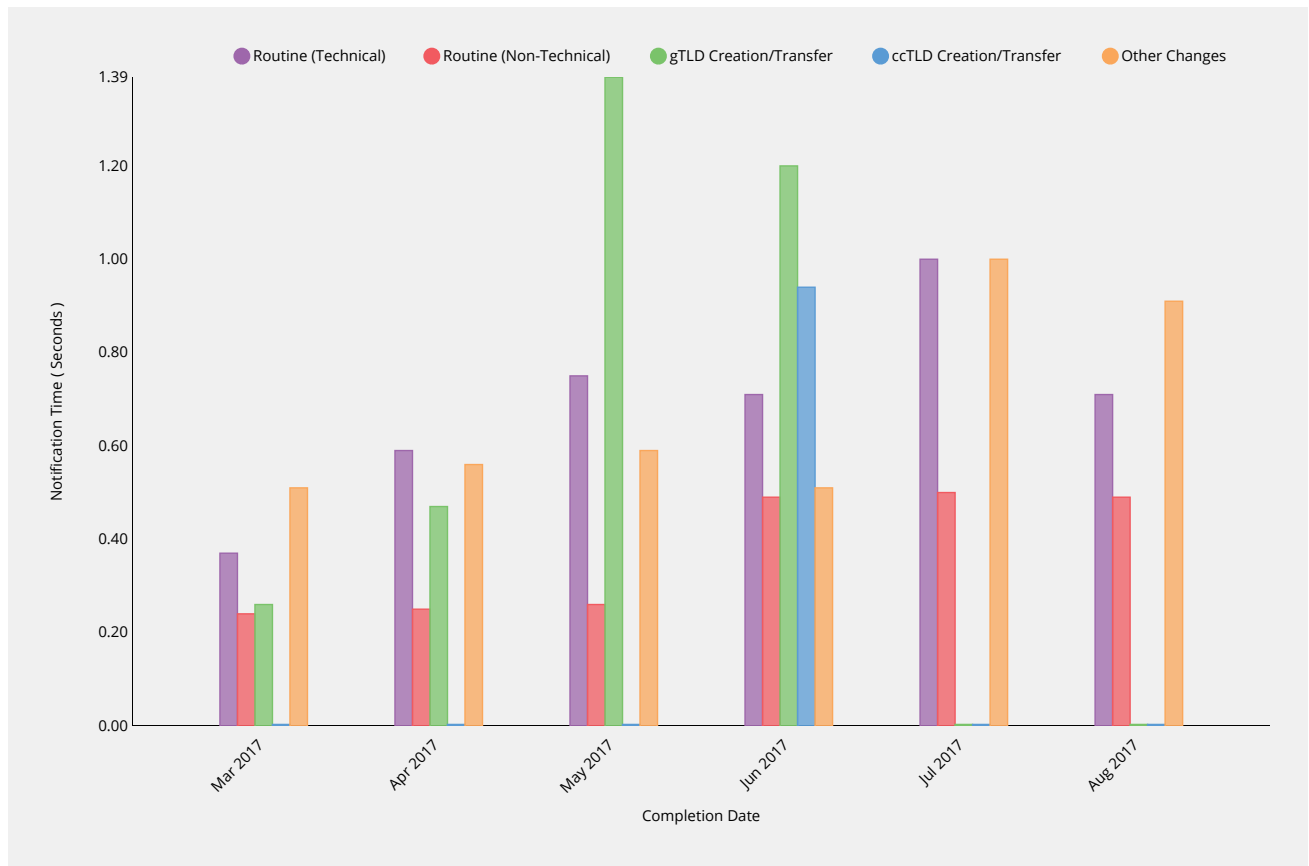
gTLD Creation/Transfer	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
PStDev Time	—	10.02h	0.01h	4.76h	—	—

ccTLD Creation/Transfer	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Publication Time	—	—	—	32.32h	—	—
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	0	0	0	8	0	0
Mean Time	—	—	—	30.34h	—	—
Shortest Time	—	—	—	24.23h	—	—
Longest Time	—	—	—	32.32h	—	—
Median Time	—	—	—	32.31h	—	—
PStDev Time	—	—	—	3.41h	—	—

Other Changes	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Publication Time	2.68h	17.58h	—	139.48h	2.79h	10.22h
Monthly Threshold	0h	0h	0h	0h	0h	0h
Threshold Percentile	—	—	—	—	—	—
Publication Count	1	1	0	3	1	2
Mean Time	2.68h	17.58h	—	52.75h	2.79h	8.06h
Shortest Time	2.68h	17.58h	—	3.83h	2.79h	5.89h
Longest Time	2.68h	17.58h	—	139.48h	2.79h	10.22h
Median Time	2.68h	17.58h	—	14.95h	2.79h	8.06h
PStDev Time	0h	0h	—	61.49h	0h	2.17h

Notification of Completion

Time to notify requester of change completion following publication of requested changes.



Routine (Technical)	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Notification Time	0.37s	0.59s	0.75s	0.71s	1s	0.71s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	57	16	45	38	37	19
Mean Time	0.24s	0.37s	0.43s	0.46s	0.6s	0.56s
Shortest Time	0.17s	0.21s	0.17s	0.34s	0s	0.38s
Longest Time	0.47s	0.73s	0.81s	0.74s	1s	0.75s
Median Time	0.2s	0.33s	0.4s	0.43s	0.5s	0.59s
PStDev Time	0.07s	0.14s	0.17s	0.1s	0.26s	0.12s

Routine (Non-Technical)	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Notification Time	0.24s	0.25s	0.26s	0.49s	0.5s	0.49s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	9	28	227	18	65	273
Mean Time	0.22s	0.21s	0.2s	0.42s	0.42s	0.4s
Shortest Time	0.2s	0.17s	0.15s	0.36s	0s	0.28s
Longest Time	0.24s	0.48s	0.46s	0.53s	0.62s	0.75s
Median Time	0.22s	0.19s	0.19s	0.41s	0.43s	0.4s
PStDev Time	0.01s	0.06s	0.05s	0.04s	0.07s	0.06s

gTLD Creation/Transfer	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Notification Time	0.26s	0.47s	1.39s	1.2s	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	2	2	3	8	0	0
Mean Time	0.23s	0.43s	0.89s	0.89s	—	—
Shortest Time	0.19s	0.38s	0.24s	0.28s	—	—
Longest Time	0.26s	0.48s	1.43s	1.22s	—	—
Median Time	0.23s	0.43s	1.01s	1.05s	—	—
PStDev Time	0.04s	0.05s	0.49s	0.35s	—	—

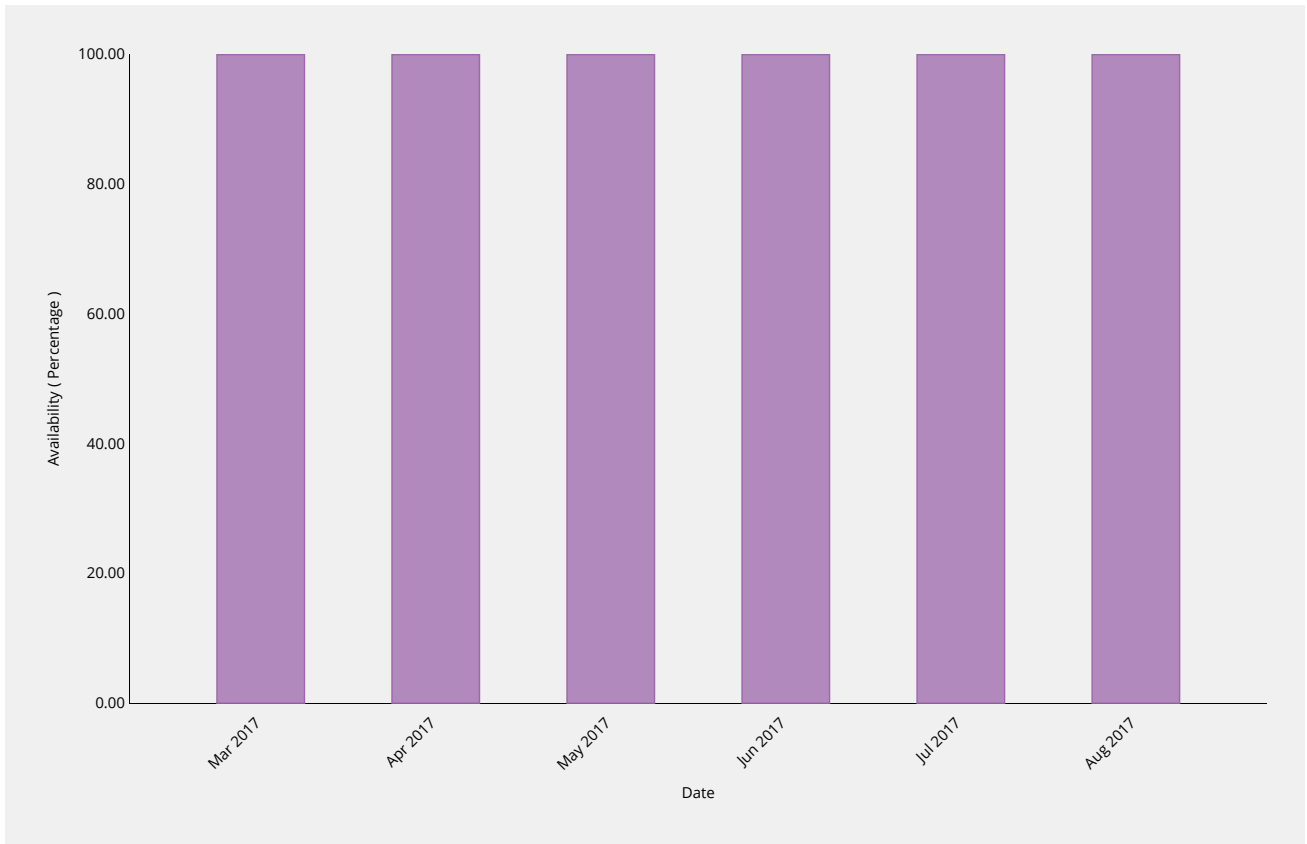
ccTLD Creation/Transfer	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Notification Time	—	—	—	0.94s	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	0	9	0	0
Mean Time	—	—	—	0.77s	—	—
Shortest Time	—	—	—	0.45s	—	—
Longest Time	—	—	—	0.96s	—	—
Median Time	—	—	—	0.78s	—	—
PStDev Time	—	—	—	0.13s	—	—

Other Changes	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Notification Time	0.51s	0.56s	0.59s	0.51s	1s	0.91s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	1	1	1	4	1	2
Mean Time	0.51s	0.56s	0.59s	0.49s	1s	0.83s
Shortest Time	0.51s	0.56s	0.59s	0.42s	1s	0.74s
Longest Time	0.51s	0.56s	0.59s	0.51s	1s	0.92s
Median Time	0.51s	0.56s	0.59s	0.51s	1s	0.83s
PStDev Time	0s	0s	0s	0.04s	0s	0.09s

System Availability

IANA Website

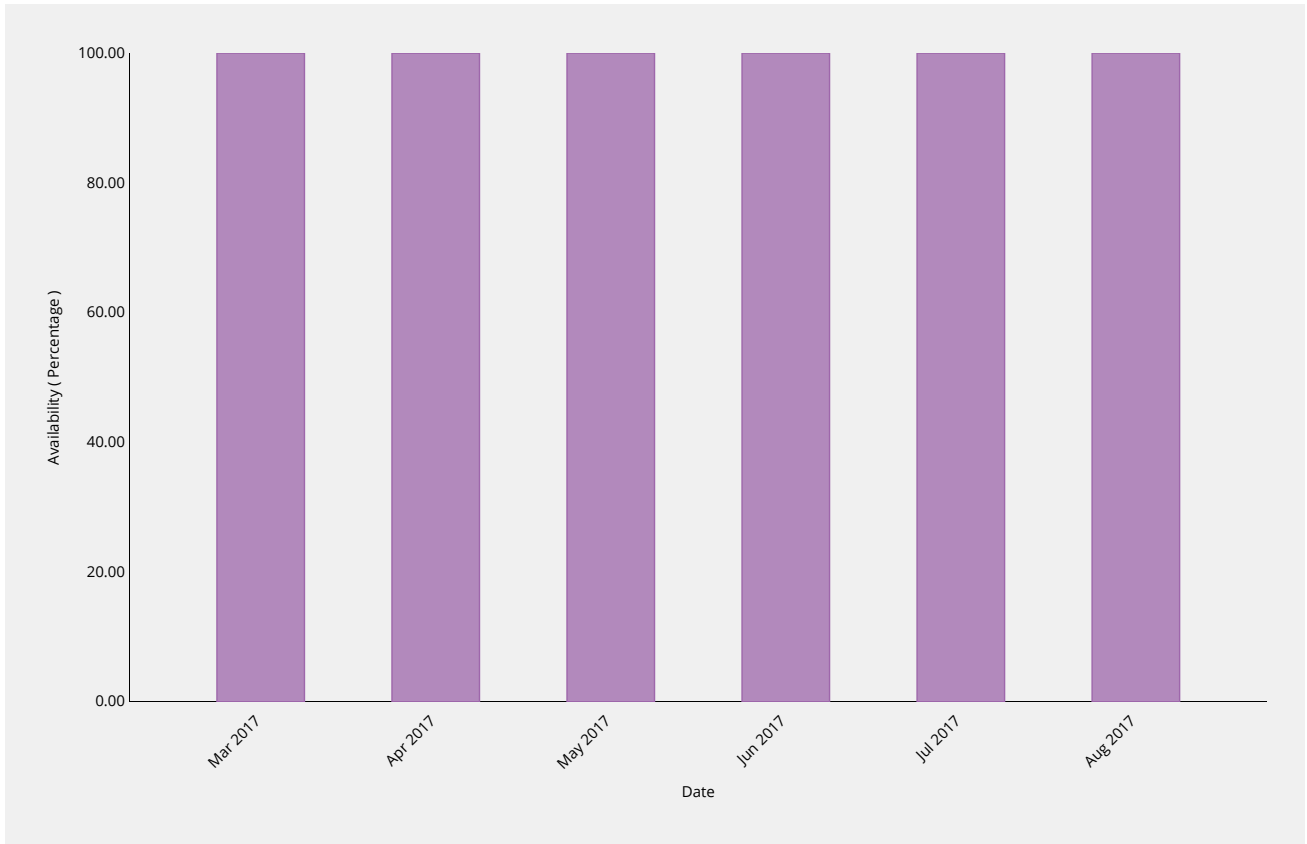
Percentage availability of IANA website for consulting documentations and other posted materials.



IANA Site Availability	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Root Zone Management System

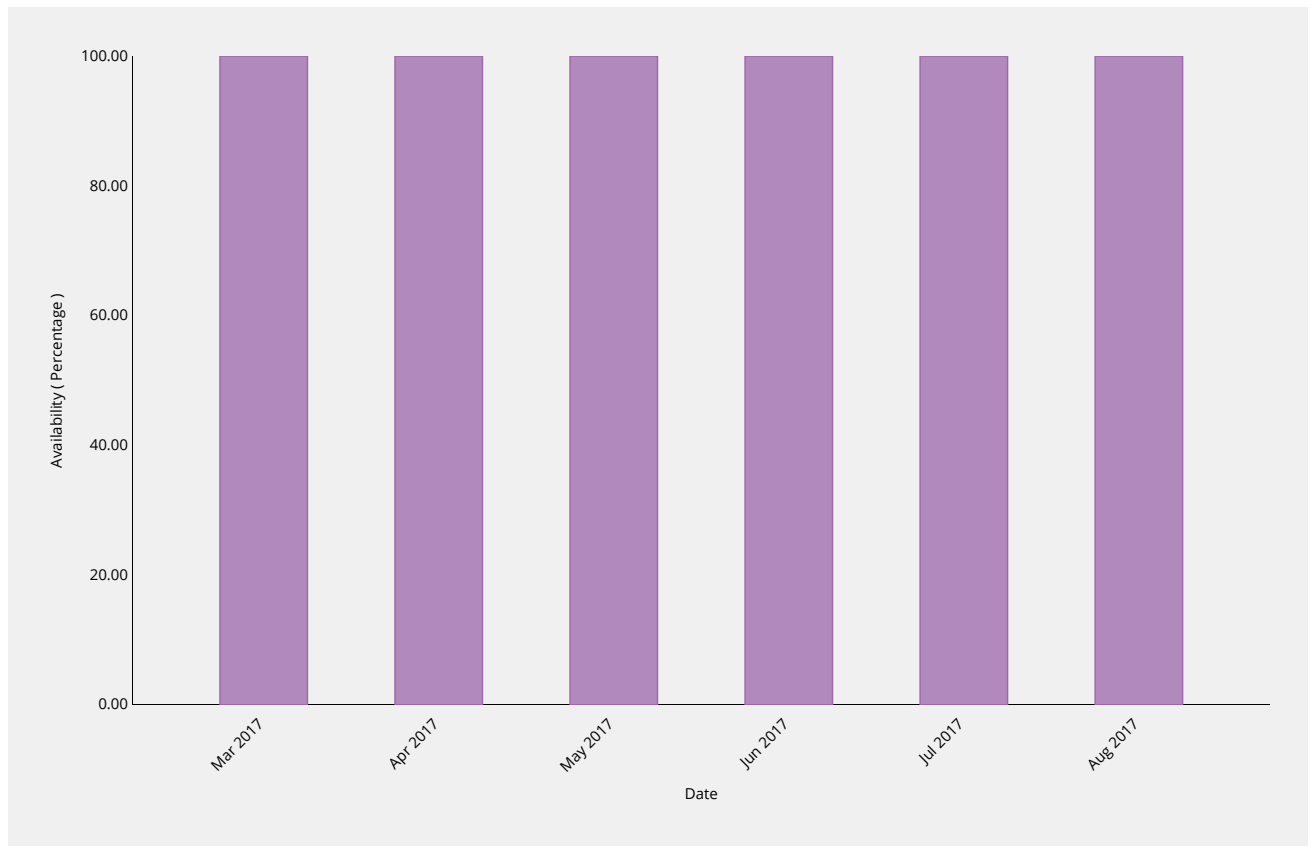
Percentage availability of the RZMS to allow customers to perform self-service operations via the web interface.



RZM Availability	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Availability	100%	99.99%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Directory Service

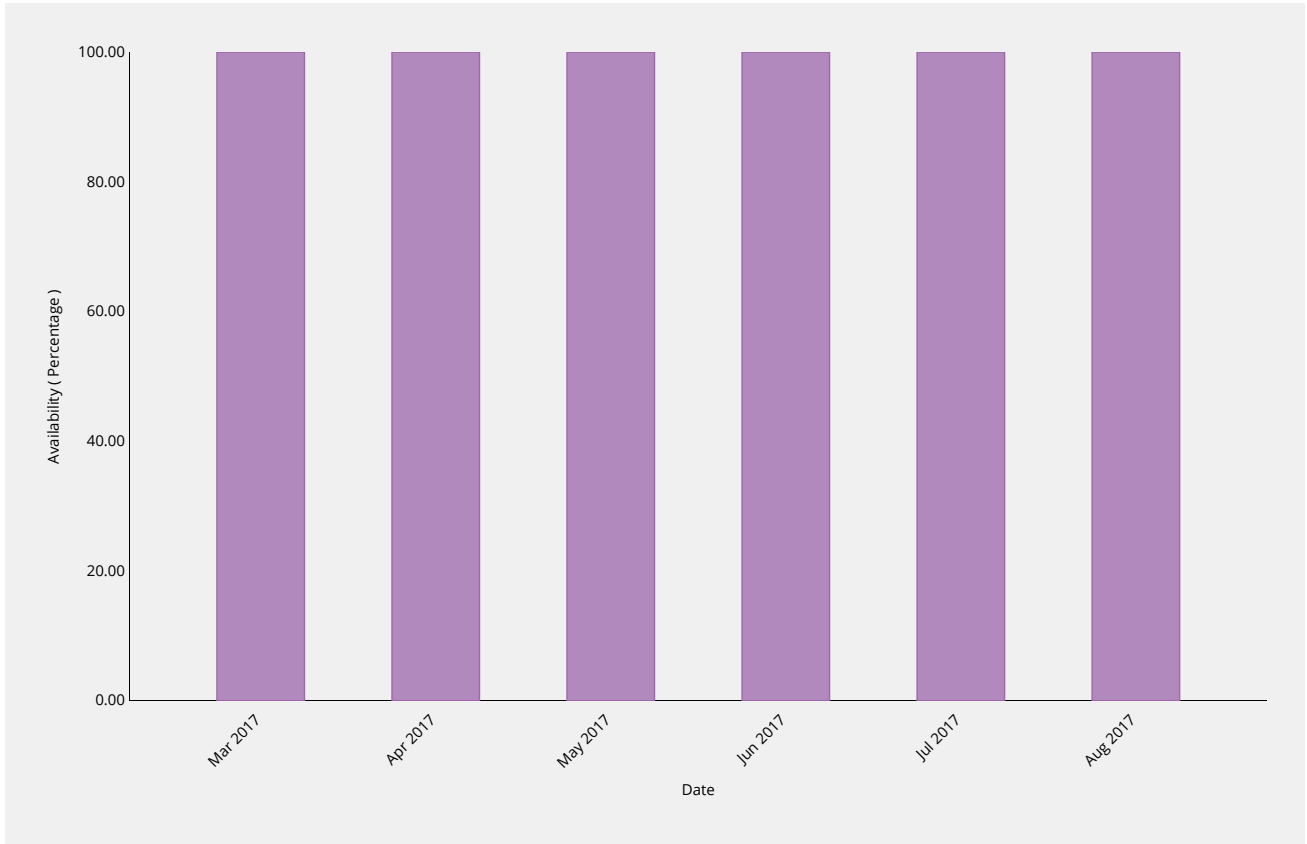
Percentage availability of WHOIS server and other registration data publication services.



WHOIS Availability	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Root Zone Service Level Dashboard

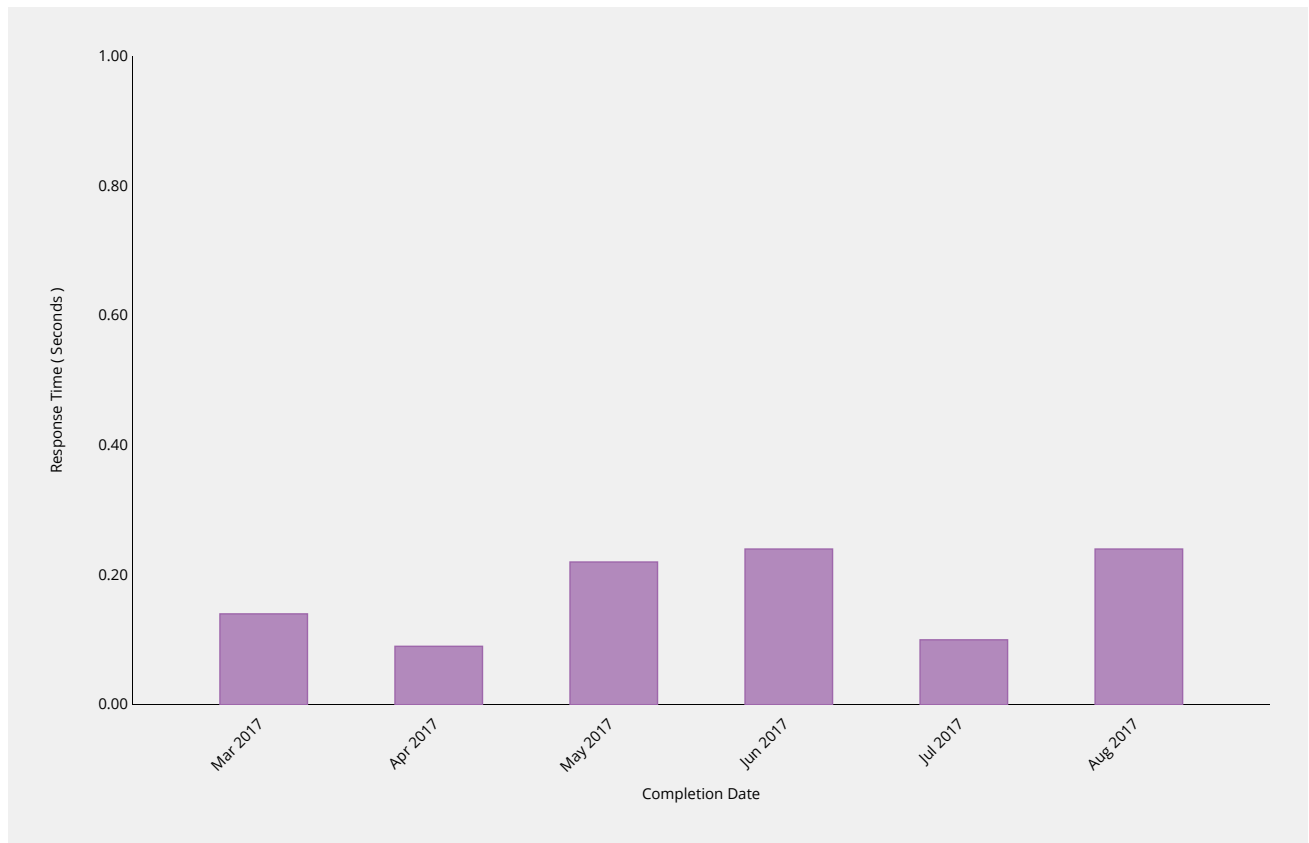
Availability of accurate, timely reporting to these standards via dashboard and other mechanisms.



Dashboard Availability	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Credential Recovery

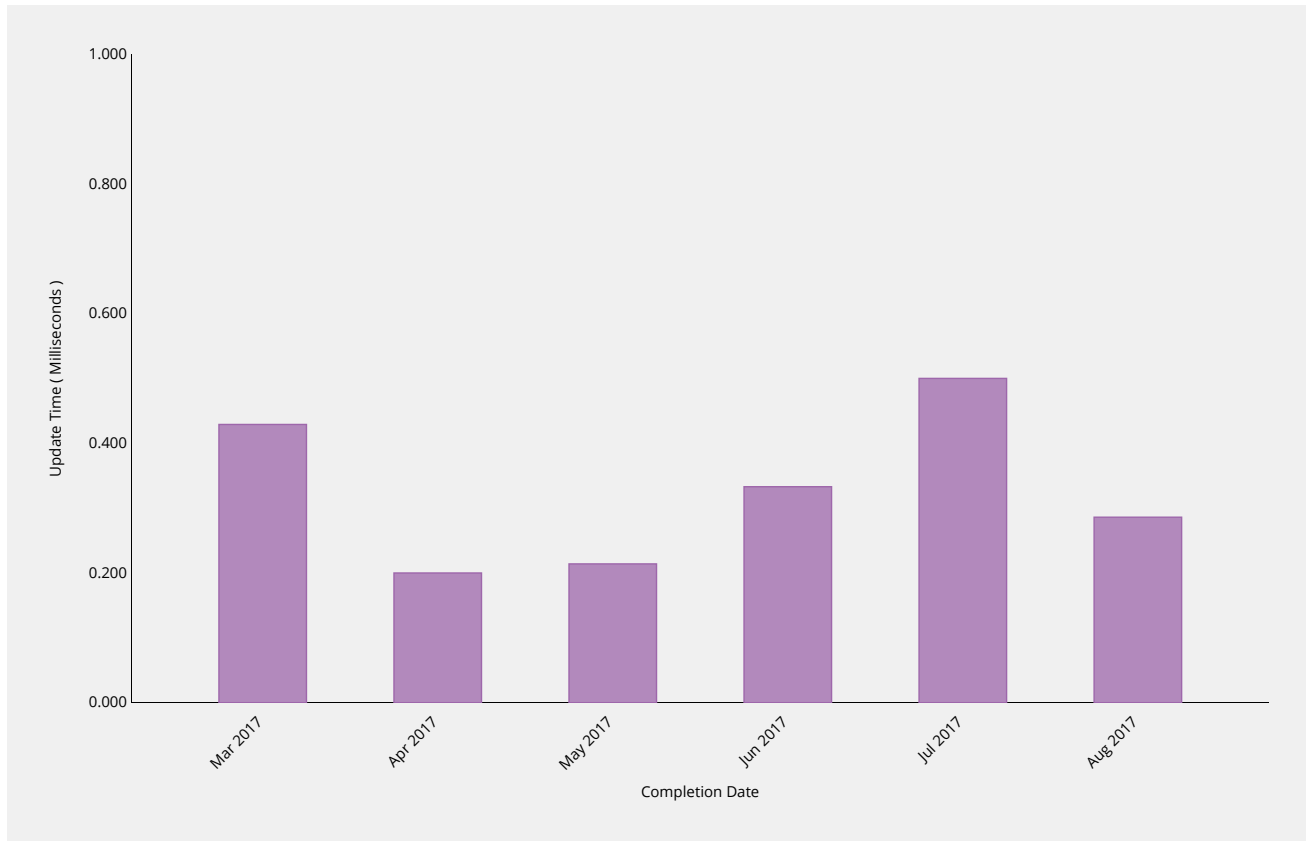
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Response Time	0.14s	0.09s	0.22s	0.24s	0.1s	0.24s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Response Count	13	5	18	18	4	10
Mean Time	0.07s	0.07s	0.09s	0.12s	0.08s	0.11s
Shortest Time	0.04s	0.05s	0.03s	0.06s	0.06s	0.04s
Longest Time	0.18s	0.09s	0.22s	0.29s	0.1s	0.32s
Median Time	0.05s	0.08s	0.07s	0.1s	0.09s	0.08s
PStDev Time	0.04s	0.01s	0.06s	0.06s	0.02s	0.08s

Credential Change

Time to implement new password within the system.

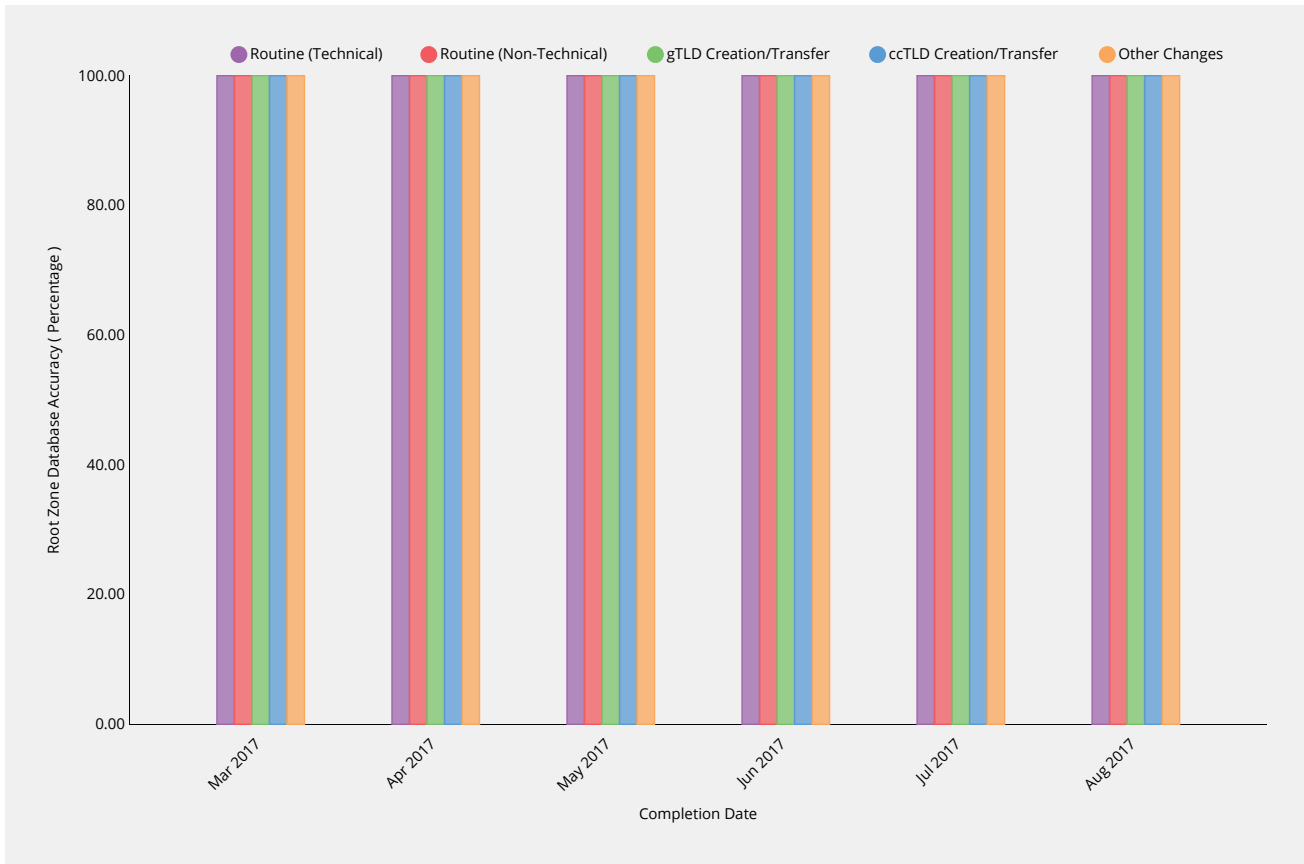


Credential Change	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Update Time	1ms	0.8ms	1ms	1ms	1ms	1ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Update Count	7	5	14	15	4	7
Mean Time	0.429ms	0.2ms	0.214ms	0.333ms	0.5ms	0.286ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	1ms	1ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0.5ms	0ms
PStDev Time	0.495ms	0.4ms	0.41ms	0.471ms	0.5ms	0.452ms

Other Changes	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	1	1	1	4	1	2

Root Zone Database

Root Zone Database is correctly updated in accordance with change request.



Routine (Technical)	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	57	16	45	38	37	19

Routine (Non-Technical)	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	9	28	227	18	65	273

gTLD Creation/Transfer	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	2	2	3	8	0	0

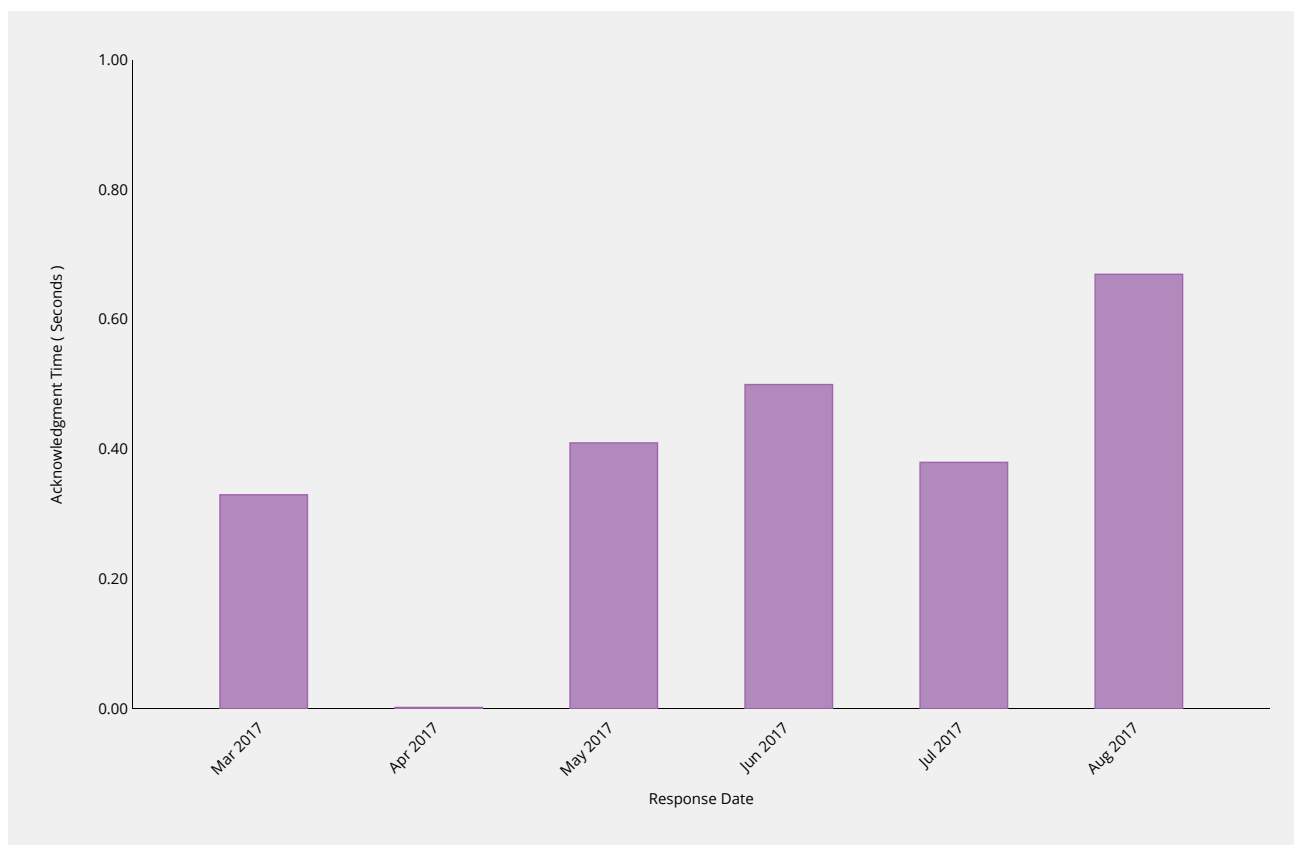
ccTLD Creation/Transfer	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	0	0	0	9	0	0

Other Changes	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	1	1	1	4	1	2

Enquiry Processing

Time to acknowledge

Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.

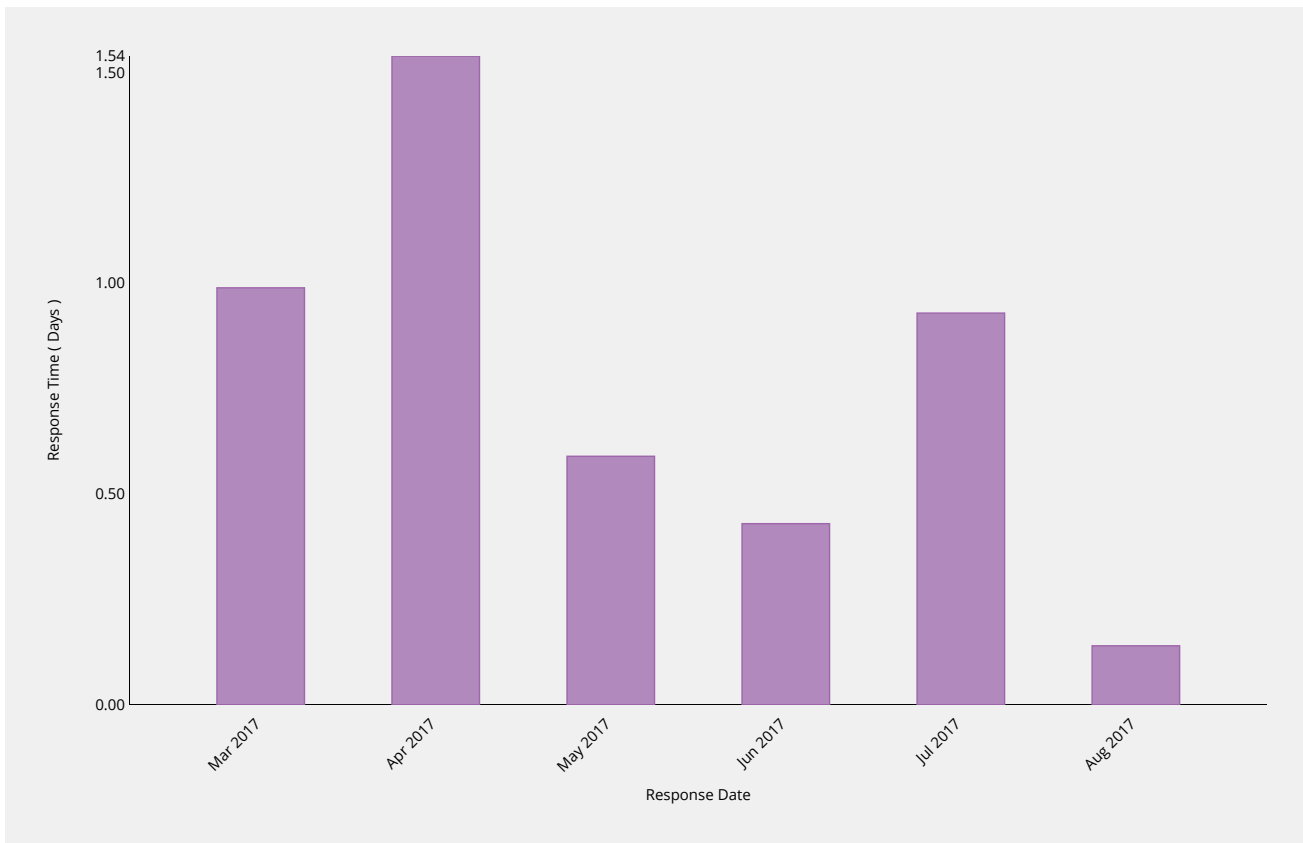


Manual Enquiries	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Acknowledgment Time	1s	0s	1s	1.55s	1s	1s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	18	5	17	10	26	3
Mean Time	0.33s	0s	0.41s	0.5s	0.38s	0.67s
Shortest Time	0s	0s	0s	0s	0s	0s
Longest Time	1s	0s	1s	2s	1s	1s

Manual Enquiries	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Median Time	0s	0s	0s	0s	0s	1s
PStDev Time	0.47s	0s	0.49s	0.67s	0.49s	0.47s

Time to initial response

Time taken for staff to respond to enquiry, either in part or in whole.



Manual Enquiries	2017-03	2017-04	2017-05	2017-06	2017-07	2017-08
Response Time	2.54d	2.82d	1.42d	0.8d	1.01d	0.19d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	14	7	17	10	26	3
Mean Time	0.99d	1.54d	0.59d	0.43d	0.93d	0.14d
Shortest Time	0.04d	0.14d	0.02d	0d	0.26d	0.04d
Longest Time	4.66d	2.82d	1.97d	1.53d	2.5d	0.19d
Median Time	0.45d	1.05d	0.43d	0.34d	0.95d	0.19d
PStDev Time	1.3d	1.14d	0.58d	0.42d	0.37d	0.07d

Definitions

Service Definitions

While there are many different ways change requests can be categorized, the key areas of distinction between different processing types for the purposes of metrics are as follows:

- **Category I (Routine updates impacting Root Zone File)** — Routine change requests that alter the technical data published in the DNS root zone (e.g. changes to NS records, DS records and glue records) . For these changes the process requires IANA, both pre- and post-transition, to engage third parties to implement, publish and distribute changes in the root zone file.
- **Category II (Routine updates not impacting Root Zone File)** — Routine change requests that do not alter the DNS root zone file (e.g. contact data and metadata). These changes do not engage third parties as part of implementation, and therefore will have a materially different processing timeframe.
- **Category III (Creating or Transferring a gTLD)** — Requests to create (“delegate”) or transfer (“redelegate” or “assign”) a generic top-level domain. These changes require additional processing by IANA to ensure policy and contractual requirements are met associated with a change of control for the TLD. While the key processing is performed elsewhere within ICANN, the IANA processing is significant and therefore distinguishes this type of request from a routine change request.
- **Category IV (Creating or Transferring a ccTLD)** — Requests to create or transfer a country-code top-level domain. These changes require additional processing by IANA to ensure policy requirements are met. This processing is performed by IANA staff, and includes performing additional analysis on the change request, producing a report, and having that report reviewed externally (including verification that all existing registration data has been successfully transferred from the old to new Registry operator). This processing is significant, and is normally substantially longer than a routine change request, and therefore should be distinguished.
- **Category V (Other change requests)** — Other non-routine change requests. IANA is required to process change requests that may have special handling requirements, or require additional documentary evidence or additional clarifications from the customer or third parties, that do not afford them the ability to automate. These scenarios include, but are not necessarily limited to:
 - i. Customers that require requests to be handled outside the online self-service platform, such as those lodging change requests through the exchange of postal mail;
 - ii. Customers that have placed special handling instructions on file with IANA, or have otherwise asked for special handling for a request that deviates from the normal process, that must be executed manually by IANA staff;
 - iii. Unique legal or regulatory encumbrances that must be satisfied that require additional processing;
 - iv. Removing a TLD from service (e.g. retirement or revocation);
 - v. Changes that relate to the operation of the root zone itself, including changing the Root Key Signing Key, altering the set of authoritative name servers for the root zone (e.g. the “root servers”), and changes to the “root hints” file.

Field Definitions

The fields in the preceding tables are as follows:

- **Process.** The business process that IANA is requested to perform.
- **Metric.** The individual metric that will be measured as part of the completion of the business process.
- **Target.** The specified target for each individual change request.
- **Type.** Whether the target specified is a minimum target (compliance must not be less than the target) or a maximum target (compliance must not be more than the target).
- **Breach.** The percentage limit of change requests within the specified period that fail to meet the metric, which if reached is deemed a breach in the SLE.
- **Period.** The period over which SLE compliance is measured.

Addendum

Root Zone Revocations and Root Server Changes

There were no revocation or root server change requests completed during August 2017.

IDN Table Processing

Below is a summary of requests processed during August 2017 to add or modify IDN tables in the IDN Practices Repository: <https://www.iana.org/domains/idn-tables>:

TLDs involved in submission	# of Tables	Request Type	Start Date	End Date	Processing notes
1	1	IDN Table Modification	2017-07-23	2017-08-01	
1	103	IDN Table Addition	2017-08-01	2017-08-21	
1	103	IDN Table Addition	2017-08-01	2017-08-21	
1	103	IDN Table Addition	2017-08-01	2017-08-21	
1	103	IDN Table Addition	2017-08-01	2017-08-21	
1	103	IDN Table Addition	2017-08-01	2017-08-21	
2	103	IDN Table Addition	2017-08-01	2017-08-21	
1	103	IDN Table Addition	2017-08-01	2017-08-21	
1	103	IDN Table Addition	2017-08-01	2017-08-21	
1	103	IDN Table Addition	2017-08-01	2017-08-21	
1	103	IDN Table Addition	2017-08-01	2017-08-21	
1	103	IDN Table Addition	2017-08-01	2017-08-21	
1	103	IDN Table Addition	2017-08-01	2017-08-21	
1	1	IDN Table Addition	2017-08-01	2017-08-21	
1	2	IDN Table Addition	2017-08-01	2017-08-21	
1	6	IDN Table Addition	2017-08-01	2017-08-21	
1	1	IDN Table Addition	2017-08-01	2017-08-21	
1	4	IDN Table Addition	2017-08-01	2017-08-21	
1	6	IDN Table Addition	2017-08-01	2017-08-21	
1	6	IDN Table Addition	2017-08-01	2017-08-21	