

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

October 2017

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Summary of Performance

Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 2.81s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 3.68s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ 2.06s	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 3.61s	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 1.8s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.52d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 1.3d	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%)	✓ 1.51d	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✗ 92.36m	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%)	✓ —	p10
Technical Check (Retest)	Routine (Technical)	≤3m (95.0%)	✗ 4.27m	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%)	✓ —	p12
Technical Check (Supplemental)	Routine (Technical)	≤1m (95.0%)	✓ 0.35m	p13
Technical Check (Supplemental)	gTLD Creation/Transfer	≤5m (95.0%)	✓ —	p13
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤5m (95.0%)	✓ —	p14
Technical Check (Supplemental)	Other Changes	≤5m (95.0%)	✓ —	p14
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 1.05ms	p15
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 2ms	p15
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1ms	p16
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0ms	p16
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ 3.7ms	p16
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 1ms	p17
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 0.7ms	p17
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0ms	p18
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 999ms	p18
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 0ms	p18
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 1.25d	p19
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.95d	p19
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 3.12d	p20
Validation and Reviews	ccTLD Creation/Transfer	≤60d (100.0%)	✓ 37.31d	p20
Validation and Reviews	Other Changes	≤0d	✓ 4.97d	p20
Third Party Approval	ccTLD Creation/Transfer	≤60d	✓ 20.02d	p21
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 46.58h	p22
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p22
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p23
Root Zone Publication	Other Changes	≤0h	✓ 361.75h	p23
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.79s	p24

Metric	Category	Expected	Actual	Detail
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.45s	p24
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.35s	p25
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 0.46s	p25
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 0.42s	p25
System Availability				
IANA Website	IANA Site Availability	≥99%	✓ 100%	p26
Root Zone Management System	RZM Availability	≥99%	✓ 100%	p27
Directory Service	WHOIS Availability	≥99%	✓ 100%	p28
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100%	p29
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.07s	p30
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 1.6ms	p31
Accuracy				
Root Zone File	Routine (Technical)	100%	✓ 100%	p32
Root Zone File	gTLD Creation/Transfer	100%	✓ 100%	p32
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100%	p32
Root Zone File	Other Changes	100%	✓ 100%	p32
Root Zone Database	Routine (Technical)	100%	✓ 100%	p33
Root Zone Database	Routine (Non-Technical)	100%	✓ 100%	p33
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100%	p33
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100%	p34
Root Zone Database	Other Changes	100%	✓ 100%	p34
Enquiry Processing				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 1s	p34
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 1.14d	p35

Percentage of SLA thresholds met of those defined	96.9%
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Exceptions and Narrative for Reporting Period

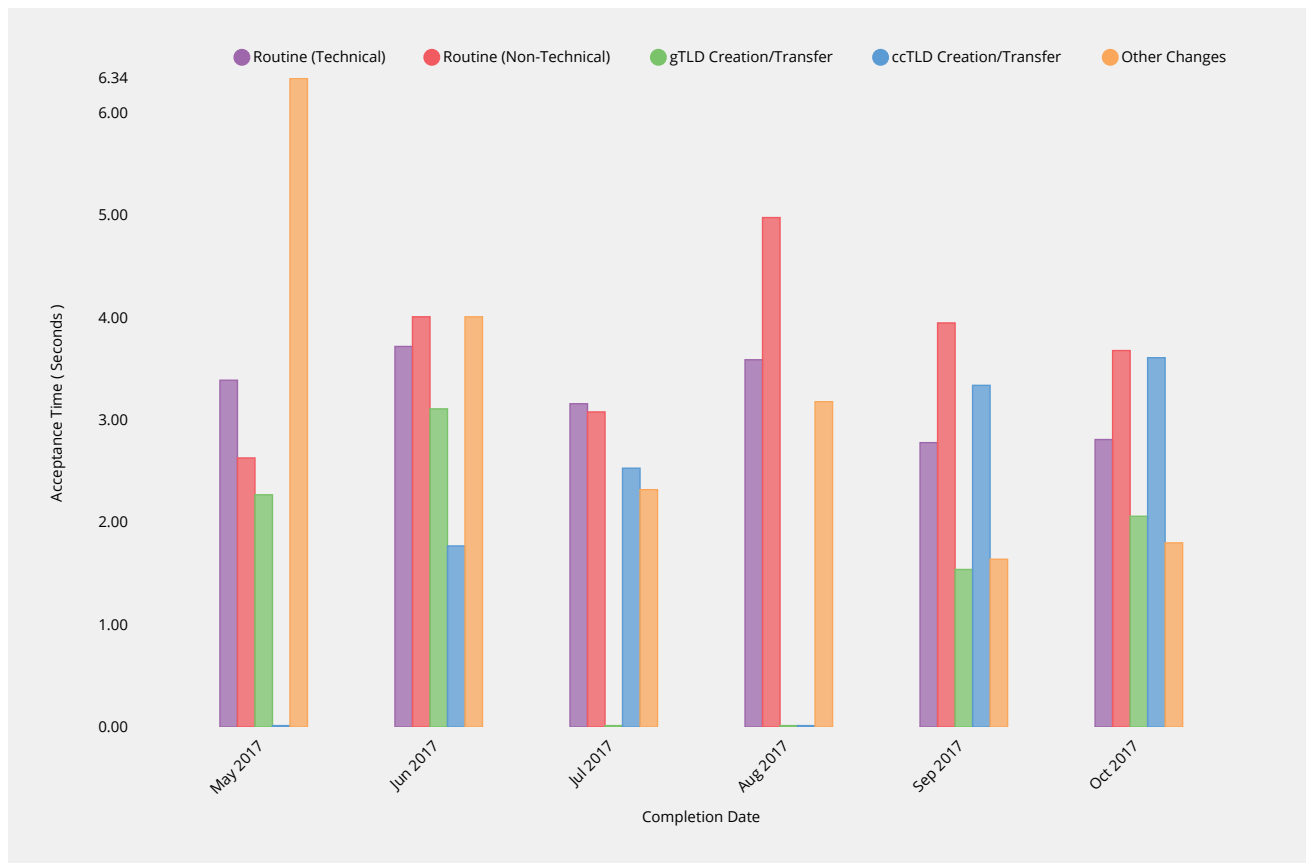
Metric	Category	Expected	Actual
Technical Check (First)	Routine (Technical)	50m	92.36m 
Primary cause: Analysis/Comments:	Queuing of pending technical checks When requests are submitted in a batch of multiple requests, the RZM system queues these requests according to their submission time and performs technical checks on the requests one by one in a serial fashion. Queuing requests for technical checks causes requests submitted later in the batch to take longer to go through technical checks.		
Technical Check (Retest)	Routine (Technical)	3m	4.27m 
Primary cause: Analysis/Comments:	Threshold requires revisiting Three requests exceeded the technical check threshold of three minutes. This exception relates to time spent waiting for responses from nameservers that ultimately were unreachable (i.e. time waiting to timeout, multiplied by retries.) The CSC has previously recommended that the technical check threshold for this and other categories be revisited.		

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)	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Acceptance Time	3.39s	3.72s	3.16s	3.59s	2.78s	2.81s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	51	42	38	26	34	109
Mean Time	1.52s	2.16s	1.73s	2.1s	1.76s	1.74s
Shortest Time	0.61s	1.2s	1s	1s	1.22s	1.27s
Longest Time	4.25s	4.13s	3.57s	3.69s	3s	4s
Median Time	1.41s	1.67s	1.59s	1.85s	1.52s	1.53s
PStDev Time	0.78s	0.9s	0.59s	0.78s	0.51s	0.49s

Routine (Non-Technical)	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Acceptance Time	2.63s	4.01s	3.08s	4.98s	3.95s	3.68s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	231	22	67	285	8	28
Mean Time	1.87s	2.91s	2.44s	2.88s	2.85s	2.75s

Routine (Non-Technical)	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Shortest Time	1s	1.12s	1.75s	1.91s	2.33s	1.86s
Longest Time	3.29s	4.88s	4.28s	5.24s	4.03s	4.2s
Median Time	1.86s	2.93s	2.35s	2.6s	2.48s	2.59s
PStDev Time	0.35s	0.83s	0.43s	0.84s	0.63s	0.56s

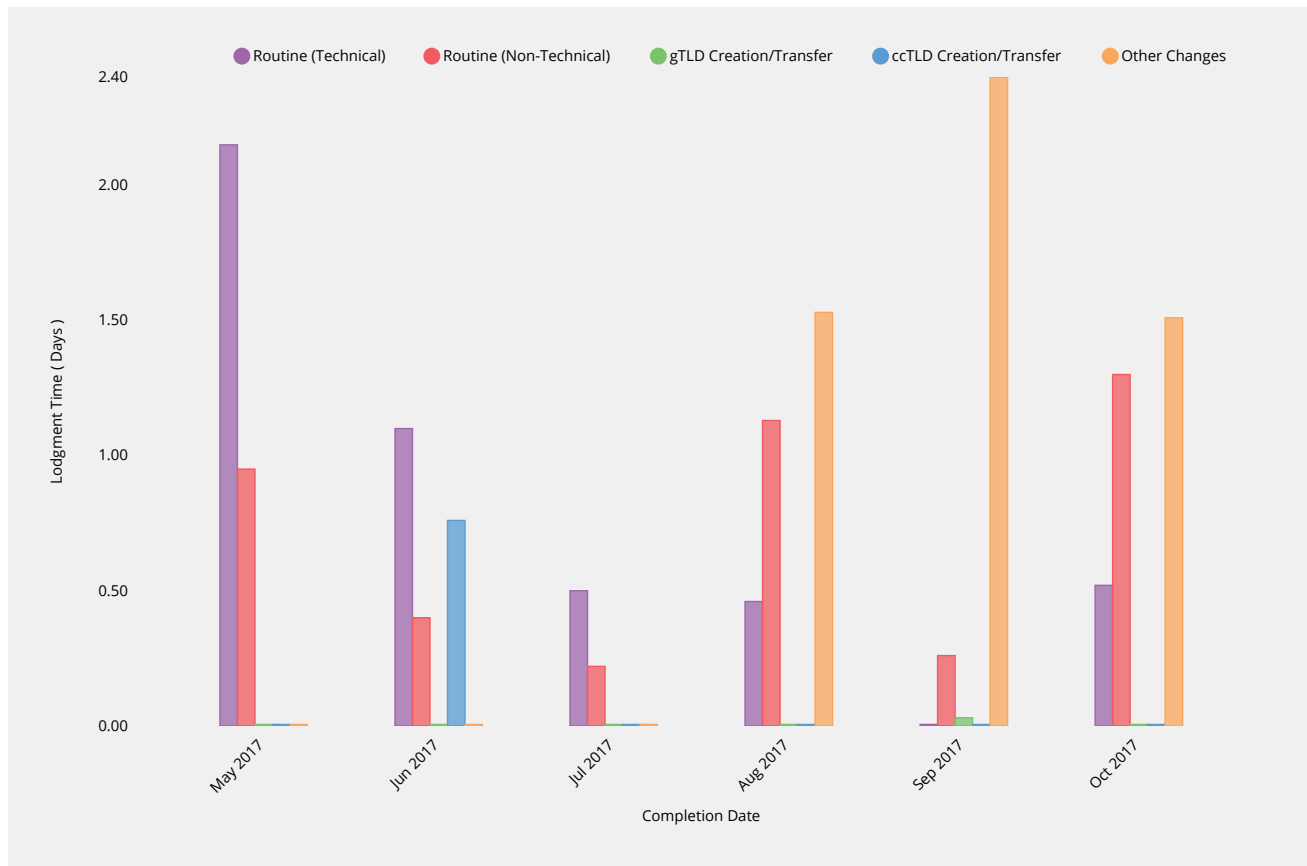
gTLD Creation/Transfer	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Acceptance Time	2.27s	3.11s	—	—	1.54s	2.06s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	4	8	0	0	1	1
Mean Time	2.02s	2.33s	—	—	1.54s	2.06s
Shortest Time	1.73s	1.99s	—	—	1.54s	2.06s
Longest Time	2.28s	3.4s	—	—	1.54s	2.06s
Median Time	2.03s	2.12s	—	—	1.54s	2.06s
PStDev Time	0.24s	0.44s	—	—	0s	0s

ccTLD Creation/Transfer	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Acceptance Time	—	1.77s	2.53s	—	3.34s	3.61s
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	9	1	0	1	1
Mean Time	—	1.62s	2.53s	—	3.34s	3.61s
Shortest Time	—	1.38s	2.53s	—	3.34s	3.61s
Longest Time	—	1.79s	2.53s	—	3.34s	3.61s
Median Time	—	1.71s	2.53s	—	3.34s	3.61s
PStDev Time	—	0.14s	0s	—	0s	0s

Other Changes	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Acceptance Time	6.34s	4.01s	2.32s	3.18s	1.64s	1.8s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	1	4	1	2	3	3
Mean Time	6.34s	3.12s	2.32s	2.41s	1.57s	1.59s
Shortest Time	6.34s	1.54s	2.32s	1.55s	1.51s	1.4s
Longest Time	6.34s	4.03s	2.32s	3.26s	1.65s	1.83s
Median Time	6.34s	3.45s	2.32s	2.41s	1.56s	1.55s
PStDev Time	0s	0.99s	0s	0.86s	0.06s	0.18s

Manual Lodgment Time

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



Routine (Technical)	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Lodgment Time	2.15d	1.1d	0.5d	0.46d	—	0.52d
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	1	3	0	8
Mean Time	0.99d	0.43d	0.5d	0.21d	—	0.17d
Shortest Time	0.21d	0.03d	0.5d	0.01d	—	0d
Longest Time	2.34d	1.26d	0.5d	0.49d	—	0.57d
Median Time	0.42d	0.21d	0.5d	0.14d	—	0.1d
PStDev Time	0.96d	0.49d	0d	0.2d	—	0.2d

Routine (Non-Technical)	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Lodgment Time	0.95d	0.4d	0.22d	1.13d	0.26d	1.3d
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	5	11	1	5
Mean Time	0.95d	0.4d	0.11d	0.38d	0.26d	0.64d
Shortest Time	0.95d	0.4d	0d	0.01d	0.26d	0d
Longest Time	0.95d	0.4d	0.24d	1.13d	0.26d	1.41d
Median Time	0.95d	0.4d	0.09d	0.2d	0.26d	0.87d
PStDev Time	0d	0d	0.08d	0.39d	0d	0.54d

gTLD Creation/Transfer	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Lodgment Time	—	—	—	—	0.03d	—
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	0	1	0
Mean Time	—	—	—	—	0.03d	—
Shortest Time	—	—	—	—	0.03d	—
Longest Time	—	—	—	—	0.03d	—
Median Time	—	—	—	—	0.03d	—
PStDev Time	—	—	—	—	0d	—

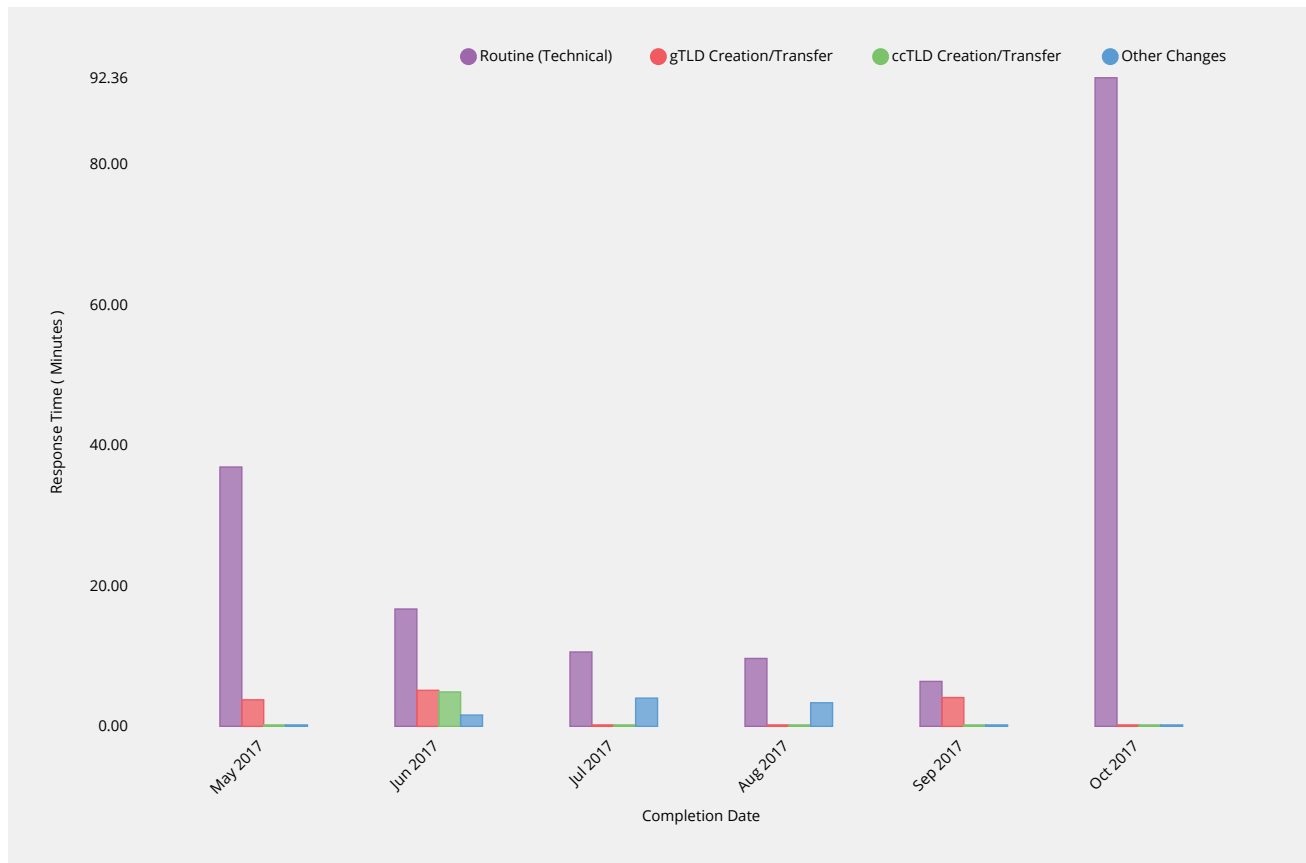
ccTLD Creation/Transfer	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Lodgment Time	—	0.76d	—	—	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	8	0	0	0	0
Mean Time	—	0.67d	—	—	—	—
Shortest Time	—	0.1d	—	—	—	—
Longest Time	—	0.76d	—	—	—	—
Median Time	—	0.74d	—	—	—	—
PStDev Time	—	0.21d	—	—	—	—

Other Changes	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Lodgment Time	—	—	—	1.53d	2.4d	1.51d
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	1	3	2
Mean Time	—	—	—	1.53d	0.9d	0.84d
Shortest Time	—	—	—	1.53d	0d	0.1d
Longest Time	—	—	—	1.53d	2.66d	1.58d
Median Time	—	—	—	1.53d	0.02d	0.84d
PStDev Time	—	—	—	0d	1.25d	0.74d

Technical Checks

Technical Check (First)

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



Routine (Technical)	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Response Time	36.93m	16.71m	10.59m	9.67m	6.4m	92.36m
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	51	42	38	26	34	109
Mean Time	10.6m	5.79m	3.8m	4.36m	3.81m	26.41m
Shortest Time	0.48m	0.41m	0.36m	0.84m	0.92m	0.29m
Longest Time	44.28m	31.6m	15.7m	10.03m	8.57m	117.35m
Median Time	4.96m	4.09m	2.89m	3.9m	3.91m	5.52m
PStDev Time	11.77m	6.03m	3.31m	2.56m	1.72m	32.59m

Exception Narrative

Primary cause: Queuing of pending technical checks
 Analysis/Comments: When requests are submitted in a batch of multiple requests, the RZM system queues these requests according to their submission time and performs technical checks on the requests one by one in a serial fashion. Queuing requests for technical checks causes requests submitted later in the batch to take longer to go through technical checks.

gTLD Creation/Transfer	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Response Time	3.78m	5.13m	—	—	4.1m	—

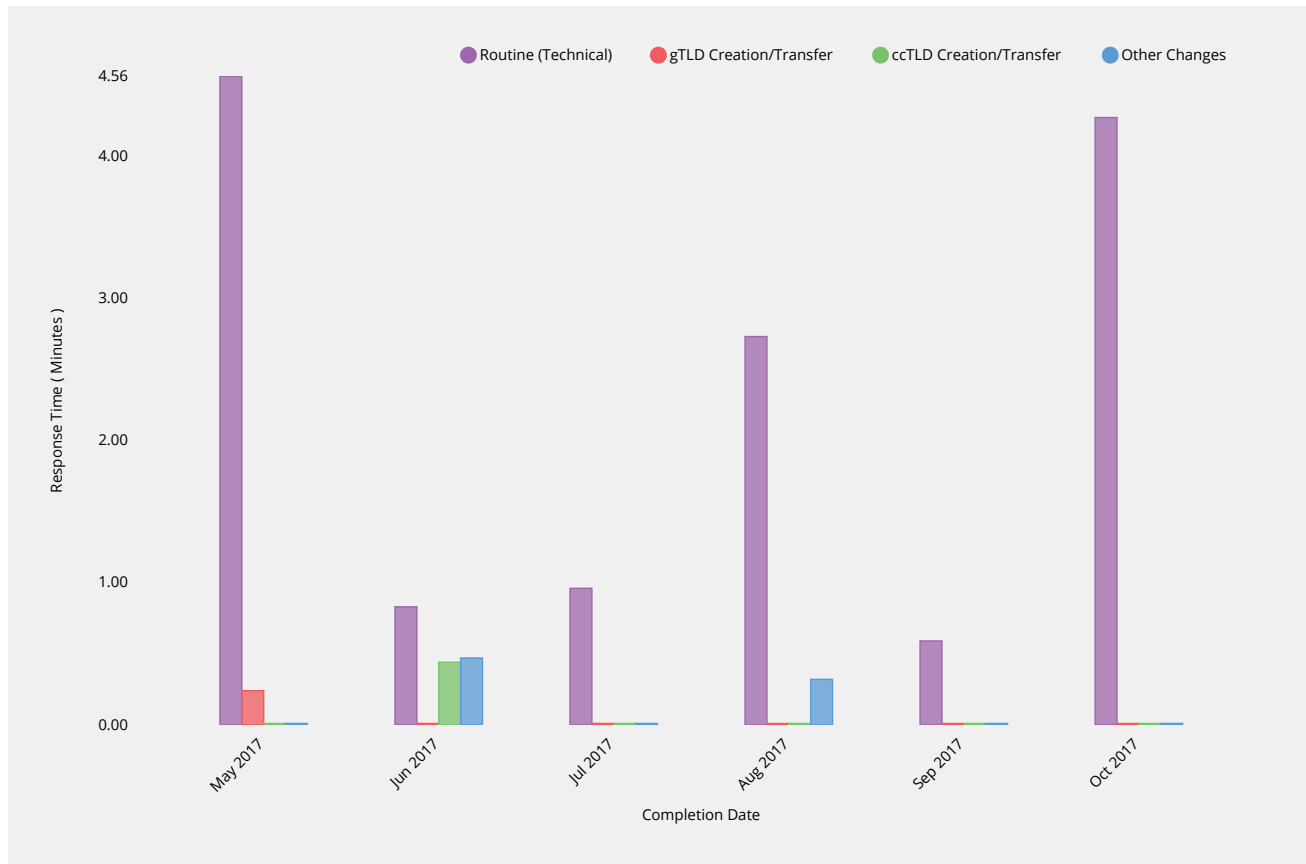
gTLD Creation/Transfer	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Monthly Threshold	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	3	6	0	0	1	0
Mean Time	2.69m	3.62m	—	—	4.1m	—
Shortest Time	1.75m	1.88m	—	—	4.1m	—
Longest Time	3.94m	5.13m	—	—	4.1m	—
Median Time	2.38m	3.5m	—	—	4.1m	—
PStDev Time	0.92m	1.2m	—	—	0m	—

ccTLD Creation/Transfer	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Response Time	—	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	8	0	0	0	0
Mean Time	—	3.23m	—	—	—	—
Shortest Time	—	1.4m	—	—	—	—
Longest Time	—	4.94m	—	—	—	—
Median Time	—	2.87m	—	—	—	—
PStDev Time	—	1.27m	—	—	—	—

Other Changes	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Response Time	—	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	0	3	1	2	0	0
Mean Time	—	1.26m	4.02m	3.19m	—	—
Shortest Time	—	0.63m	4.02m	3m	—	—
Longest Time	—	1.62m	4.02m	3.38m	—	—
Median Time	—	1.53m	4.02m	3.19m	—	—
PStDev Time	—	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.



	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Routine (Technical)	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Response Time	4.56m	0.83m	0.96m	2.73m	0.59m	4.27m 📄
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	343	99	20	30	50	191
Mean Time	1.34m	0.71m	0.73m	0.79m	0.35m	0.7m
Shortest Time	0.12m	0.05m	0.28m	0.11m	0.09m	0.07m
Longest Time	5.76m	14.15m	6.63m	3.4m	2.66m	4.77m
Median Time	0.69m	0.58m	0.33m	0.31m	0.19m	0.36m
PStDev Time	1.4m	1.51m	1.36m	0.97m	0.49m	1.09m

Exception Narrative

Primary cause: Threshold requires revisiting
 Analysis/Comments: Three requests exceeded the technical check threshold of three minutes. This exception relates to time spent waiting for responses from nameservers that ultimately were unreachable (i.e. time waiting to timeout, multiplied by retries.) The CSC has previously recommended that the technical check threshold for this and other categories be revisited.

	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
gTLD Creation/Transfer	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
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	44	0	0	0	0	0

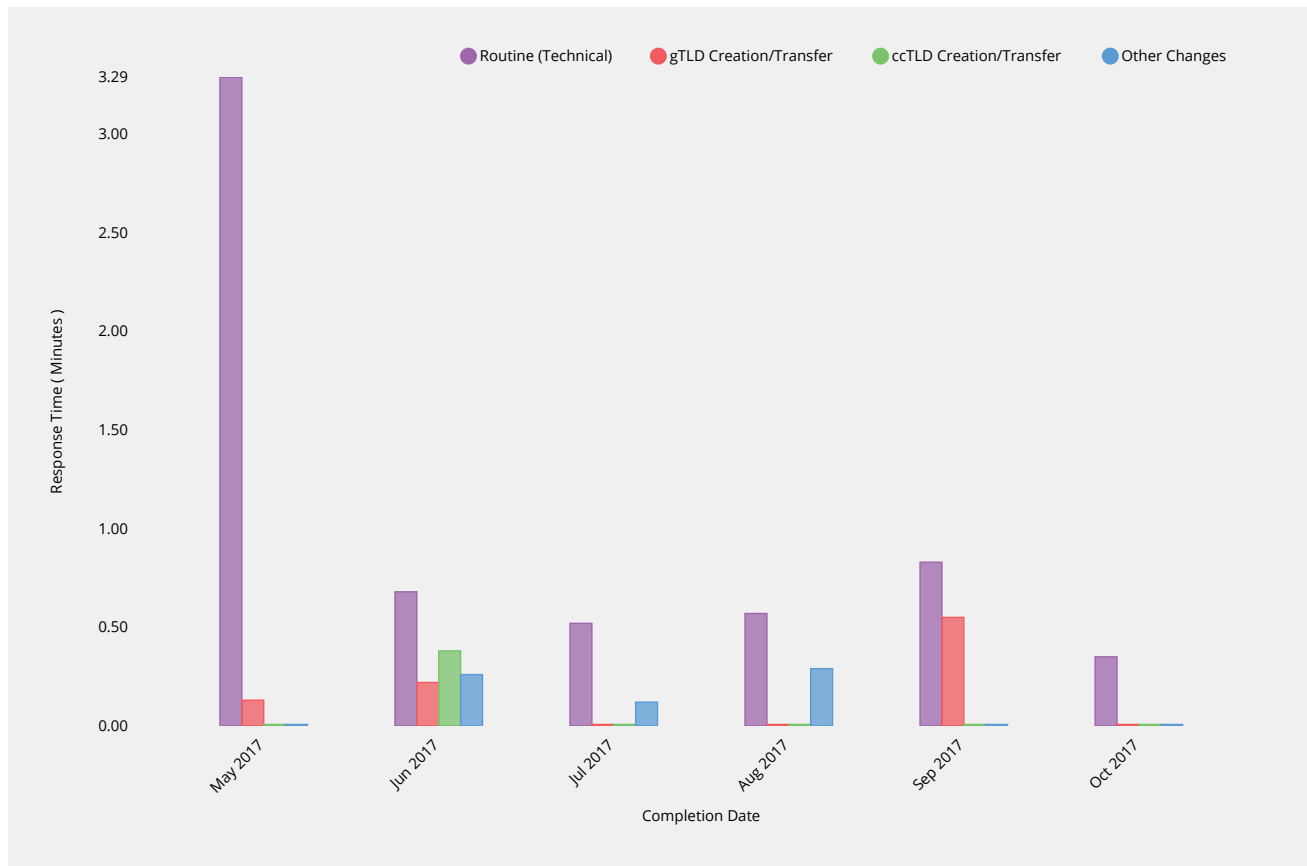
gTLD Creation/Transfer	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Mean Time	0.15m	—	—	—	—	—
Shortest Time	0.08m	—	—	—	—	—
Longest Time	1.11m	—	—	—	—	—
Median Time	0.14m	—	—	—	—	—
PStDev Time	0.15m	—	—	—	—	—

ccTLD Creation/Transfer	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Response Time	—	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	4	0	0	0	0
Mean Time	—	0.39m	—	—	—	—
Shortest Time	—	0.36m	—	—	—	—
Longest Time	—	0.46m	—	—	—	—
Median Time	—	0.37m	—	—	—	—
PStDev Time	—	0.04m	—	—	—	—

Other Changes	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Response Time	—	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	0	6	0	54	0	0
Mean Time	—	0.32m	—	0.3m	—	—
Shortest Time	—	0.15m	—	0.28m	—	—
Longest Time	—	0.48m	—	0.34m	—	—
Median Time	—	0.34m	—	0.3m	—	—
PStDev Time	—	0.13m	—	0.01m	—	—

Technical Check (Supplemental)

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



Routine (Technical)	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Response Time	3.29m	0.68m	0.52m	0.57m	0.83m	0.35m
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	56	46	41	20	24	120
Mean Time	0.63m	0.26m	0.27m	0.35m	0.47m	0.17m
Shortest Time	0.1m	0.06m	0.09m	0.09m	0.05m	0.07m
Longest Time	4.19m	1.18m	0.67m	0.71m	4.8m	0.53m
Median Time	0.24m	0.2m	0.28m	0.33m	0.21m	0.14m
PStDev Time	0.99m	0.21m	0.12m	0.14m	0.92m	0.09m

gTLD Creation/Transfer	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Response Time	0.13m	0.22m	—	—	0.55m	—
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	2	8	0	0	1	0
Mean Time	0.12m	0.13m	—	—	0.55m	—
Shortest Time	0.11m	0.08m	—	—	0.55m	—
Longest Time	0.14m	0.26m	—	—	0.55m	—
Median Time	0.12m	0.13m	—	—	0.55m	—
PStDev Time	0.01m	0.05m	—	—	0m	—

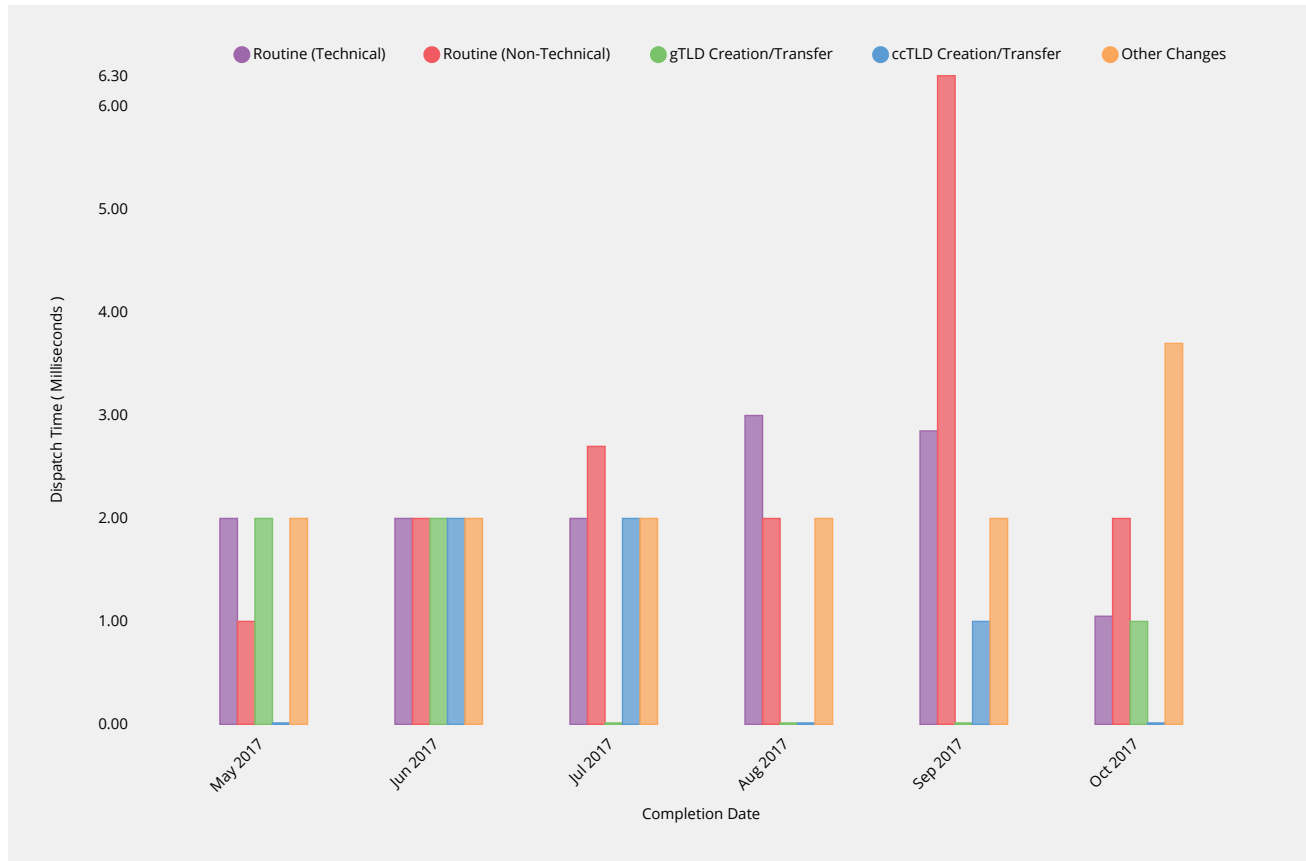
ccTLD Creation/Transfer	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Response Time	—	0.38m	—	—	—	—
Monthly Threshold	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	8	0	0	0	0
Mean Time	—	0.36m	—	—	—	—
Shortest Time	—	0.34m	—	—	—	—
Longest Time	—	0.38m	—	—	—	—
Median Time	—	0.35m	—	—	—	—
PStDev Time	—	0.01m	—	—	—	—

Other Changes	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Response Time	—	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	0	3	1	2	0	0
Mean Time	—	0.18m	0.12m	0.2m	—	—
Shortest Time	—	0.11m	0.12m	0.1m	—	—
Longest Time	—	0.27m	0.12m	0.3m	—	—
Median Time	—	0.16m	0.12m	0.2m	—	—
PStDev Time	—	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)	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Dispatch Time	2ms	2ms	2ms	3ms	2.85ms	1.05ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	46	38	38	21	24	100
Mean Time	1.37ms	1.61ms	1.26ms	1.62ms	1.25ms	0.77ms
Shortest Time	0ms	1ms	0ms	0ms	0ms	0ms
Longest Time	2ms	2ms	3ms	5ms	6ms	2ms
Median Time	1ms	2ms	1.5ms	1ms	1ms	1ms
PStDev Time	0.6ms	0.49ms	0.88ms	1.09ms	1.16ms	0.53ms

Routine (Non-Technical)	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Dispatch Time	1ms	2ms	2.7ms	2ms	6.3ms	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	231	22	67	285	8	28
Mean Time	0.88ms	1.68ms	1.79ms	1.87ms	2.5ms	1ms
Shortest Time	0ms	1ms	0ms	0ms	0ms	0ms
Longest Time	2ms	2ms	3ms	46ms	7ms	2ms
Median Time	1ms	2ms	2ms	2ms	1.5ms	1ms

Routine (Non-Technical)	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
PStDev Time	0.4ms	0.47ms	0.59ms	2.67ms	2.24ms	0.46ms

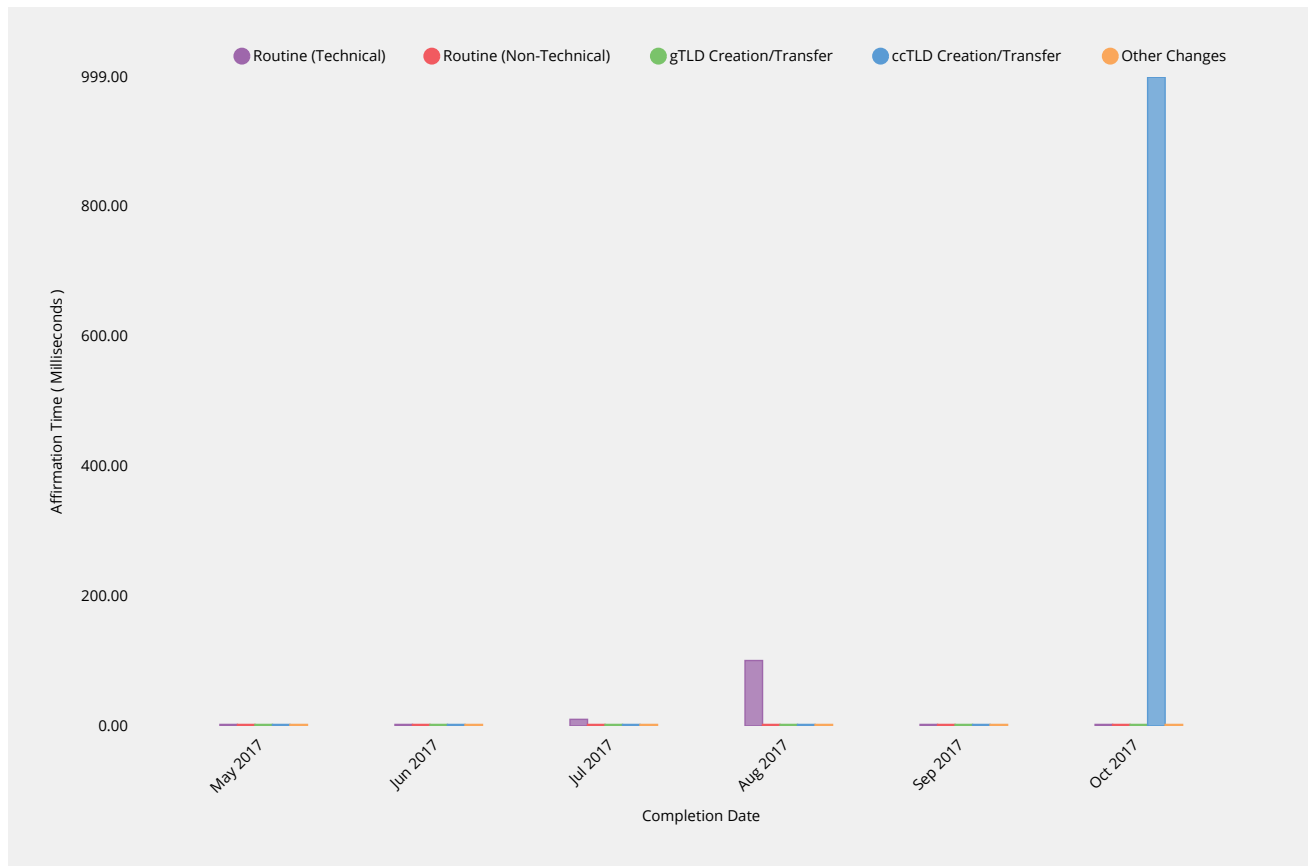
gTLD Creation/Transfer	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Dispatch Time	2ms	2ms	—	—	0ms	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	3	8	0	0	1	1
Mean Time	1.67ms	1.5ms	—	—	0ms	1ms
Shortest Time	1ms	1ms	—	—	0ms	1ms
Longest Time	2ms	2ms	—	—	0ms	1ms
Median Time	2ms	1.5ms	—	—	0ms	1ms
PStDev Time	0.47ms	0.5ms	—	—	0ms	0ms

ccTLD Creation/Transfer	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Dispatch Time	—	2ms	2ms	—	1ms	0ms
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	9	1	0	1	1
Mean Time	—	1.33ms	2ms	—	1ms	0ms
Shortest Time	—	1ms	2ms	—	1ms	0ms
Longest Time	—	2ms	2ms	—	1ms	0ms
Median Time	—	1ms	2ms	—	1ms	0ms
PStDev Time	—	0.47ms	0ms	—	0ms	0ms

Other Changes	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Dispatch Time	2ms	2ms	2ms	2ms	2ms	3.7ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	1	4	1	2	5	3
Mean Time	2ms	2ms	2ms	2ms	1.6ms	2ms
Shortest Time	2ms	2ms	2ms	2ms	1ms	1ms
Longest Time	2ms	2ms	2ms	2ms	2ms	4ms
Median Time	2ms	2ms	2ms	2ms	2ms	1ms
PStDev Time	0ms	0ms	0ms	0ms	0.49ms	1.41ms

Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Affirmation Time	1ms	1ms	10ms	100.6ms	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	45	38	38	19	23	99
Mean Time	0.18ms	0.11ms	14.29ms	52.74ms	0.04ms	0.34ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	450ms	997ms	1ms	28ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.38ms	0.31ms	71.75ms	222.57ms	0.2ms	2.8ms

Routine (Non-Technical)	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Affirmation Time	0ms	1ms	1ms	1ms	0ms	0.7ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	228	20	65	273	7	27
Mean Time	0.05ms	0.1ms	15.34ms	3.58ms	0ms	0.07ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	986ms	940ms	0ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.21ms	0.3ms	121.33ms	56.78ms	0ms	0.26ms

gTLD Creation/Transfer	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Affirmation Time	0ms	1ms	—	—	0ms	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	3	8	0	0	1	1
Mean Time	0ms	0.25ms	—	—	0ms	0ms
Shortest Time	0ms	0ms	—	—	0ms	0ms
Longest Time	0ms	1ms	—	—	0ms	0ms
Median Time	0ms	0ms	—	—	0ms	0ms
PStDev Time	0ms	0.43ms	—	—	0ms	0ms

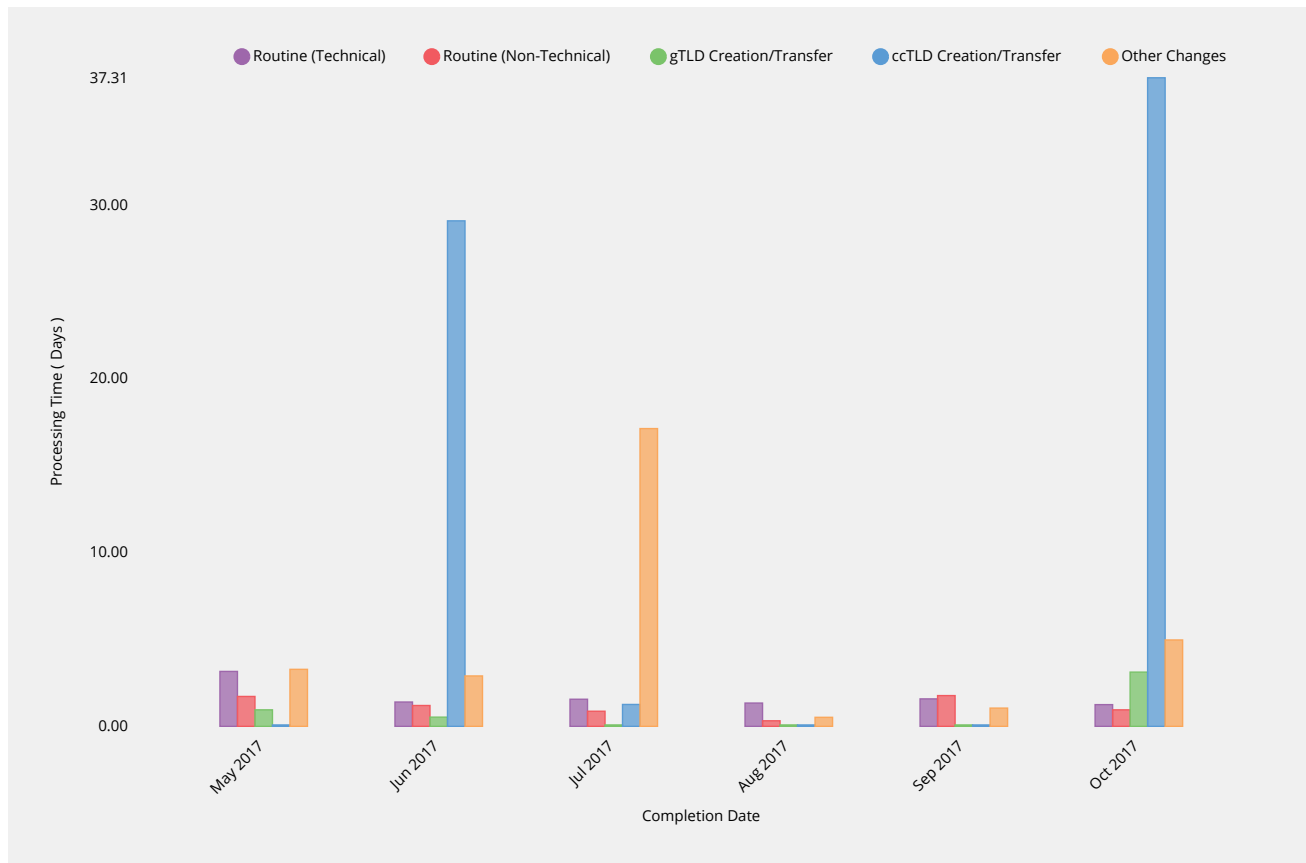
ccTLD Creation/Transfer	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Affirmation Time	—	0.6ms	0ms	—	0ms	999ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	9	1	0	1	1
Mean Time	—	0.11ms	0ms	—	0ms	999ms
Shortest Time	—	0ms	0ms	—	0ms	999ms
Longest Time	—	1ms	0ms	—	0ms	999ms
Median Time	—	0ms	0ms	—	0ms	999ms
PStDev Time	—	0.31ms	0ms	—	0ms	0ms

Other Changes	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Affirmation Time	0ms	0.85ms	1ms	0ms	0ms	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	1	4	1	2	5	3
Mean Time	0ms	0.25ms	1ms	0ms	0ms	0ms
Shortest Time	0ms	0ms	1ms	0ms	0ms	0ms
Longest Time	0ms	1ms	1ms	0ms	0ms	0ms
Median Time	0ms	0ms	1ms	0ms	0ms	0ms
PStDev Time	0ms	0.43ms	0ms	0ms	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)	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Processing Time	3.16d	1.4d	1.56d	1.34d	1.58d	1.25d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	45	38	38	19	25	100
Mean Time	1.27d	0.59d	0.61d	0.93d	0.95d	0.58d
Shortest Time	0.2d	0.03d	0d	0.01d	0d	0d
Longest Time	4.37d	2d	2.03d	4.58d	4.91d	10.86d
Median Time	0.57d	0.44d	0.46d	0.91d	0.66d	0.15d
PStDev Time	1.2d	0.47d	0.52d	0.96d	1d	1.34d

Routine (Non-Technical)	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Processing Time	1.72d	1.2d	0.87d	0.32d	1.77d	0.95d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	227	18	65	273	7	26
Mean Time	1.16d	0.59d	0.59d	0.13d	0.8d	0.4d
Shortest Time	0.08d	0.02d	0d	0d	0.06d	0d
Longest Time	3.83d	1.5d	1.7d	3.9d	3.13d	1.87d
Median Time	0.99d	0.31d	0.57d	0d	0.48d	0.25d

Routine (Non-Technical)	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
PStDev Time	0.48d	0.5d	0.29d	0.48d	1.01d	0.47d

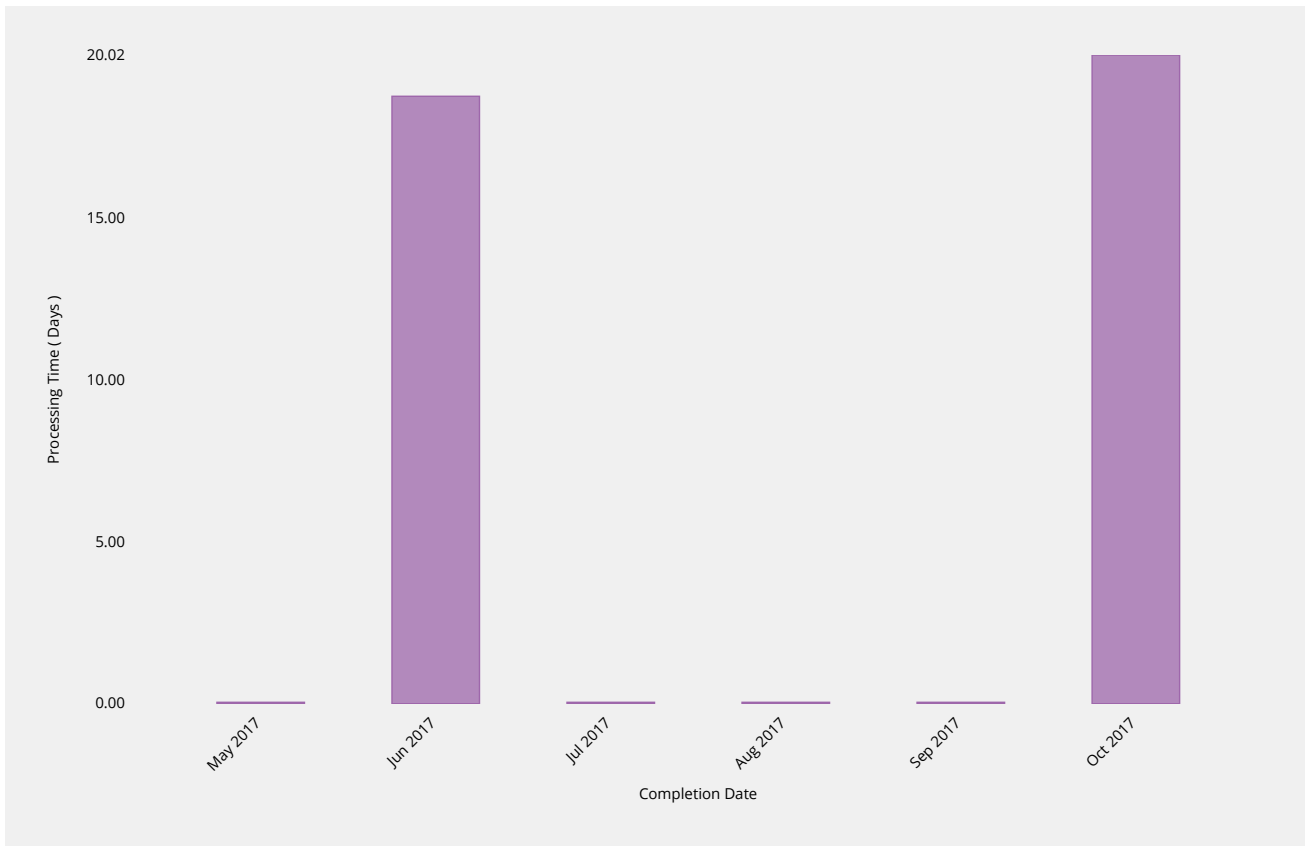
gTLD Creation/Transfer	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Processing Time	0.95d	0.53d	—	—	0d	3.12d
Monthly Threshold	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	3	8	0	0	1	1
Mean Time	0.8d	0.36d	—	—	0d	3.12d
Shortest Time	0.51d	0.14d	—	—	0d	3.12d
Longest Time	0.95d	0.56d	—	—	0d	3.12d
Median Time	0.95d	0.38d	—	—	0d	3.12d
PStDev Time	0.21d	0.13d	—	—	0d	0d

ccTLD Creation/Transfer	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Processing Time	—	29.08d	1.26d	—	—	37.31d
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	9	1	0	0	1
Mean Time	—	23.3d	1.26d	—	—	37.31d
Shortest Time	—	2.6d	1.26d	—	—	37.31d
Longest Time	—	29.08d	1.26d	—	—	37.31d
Median Time	—	25.43d	1.26d	—	—	37.31d
PStDev Time	—	7.41d	0d	—	—	0d

Other Changes	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Processing Time	3.28d	2.9d	17.13d	0.52d	1.05d	4.97d
Monthly Threshold	0d	0d	0d	0d	0d	0d
Threshold Percentile	—	—	—	—	—	—
Request Count	1	4	1	2	4	3
Mean Time	3.28d	1.04d	17.13d	0.34d	0.57d	1.8d
Shortest Time	3.28d	0.04d	17.13d	0.16d	0.13d	0.15d
Longest Time	3.28d	2.9d	17.13d	0.52d	1.05d	4.97d
Median Time	3.28d	0.62d	17.13d	0.34d	0.55d	0.28d
PStDev Time	0d	1.11d	0d	0.18d	0.44d	2.24d

Third Party Approval

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

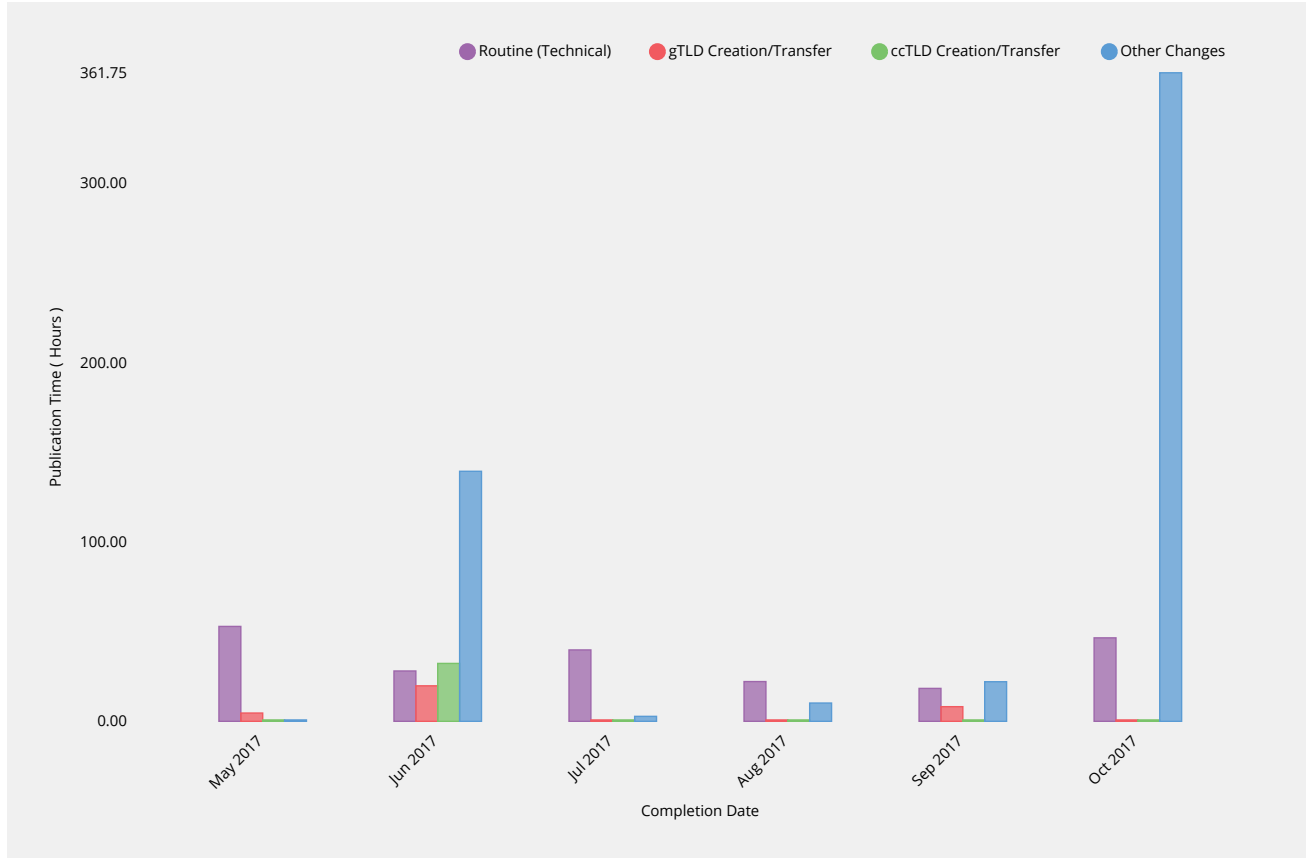


ccTLD Creation/Transfer	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Processing Time	—	18.75d	—	—	—	20.02d
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	—	—	—	—	—	—
Request Count	0	8	0	0	0	1
Mean Time	—	18.75d	—	—	—	20.02d
Shortest Time	—	18.75d	—	—	—	20.02d
Longest Time	—	18.75d	—	—	—	20.02d
Median Time	—	18.75d	—	—	—	20.02d
PStDev Time	—	0d	—	—	—	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)	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Publication Time	52.95h	28.1h	39.84h	22.19h	18.38h	46.58h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	45	38	37	19	23	97
Mean Time	11.57h	9.75h	19.72h	12.12h	8.56h	10.97h
Shortest Time	0.96h	0.88h	1.08h	1.92h	1.92h	0.43h
Longest Time	76.65h	28.1h	40.07h	22.26h	18.38h	71.59h
Median Time	8.07h	7.43h	19.34h	14.21h	6.35h	11.61h
PStDev Time	12.53h	7.87h	11.54h	7.66h	5.38h	9.49h

gTLD Creation/Transfer	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Publication Time	4.64h	19.82h	—	—	8.19h	—
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	2	6	0	0	1	0
Mean Time	4.64h	13.35h	—	—	8.19h	—
Shortest Time	4.63h	9.13h	—	—	8.19h	—
Longest Time	4.64h	19.82h	—	—	8.19h	—
Median Time	4.64h	11.13h	—	—	8.19h	—

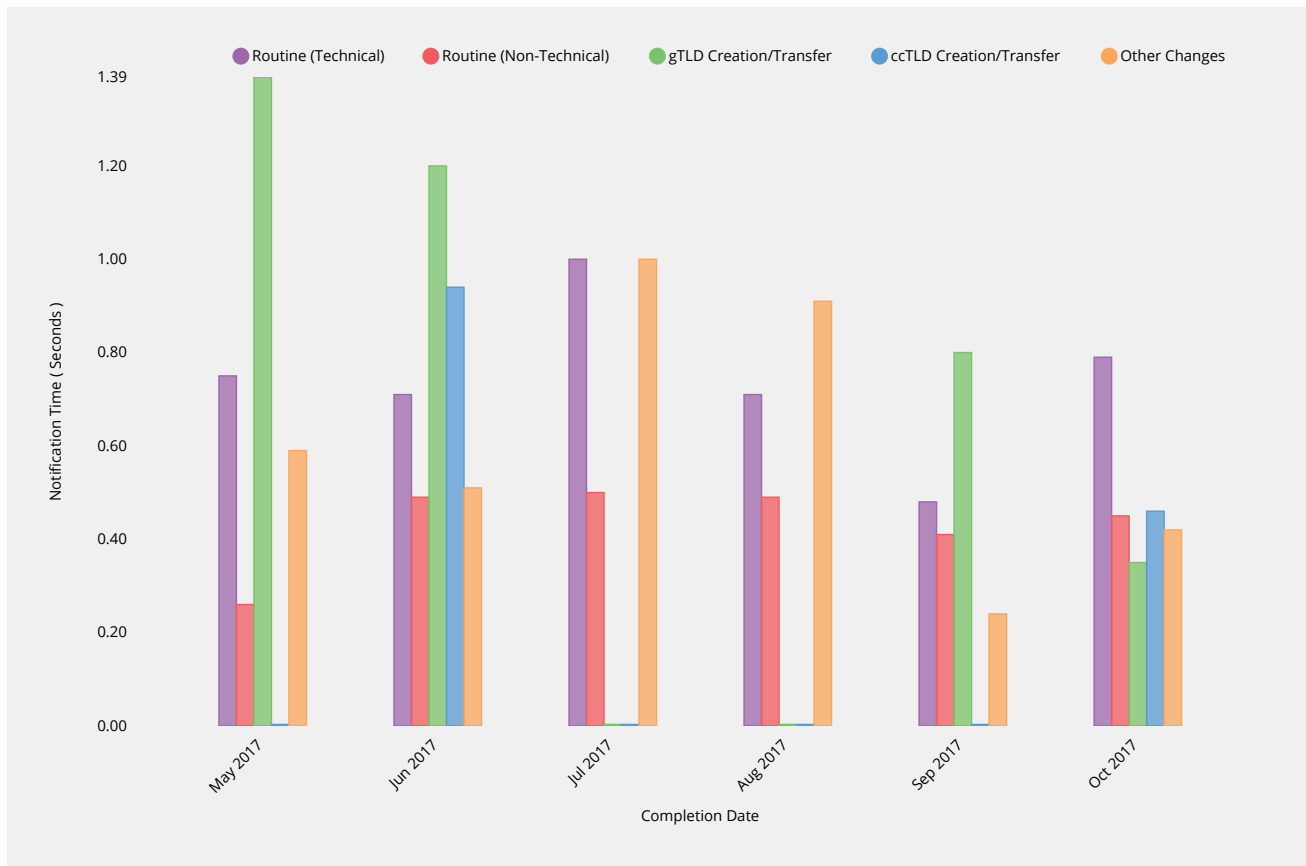
gTLD Creation/Transfer	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
PStDev Time	0.01h	4.76h	—	—	0h	—

ccTLD Creation/Transfer	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
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	8	0	0	0	0
Mean Time	—	30.34h	—	—	—	—
Shortest Time	—	24.23h	—	—	—	—
Longest Time	—	32.32h	—	—	—	—
Median Time	—	32.31h	—	—	—	—
PStDev Time	—	3.41h	—	—	—	—

Other Changes	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Publication Time	—	139.48h	2.79h	10.22h	22.1h	361.75h
Monthly Threshold	0h	0h	0h	0h	0h	0h
Threshold Percentile	—	—	—	—	—	—
Publication Count	0	3	1	2	4	3
Mean Time	—	52.75h	2.79h	8.06h	6.46h	136.49h
Shortest Time	—	3.83h	2.79h	5.89h	0.59h	23.72h
Longest Time	—	139.48h	2.79h	10.22h	22.1h	361.75h
Median Time	—	14.95h	2.79h	8.06h	1.58h	24h
PStDev Time	—	61.49h	0h	2.17h	9.04h	159.28h

Notification of Completion

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



Routine (Technical)	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Notification Time	0.75s	0.71s	1s	0.71s	0.48s	0.79s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	45	38	37	19	23	96
Mean Time	0.43s	0.46s	0.6s	0.56s	0.43s	0.43s
Shortest Time	0.17s	0.34s	0s	0.38s	0.33s	0.25s
Longest Time	0.81s	0.74s	1s	0.75s	0.82s	0.93s
Median Time	0.4s	0.43s	0.5s	0.59s	0.42s	0.39s
PStDev Time	0.17s	0.1s	0.26s	0.12s	0.09s	0.15s

Routine (Non-Technical)	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Notification Time	0.26s	0.49s	0.5s	0.49s	0.41s	0.45s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	227	18	65	273	7	26
Mean Time	0.2s	0.42s	0.42s	0.4s	0.38s	0.4s
Shortest Time	0.15s	0.36s	0s	0.28s	0.3s	0.32s
Longest Time	0.46s	0.53s	0.62s	0.75s	0.42s	0.48s
Median Time	0.19s	0.41s	0.43s	0.4s	0.39s	0.4s
PStDev Time	0.05s	0.04s	0.07s	0.06s	0.03s	0.04s

gTLD Creation/Transfer	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Notification Time	1.39s	1.2s	—	—	0.8s	0.35s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	3	8	0	0	1	1
Mean Time	0.89s	0.89s	—	—	0.8s	0.35s
Shortest Time	0.24s	0.28s	—	—	0.8s	0.35s
Longest Time	1.43s	1.22s	—	—	0.8s	0.35s
Median Time	1.01s	1.05s	—	—	0.8s	0.35s
PStDev Time	0.49s	0.35s	—	—	0s	0s

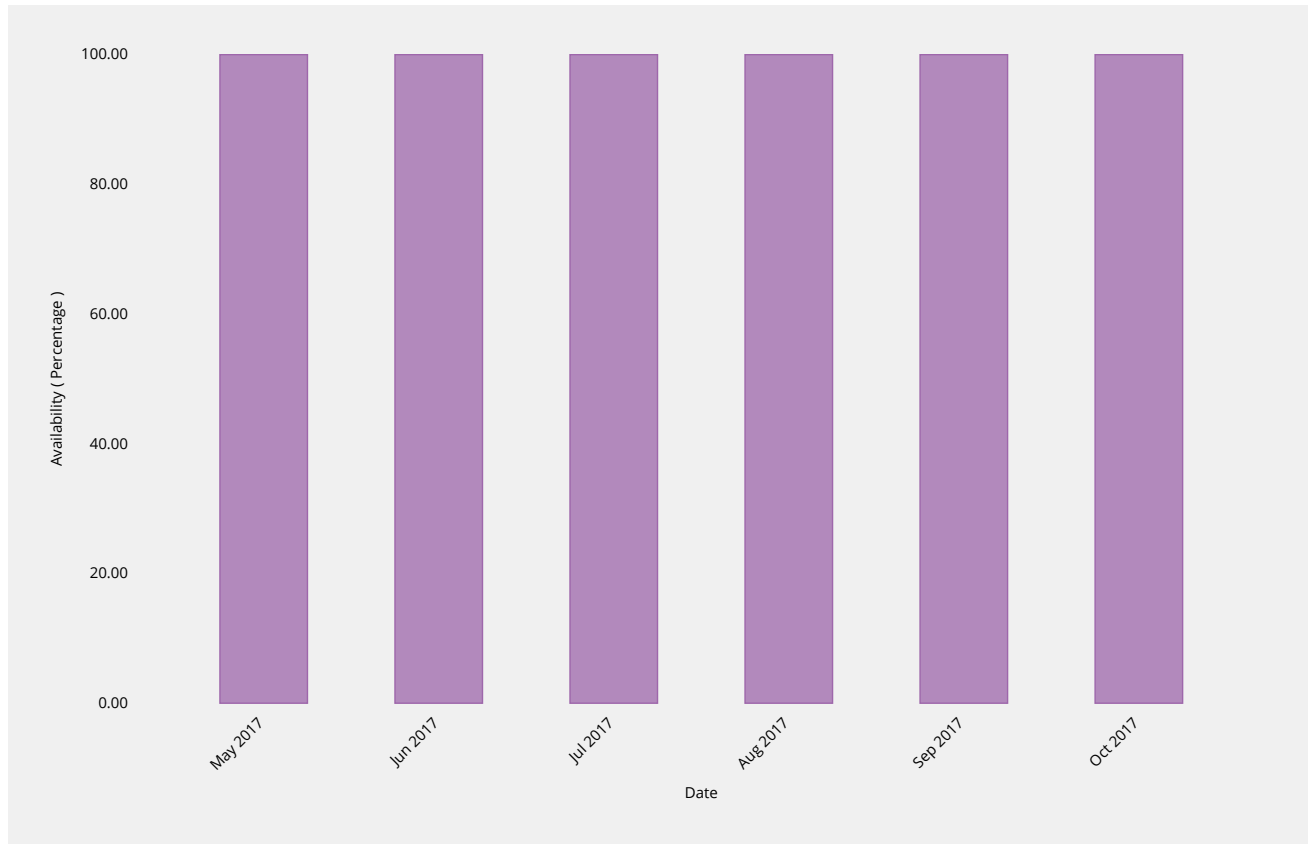
ccTLD Creation/Transfer	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Notification Time	—	0.94s	—	—	—	0.46s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	9	0	0	0	1
Mean Time	—	0.77s	—	—	—	0.46s
Shortest Time	—	0.45s	—	—	—	0.46s
Longest Time	—	0.96s	—	—	—	0.46s
Median Time	—	0.78s	—	—	—	0.46s
PStDev Time	—	0.13s	—	—	—	0s

Other Changes	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Notification Time	0.59s	0.51s	1s	0.91s	0.24s	0.42s
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	4	1	2	4	3
Mean Time	0.59s	0.49s	1s	0.83s	0.07s	0.39s
Shortest Time	0.59s	0.42s	1s	0.74s	0s	0.36s
Longest Time	0.59s	0.51s	1s	0.92s	0.28s	0.43s
Median Time	0.59s	0.51s	1s	0.83s	0s	0.38s
PStDev Time	0s	0.04s	0s	0.09s	0.12s	0.03s

System Availability

IANA Website

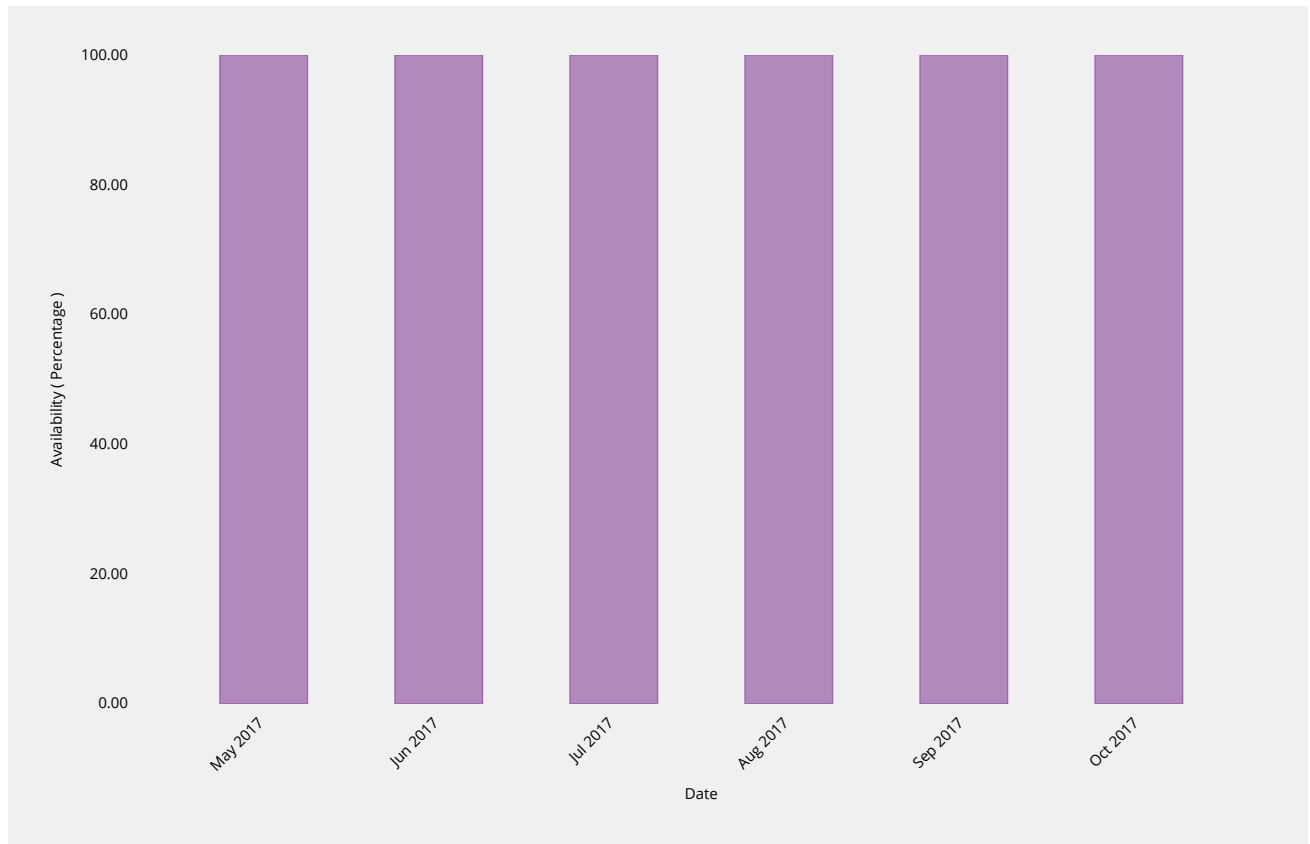
Percentage availability of IANA website for consulting documentations and other posted materials.



IANA Site Availability	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Root Zone Management System

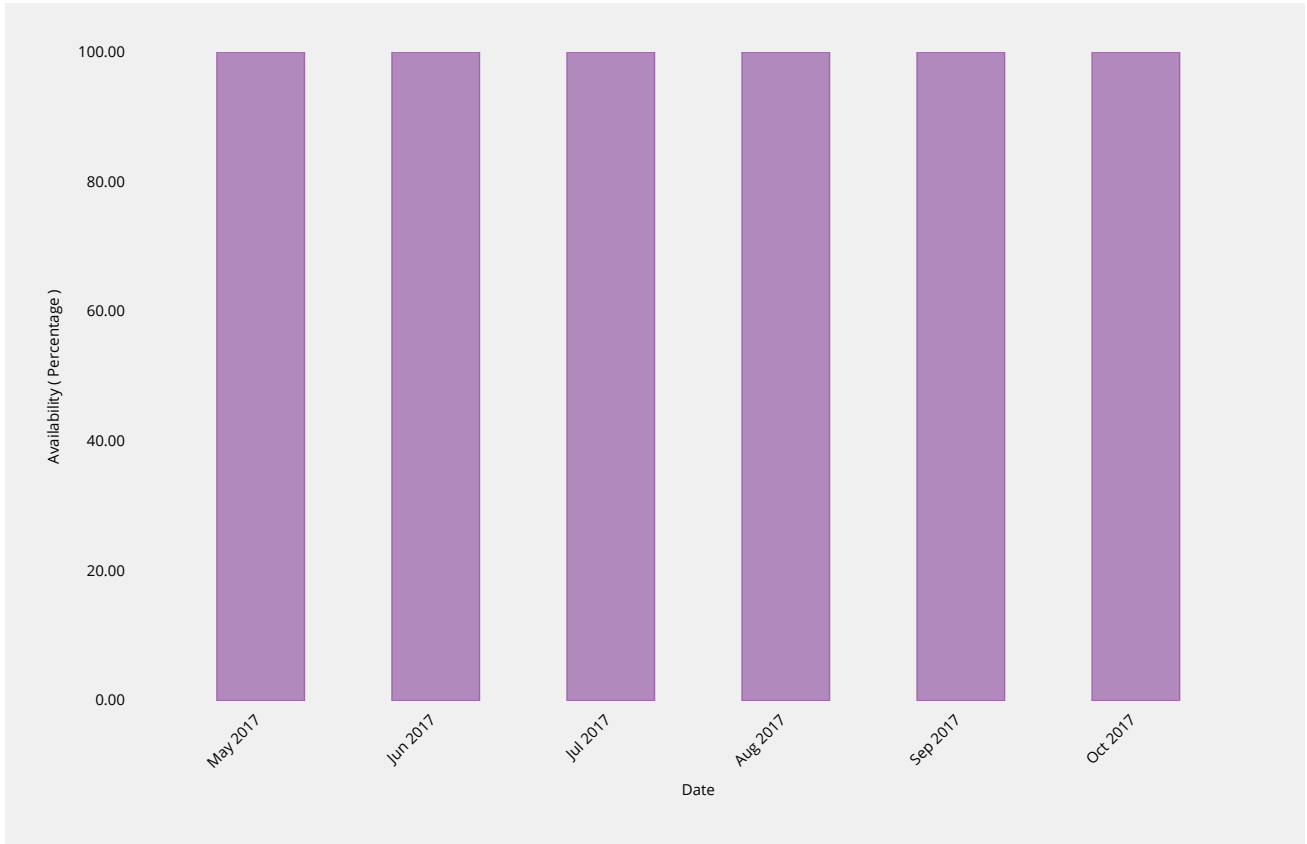
Percentage availability of the RZMS to allow customers to perform self-service operations via the web interface.



RZM Availability	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Directory Service

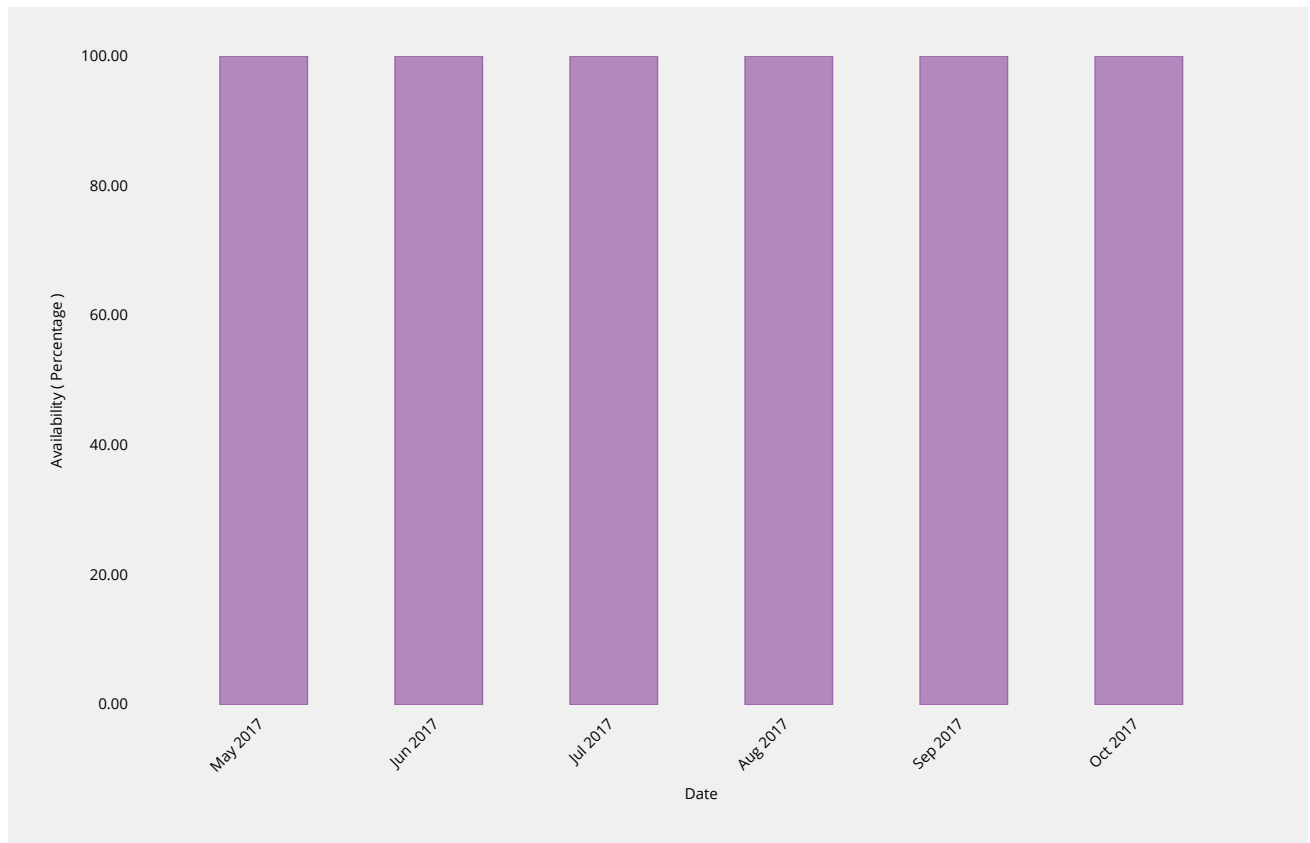
Percentage availability of WHOIS server and other registration data publication services.



WHOIS Availability	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Root Zone Service Level Dashboard

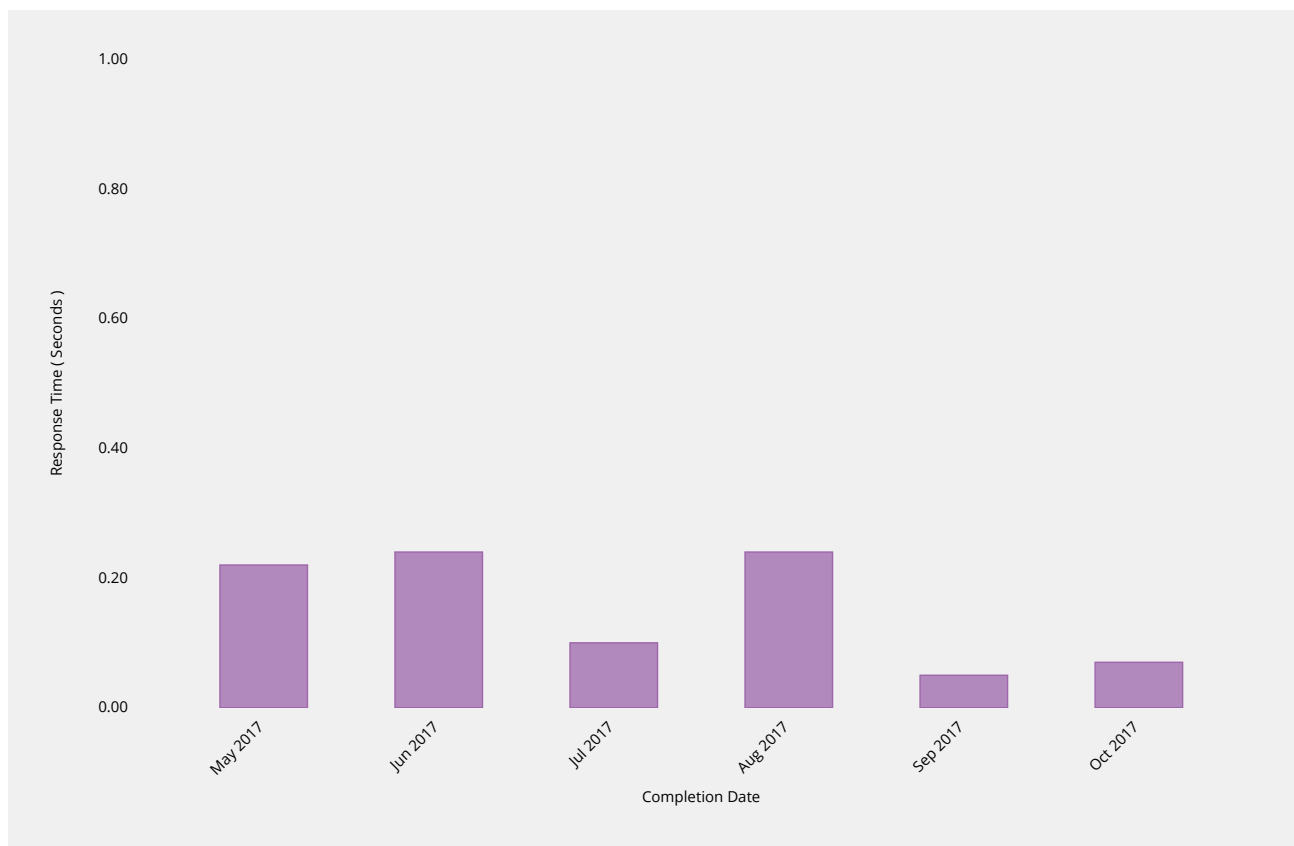
Availability of accurate, timely reporting to these standards via dashboard and other mechanisms.



Dashboard Availability	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Credential Recovery

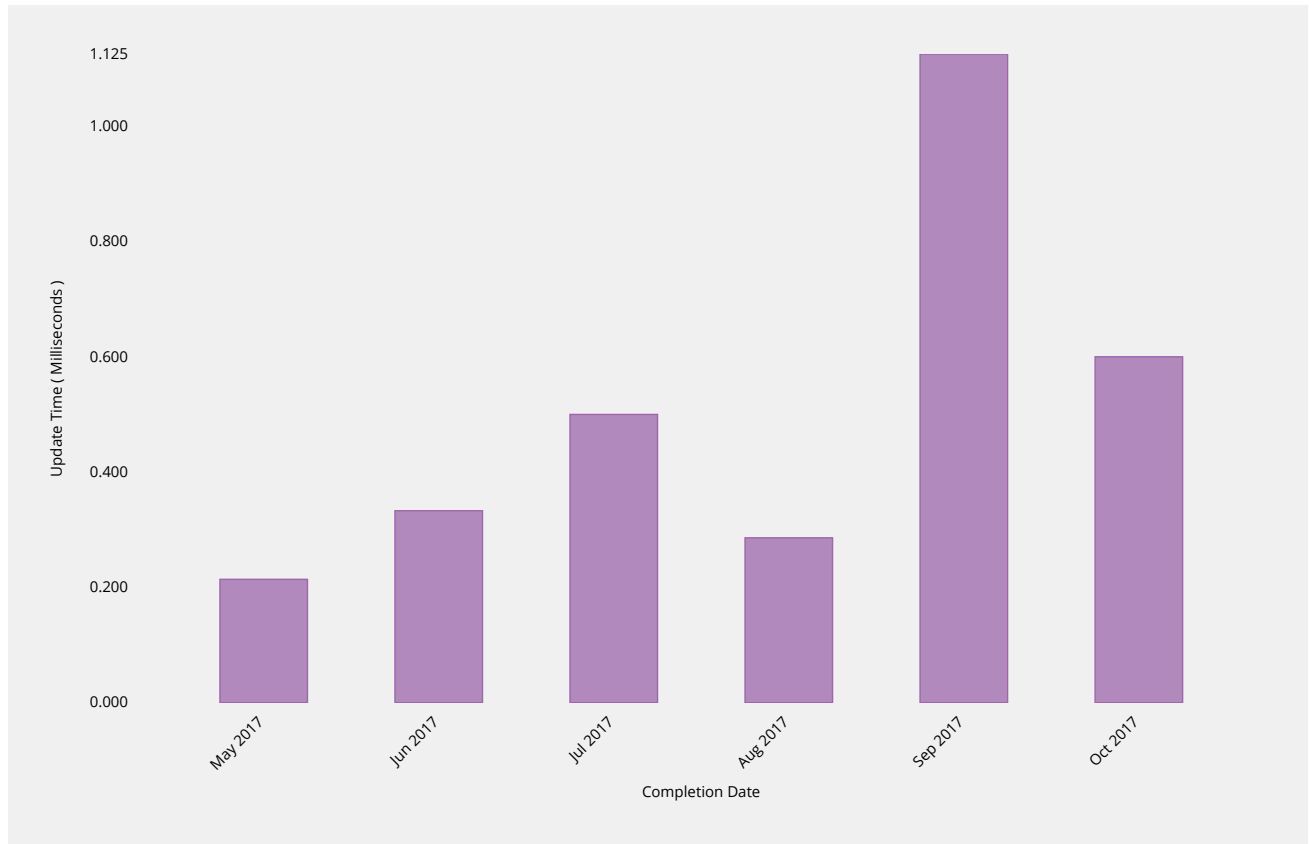
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Response Time	0.22s	0.24s	0.1s	0.24s	0.05s	0.07s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Response Count	18	18	4	10	10	18
Mean Time	0.09s	0.12s	0.08s	0.11s	0.04s	0.05s
Shortest Time	0.03s	0.06s	0.06s	0.04s	0.01s	0.01s
Longest Time	0.22s	0.29s	0.1s	0.32s	0.05s	0.1s
Median Time	0.07s	0.1s	0.09s	0.08s	0.05s	0.05s
PStDev Time	0.06s	0.06s	0.02s	0.08s	0.01s	0.02s

Credential Change

Time to implement new password within the system.

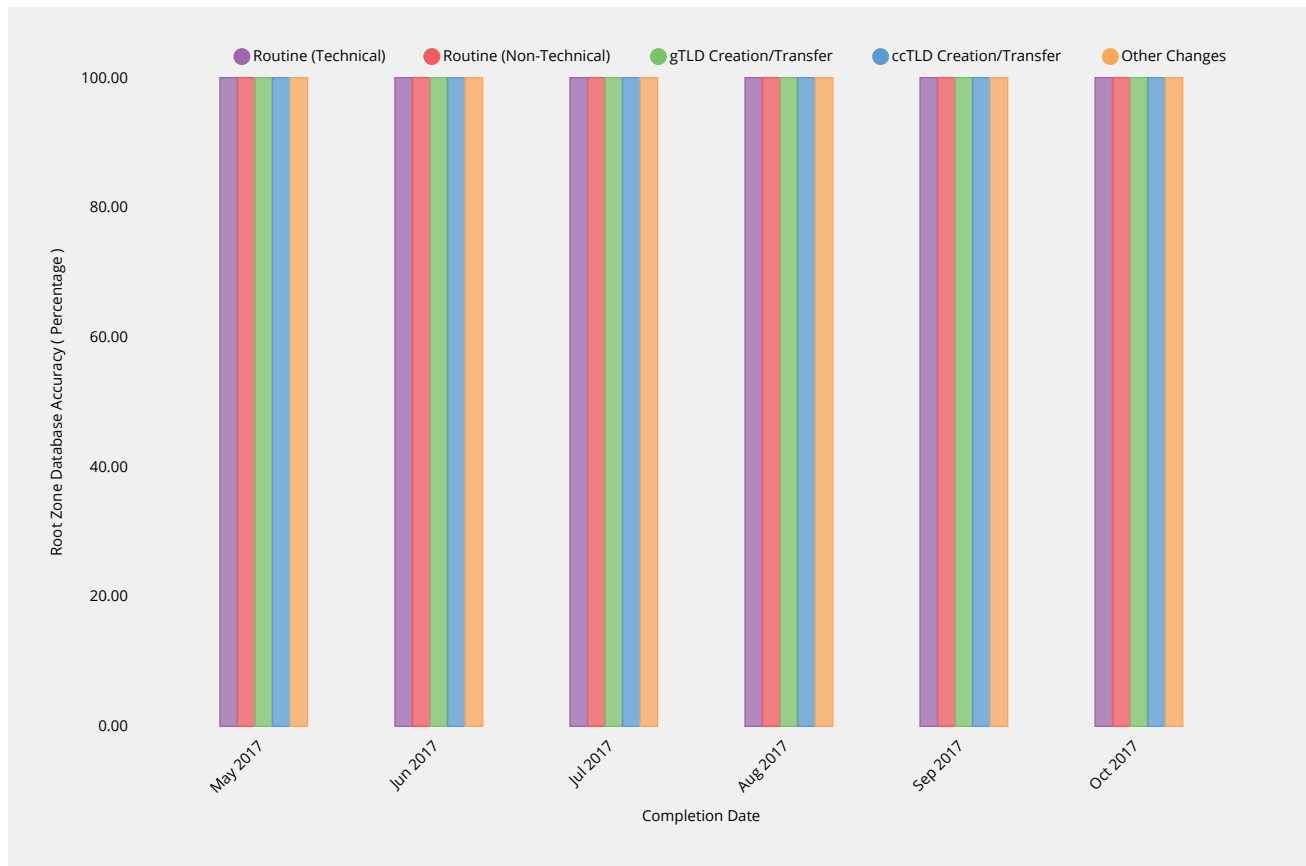


Credential Change	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Update Time	1ms	1ms	1ms	1ms	2ms	1.6ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Update Count	14	15	4	7	8	15
Mean Time	0.214ms	0.333ms	0.5ms	0.286ms	1.125ms	0.6ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	1ms	1ms	2ms	3ms
Median Time	0ms	0ms	0.5ms	0ms	1ms	0ms
PStDev Time	0.41ms	0.471ms	0.5ms	0.452ms	0.599ms	0.8ms

Other Changes	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	1	4	1	2	4	3

Root Zone Database

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



Routine (Technical)	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
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	45	38	37	19	23	96

Routine (Non-Technical)	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
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	227	18	65	273	7	26

gTLD Creation/Transfer	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
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	3	8	0	0	1	1

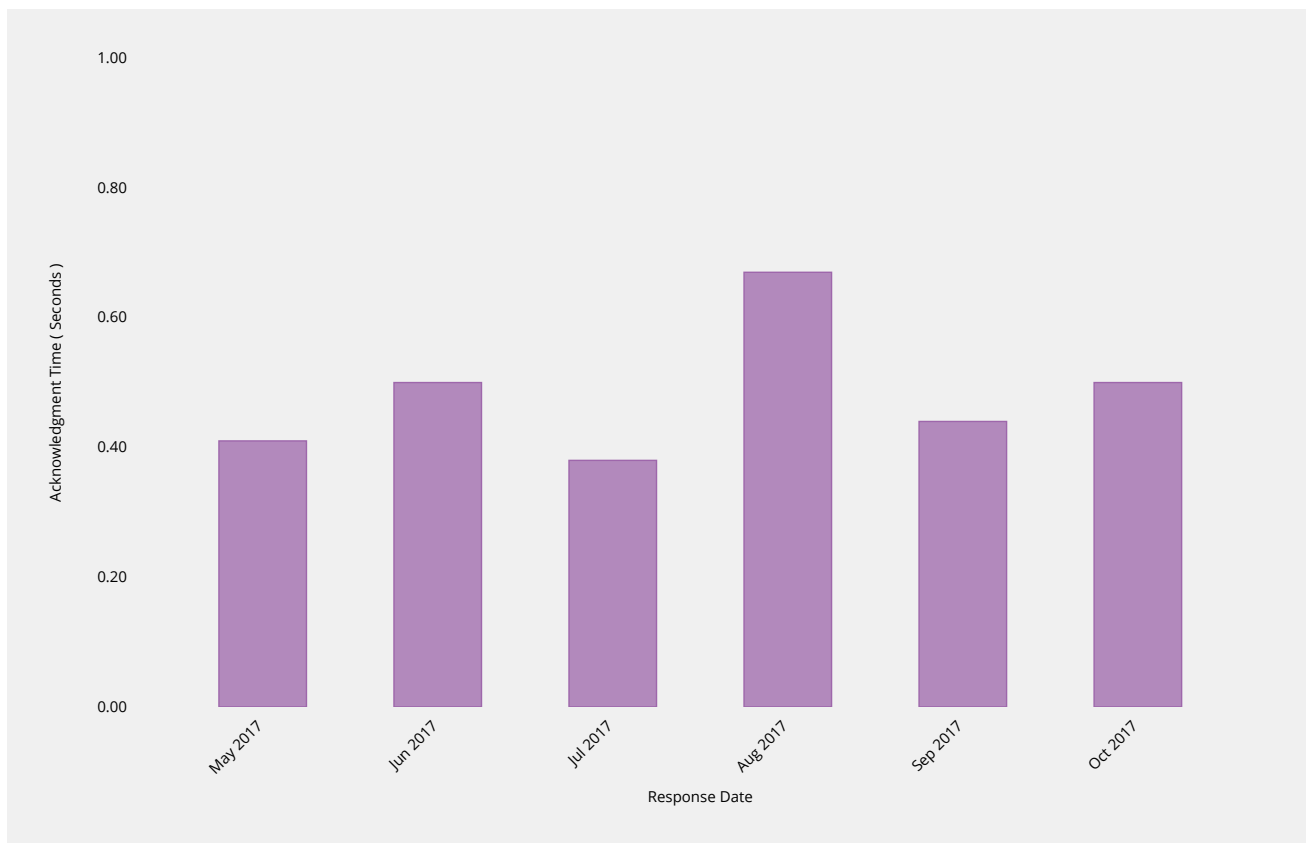
ccTLD Creation/Transfer	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	0	9	0	0	0	1

Other Changes	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
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	4	1	2	4	3

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.

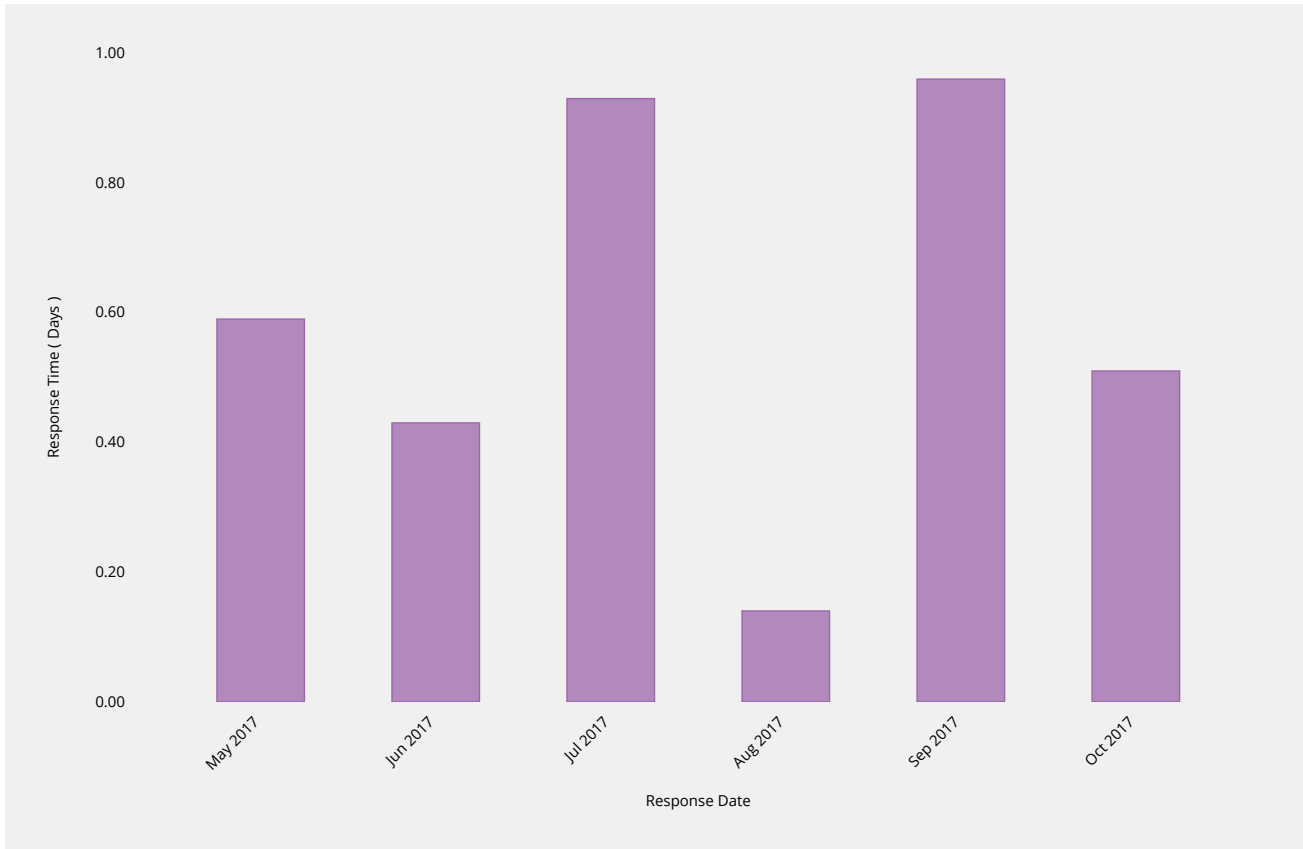


Manual Enquiries	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Acknowledgment Time	1s	1.55s	1s	1s	1s	1s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	17	10	26	3	9	8
Mean Time	0.41s	0.5s	0.38s	0.67s	0.44s	0.5s
Shortest Time	0s	0s	0s	0s	0s	0s
Longest Time	1s	2s	1s	1s	1s	1s

Manual Enquiries	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Median Time	0s	0s	0s	1s	0s	0.5s
PStDev Time	0.49s	0.67s	0.49s	0.47s	0.5s	0.5s

Time to initial response

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



Manual Enquiries	2017-05	2017-06	2017-07	2017-08	2017-09	2017-10
Response Time	1.42d	0.8d	1.01d	0.19d	2.33d	1.14d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	17	10	26	3	9	8
Mean Time	0.59d	0.43d	0.93d	0.14d	0.96d	0.51d
Shortest Time	0.02d	0d	0.26d	0.04d	0d	0.02d
Longest Time	1.97d	1.53d	2.5d	0.19d	3.55d	1.61d
Median Time	0.43d	0.34d	0.95d	0.19d	0.46d	0.29d
PStDev Time	0.58d	0.42d	0.37d	0.07d	1.11d	0.52d

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.

