

IANA Naming Function Monthly Performance Report

September 2018

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Summary of Performance

Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 1.92s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 1.61s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 0.93s	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 0.55s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.34d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.37d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ 1.91d	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ 0.32d	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 6.67m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ 2.87m	p10
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ —	p10
Technical Check (Retest)	Routine (Technical)	≤3m (95.0%)	✓ 0.77m	p10
Technical Check (Retest)	gTLD Creation/Transfer	≤3m (95.0%)	✓ —	p11
Technical Check (Retest)	ccTLD Creation/Transfer	≤3m (95.0%)	✓ 0.76m	p11
Technical Check (Retest)	Other Changes	≤3m (95.0%)	✓ —	p11
Technical Check (Supplemental)	Routine (Technical)	≤1m (95.0%)	✓ 0.55m	p12
Technical Check (Supplemental)	gTLD Creation/Transfer	≤5m (95.0%)	✓ —	p12
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤5m (95.0%)	✓ —	p12
Technical Check (Supplemental)	Other Changes	≤5m (95.0%)	✓ —	p13
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 2ms	p14
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 2.8ms	p14
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p14
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1ms	p14
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ —	p14
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 0.3ms	p15
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1ms	p15
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0ms	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 1ms	p16
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 1.88d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.46d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ —	p18
Validation and Reviews	ccTLD Creation/Transfer	≤60d (100.0%)	✓ 0.09d	p18
Validation and Reviews	Other Changes	N/A	0.21d	p18
Third Party Approval	ccTLD Creation/Transfer	≤60d	✓ —	p19
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 38.46h	p20
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p20
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p21
Root Zone Publication	Other Changes	N/A	19.44h	p21
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.2s	p21

Metric	Category	Expected	Actual	Detail
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.46s	p22
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p22
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p22
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 0.18s	p22
System Availability				
IANA Website	IANA Site Availability	≥99%	✓ 100%	p23
Root Zone Management System	RZM Availability	≥99%	✓ 100%	p24
Directory Service	WHOIS Availability	≥99%	✓ 100%	p25
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100%	p26
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.05s	p27
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 0ms	p28
Accuracy				
Root Zone File	Routine (Technical)	100%	✓ 100%	p29
Root Zone File	gTLD Creation/Transfer	100%	✓ 100%	p29
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100%	p29
Root Zone File	Other Changes	100%	✓ 100%	p29
Root Zone Database	Routine (Technical)	100%	✓ 100%	p30
Root Zone Database	Routine (Non-Technical)	100%	✓ 100%	p30
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100%	p30
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100%	p30
Root Zone Database	Other Changes	100%	✓ 100%	p31
Enquiry Processing				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 0.9s	p31
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 1.4d	p32
Label Generation Rulesets				
Review Time	Review Time	N/A	4.76h	p33
Implementation Time	Implementation Time	N/A	9.56d	p34
Requester Clarification	Requester Clarification	N/A	6	p35
Time per Actor	IANA	N/A	9.93d	p36
Time per Actor	Requester	N/A	0.13d	p36
Time per Actor	Authorizer	N/A	1.97d	p36
Time per Actor	Regulatory	N/A	0.44d	p37
Request Volumes	Request Volumes	N/A	262	p37

Percentage of SLA thresholds met of those defined

100.0%

Exceptions and Narrative for Reporting Period

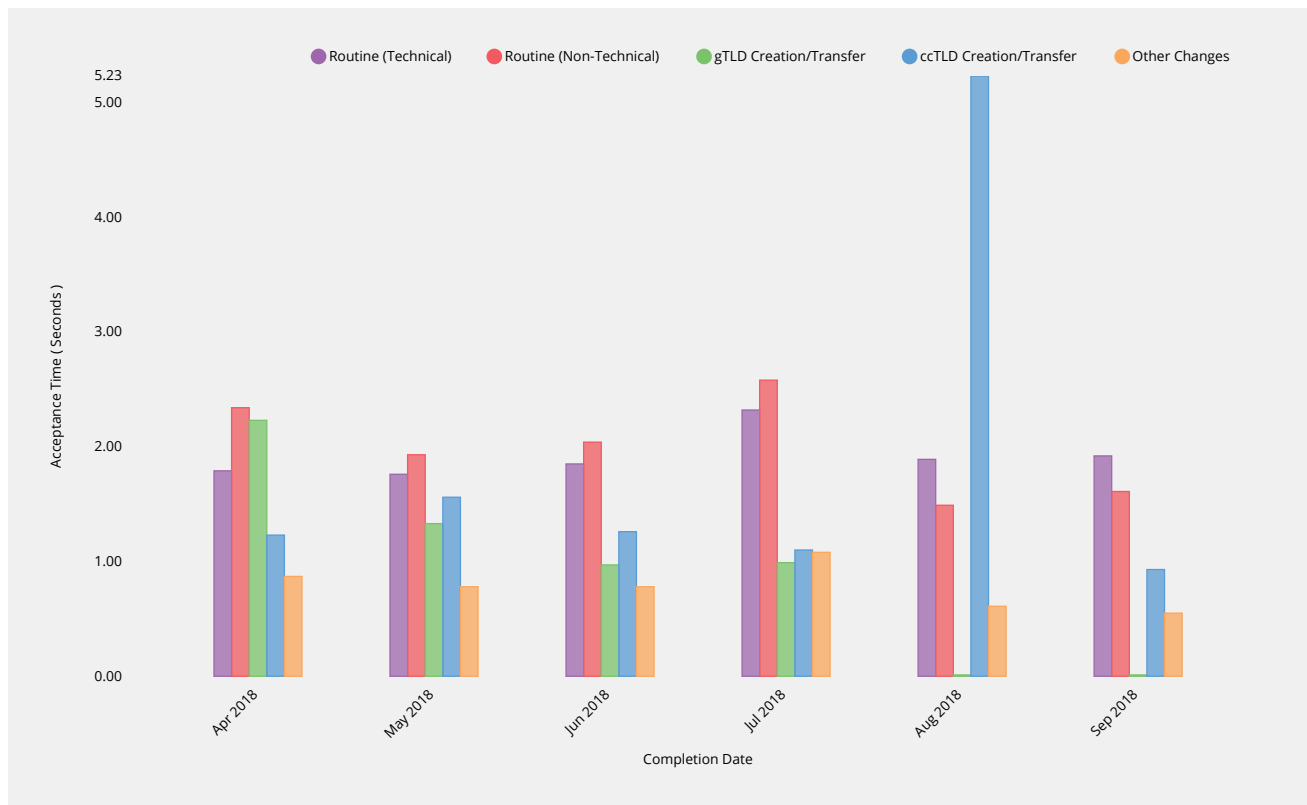
There were no exceptions for the reporting period.

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)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Acceptance Time	1.79s	1.76s	1.85s	2.32s	1.89s	1.92s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	78	50	114	16	13	19
Mean Time	0.93s	0.9s	0.9s	1.1s	0.89s	1.23s
Shortest Time	0.65s	0.54s	0.64s	0.59s	0.4s	0.49s
Longest Time	2.71s	2s	2.43s	2.33s	1.95s	1.97s
Median Time	0.77s	0.8s	0.74s	0.81s	0.68s	1.47s
PStDev Time	0.4s	0.31s	0.38s	0.61s	0.53s	0.61s

Routine (Non-Technical)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Acceptance Time	2.34s	1.93s	2.04s	2.58s	1.49s	1.61s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	64	32	63	17	221	17
Mean Time	1.47s	1.38s	1.43s	1.62s	1.19s	1.05s
Shortest Time	0.96s	1.08s	1.07s	1.24s	0.73s	0.73s

Routine (Non-Technical)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Longest Time	2.75s	2.56s	2.25s	2.61s	2.18s	2.06s
Median Time	1.34s	1.33s	1.39s	1.43s	1.15s	0.96s
PStDev Time	0.37s	0.29s	0.25s	0.42s	0.17s	0.3s

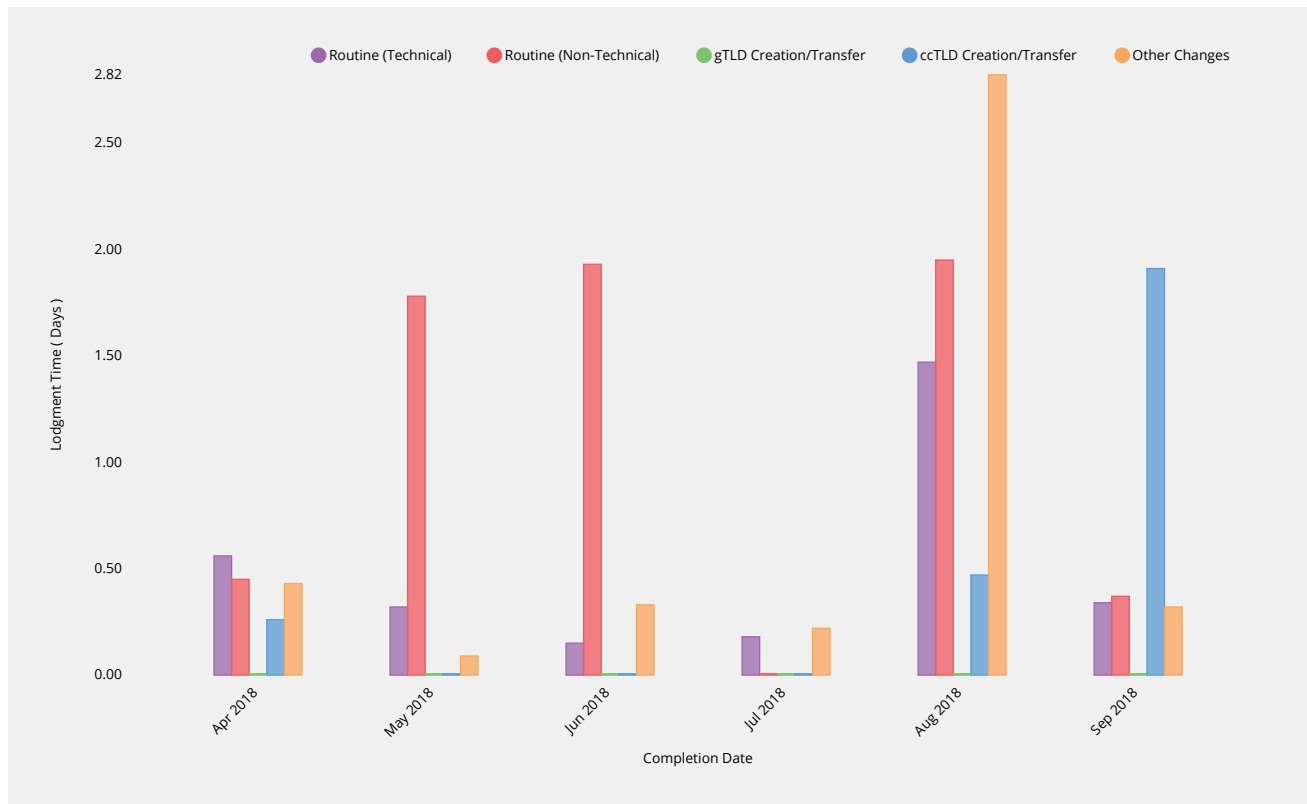
gTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Acceptance Time	2.23s	1.33s	0.97s	0.99s	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	2	1	1	1	0	0
Mean Time	2.18s	1.33s	0.97s	0.99s	—	—
Shortest Time	2.11s	1.33s	0.97s	0.99s	—	—
Longest Time	2.24s	1.33s	0.97s	0.99s	—	—
Median Time	2.18s	1.33s	0.97s	0.99s	—	—
PStDev Time	0.06s	0s	0s	0s	—	—

ccTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Acceptance Time	1.23s	1.56s	1.26s	1.1s	5.23s	0.93s
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	2	2	1	2
Mean Time	1.13s	1.56s	1.25s	1s	5.23s	0.75s
Shortest Time	1.01s	1.56s	1.23s	0.9s	5.23s	0.54s
Longest Time	1.24s	1.56s	1.26s	1.11s	5.23s	0.95s
Median Time	1.13s	1.56s	1.25s	1s	5.23s	0.75s
PStDev Time	0.11s	0s	0.02s	0.1s	0s	0.21s

Other Changes	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Acceptance Time	0.87s	0.78s	0.78s	1.08s	0.61s	0.55s
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	2	2	1	1	5
Mean Time	0.87s	0.75s	0.78s	1.08s	0.61s	0.52s
Shortest Time	0.87s	0.73s	0.78s	1.08s	0.61s	0.49s
Longest Time	0.87s	0.78s	0.78s	1.08s	0.61s	0.55s
Median Time	0.87s	0.75s	0.78s	1.08s	0.61s	0.52s
PStDev Time	0s	0.03s	0s	0s	0s	0.02s

Manual Lodgment Time

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



Routine (Technical)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Lodgment Time	0.56d	0.32d	0.15d	0.18d	1.47d	0.34d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	8	8	3	4	4	1
Mean Time	0.25d	0.18d	0.09d	0.11d	0.65d	0.34d
Shortest Time	0.07d	0.05d	0d	0.02d	0.1d	0.34d
Longest Time	0.64d	0.34d	0.15d	0.18d	1.6d	0.34d
Median Time	0.22d	0.17d	0.12d	0.12d	0.46d	0.34d
PStDev Time	0.19d	0.08d	0.07d	0.07d	0.6d	0d

Routine (Non-Technical)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Lodgment Time	0.45d	1.78d	1.93d	—	1.95d	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	2	4	3	0	7	1
Mean Time	0.37d	0.74d	0.75d	—	0.6d	0.37d
Shortest Time	0.28d	0d	0.01d	—	0.02d	0.37d
Longest Time	0.46d	2d	2.14d	—	2.48d	0.37d
Median Time	0.37d	0.47d	0.09d	—	0.3d	0.37d
PStDev Time	0.09d	0.76d	0.98d	—	0.81d	0d

gTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Lodgment Time	—	—	—	—	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d

gTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

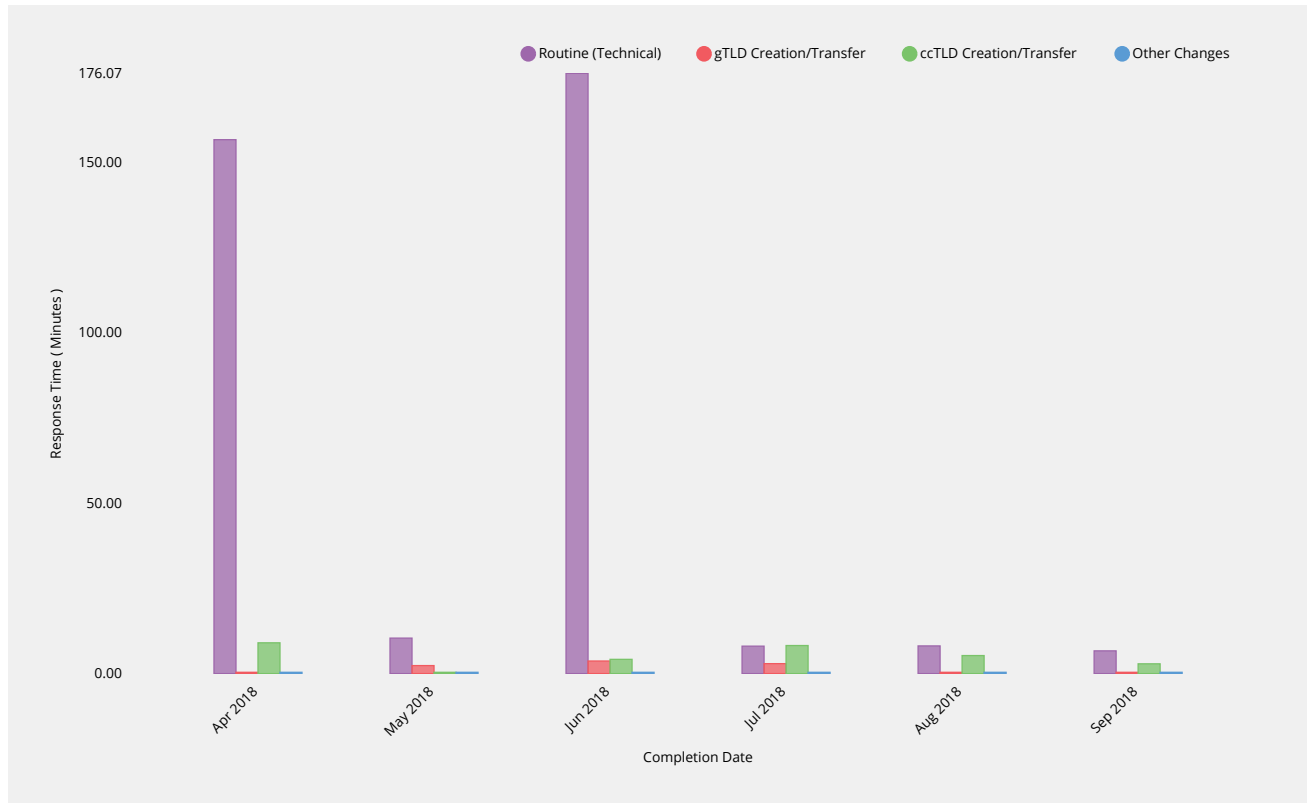
ccTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Lodgment Time	0.26d	—	—	—	0.47d	1.91d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	1	0	0	0	1	2
Mean Time	0.26d	—	—	—	0.47d	1.01d
Shortest Time	0.26d	—	—	—	0.47d	0.01d
Longest Time	0.26d	—	—	—	0.47d	2.01d
Median Time	0.26d	—	—	—	0.47d	1.01d
PStDev Time	0d	—	—	—	0d	1d

Other Changes	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Lodgment Time	0.43d	0.09d	0.33d	0.22d	2.82d	0.32d
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	2	2	1	1	5
Mean Time	0.43d	0.06d	0.28d	0.22d	2.82d	0.27d
Shortest Time	0.43d	0.03d	0.22d	0.22d	2.82d	0.14d
Longest Time	0.43d	0.09d	0.34d	0.22d	2.82d	0.32d
Median Time	0.43d	0.06d	0.28d	0.22d	2.82d	0.28d
PStDev Time	0d	0.03d	0.06d	0d	0d	0.07d

Technical Checks

Technical Check (First)

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



Routine (Technical)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Response Time	156.62m	10.41m	176.07m	8.05m	8.12m	6.67m
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	78	50	114	16	13	19
Mean Time	48.4m	4.2m	41.32m	3.28m	3.88m	3.7m
Shortest Time	0.31m	0.39m	0.14m	0.23m	1.5m	0.78m
Longest Time	173.47m	14.78m	202.88m	9.84m	12.29m	7.76m
Median Time	14.41m	3.83m	4.68m	3.25m	2.93m	3.99m
PStDev Time	54.67m	2.78m	60.47m	2.59m	2.66m	1.88m

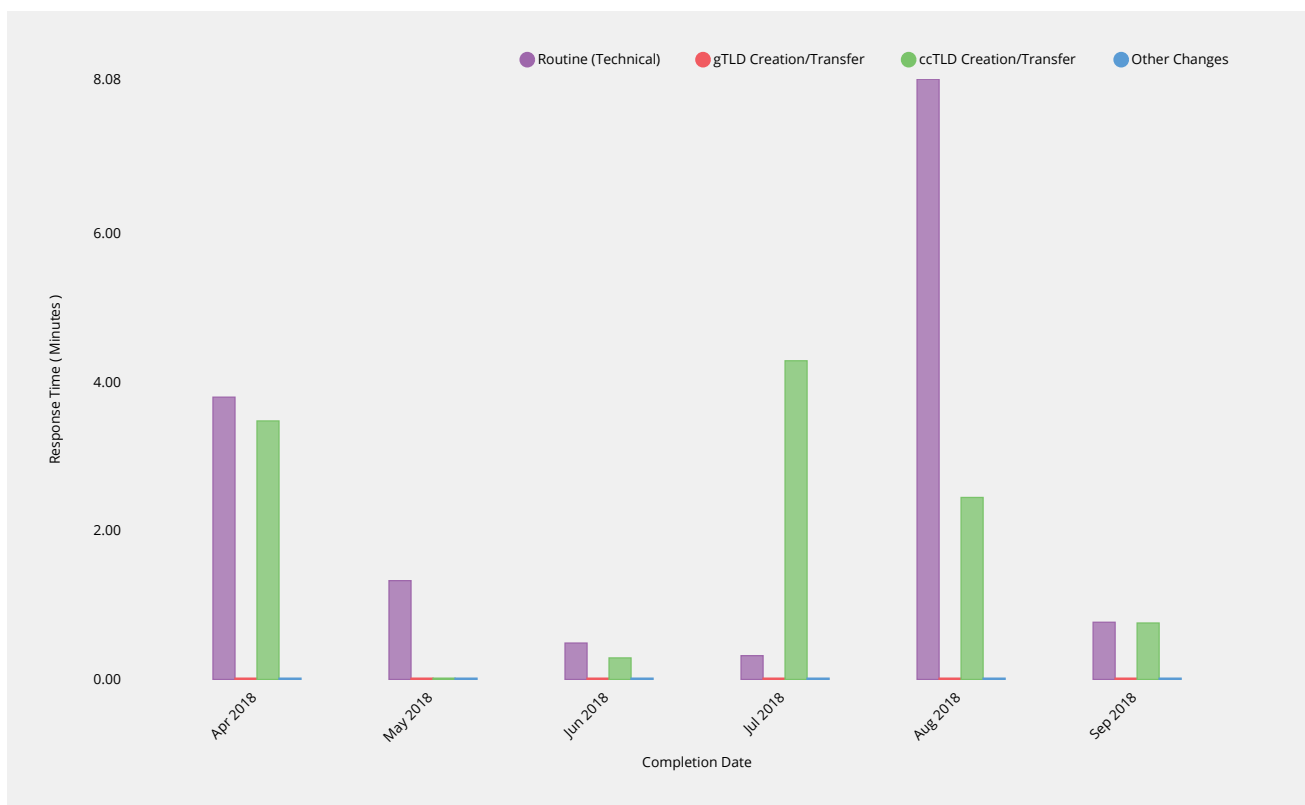
gTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Response Time	—	2.35m	3.69m	2.92m	—	—
Monthly Threshold	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	1	1	1	0	0
Mean Time	—	2.35m	3.69m	2.92m	—	—
Shortest Time	—	2.35m	3.69m	2.92m	—	—
Longest Time	—	2.35m	3.69m	2.92m	—	—
Median Time	—	2.35m	3.69m	2.92m	—	—
PStDev Time	—	0m	0m	0m	—	—

ccTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Response Time	9.03m	—	4.18m	8.23m	5.29m	2.87m
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	2	0	1	2	1	1
Mean Time	6.72m	—	4.18m	4.79m	5.29m	2.87m
Shortest Time	4.15m	—	4.18m	0.98m	5.29m	2.87m
Longest Time	9.29m	—	4.18m	8.61m	5.29m	2.87m
Median Time	6.72m	—	4.18m	4.79m	5.29m	2.87m
PStDev Time	2.57m	—	0m	3.82m	0m	0m

Other Changes	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Response Time	—	—	—	—	—	—
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	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

Technical Check (Retest)

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



Routine (Technical)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Response Time	3.8m	1.33m	0.49m	0.32m	8.08m	0.77m

Routine (Technical)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	111	128	330	26	37	45
Mean Time	0.74m	0.46m	0.18m	0.21m	2.07m	0.27m
Shortest Time	0.19m	0.09m	0.06m	0.07m	0.39m	0.09m
Longest Time	9.16m	2.59m	4.73m	0.4m	8.1m	0.96m
Median Time	0.37m	0.25m	0.08m	0.24m	0.44m	0.18m
PStDev Time	1.22m	0.48m	0.4m	0.08m	3.11m	0.23m

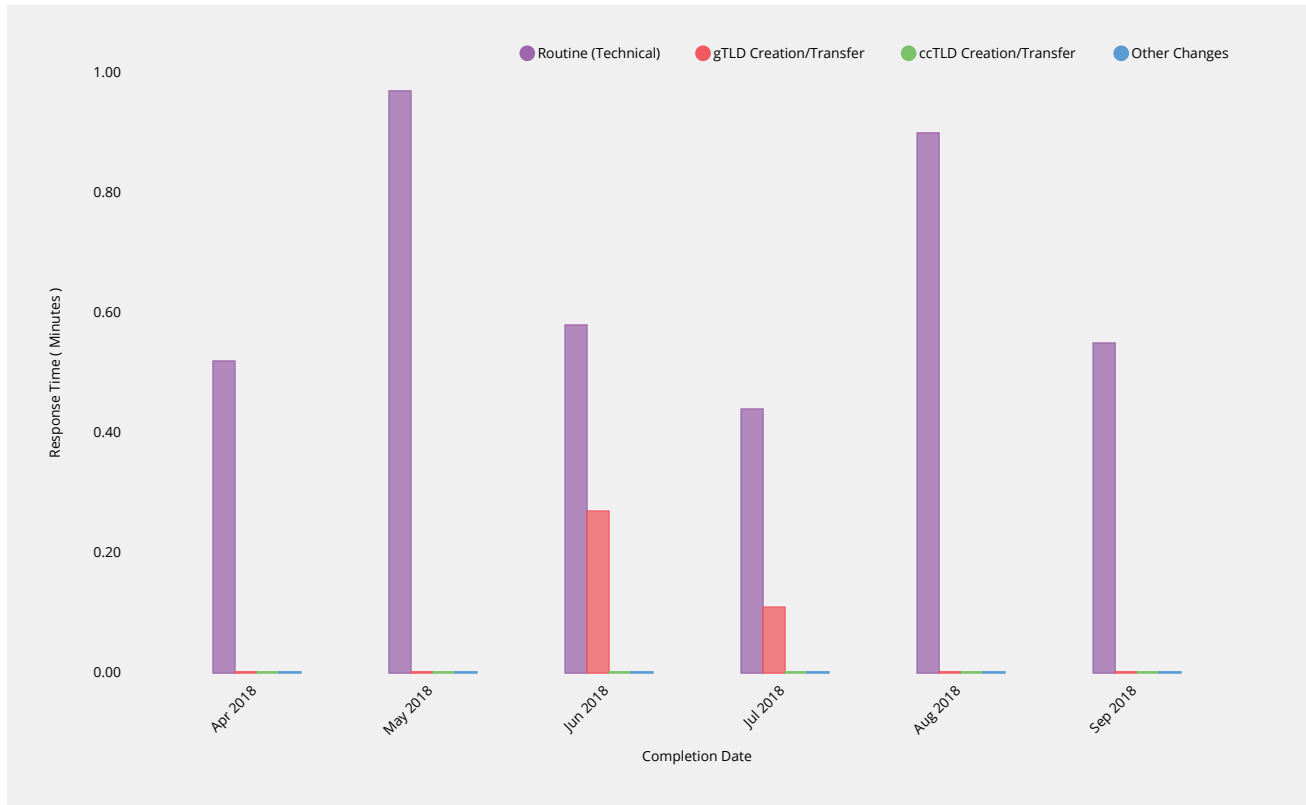
gTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Response Time	—	—	—	—	—	—
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

ccTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Response Time	3.48m	—	0.29m	4.29m	2.45m	0.76m
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	26	0	3	55	13	10
Mean Time	3.19m	—	0.23m	2.54m	0.7m	0.42m
Shortest Time	0.08m	—	0.19m	0.24m	0.17m	0.18m
Longest Time	5.45m	—	0.3m	4.51m	2.45m	0.83m
Median Time	3.36m	—	0.21m	2.49m	0.45m	0.29m
PStDev Time	0.81m	—	0.05m	1.32m	0.77m	0.24m

Other Changes	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Response Time	—	—	—	—	—	—
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	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

Technical Check (Supplemental)

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



Routine (Technical)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Response Time	0.52m	0.97m	0.58m	0.44m	0.9m	0.55m
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	71	55	118	17	12	27
Mean Time	0.27m	0.51m	0.26m	0.22m	0.39m	0.22m
Shortest Time	0.1m	0.08m	0.07m	0.07m	0.14m	0.04m
Longest Time	3.84m	6.61m	4.69m	0.45m	1.3m	0.6m
Median Time	0.16m	0.24m	0.15m	0.19m	0.28m	0.13m
PStDev Time	0.45m	1.21m	0.57m	0.12m	0.3m	0.16m

gTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Response Time	—	—	0.27m	0.11m	—	—
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	1	1	0	0
Mean Time	—	—	0.27m	0.11m	—	—
Shortest Time	—	—	0.27m	0.11m	—	—
Longest Time	—	—	0.27m	0.11m	—	—
Median Time	—	—	0.27m	0.11m	—	—
PStDev Time	—	—	0m	0m	—	—

ccTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Response Time	—	—	—	—	—	—
Monthly Threshold	5m	5m	5m	5m	5m	5m

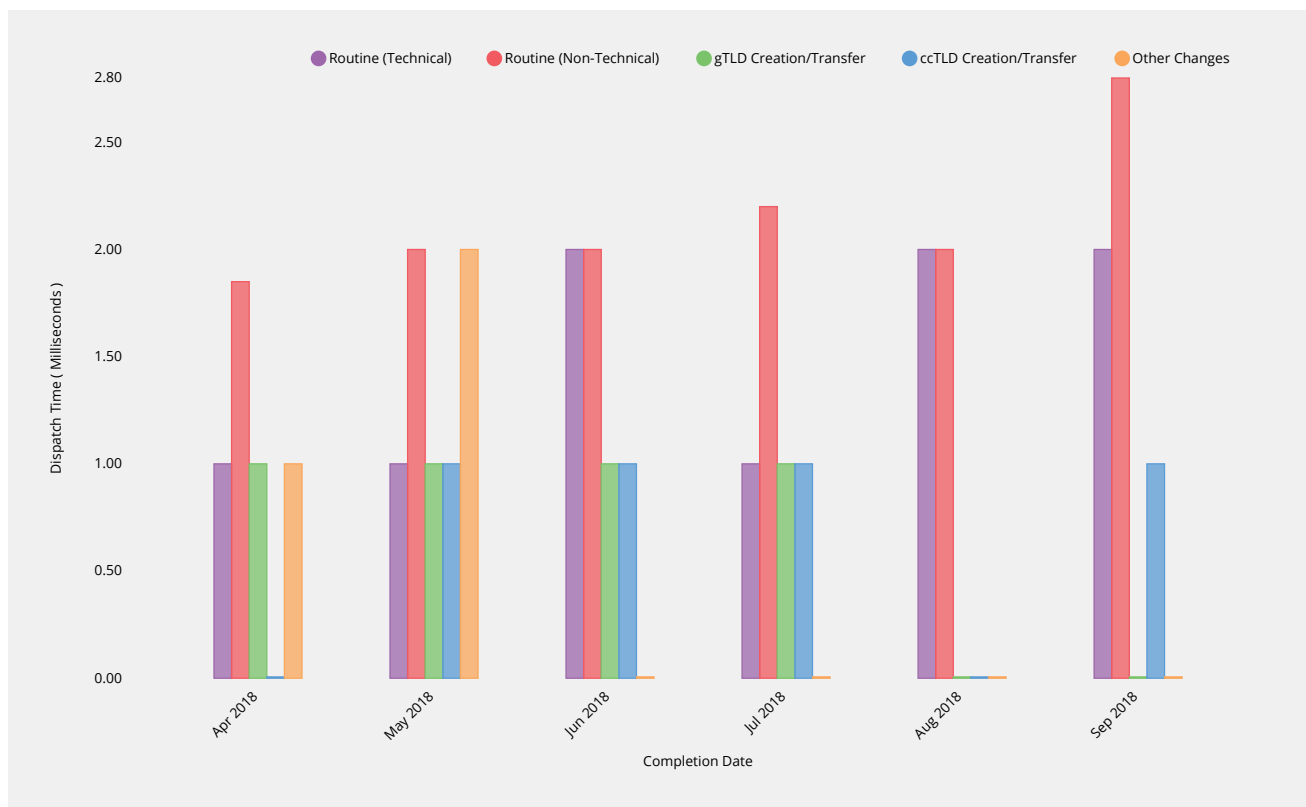
ccTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

Other Changes	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Response Time	—	—	—	—	—	—
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	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

Contact Confirmations

Email Dispatch

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



Routine (Technical)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Dispatch Time	1ms	1ms	2ms	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	71	46	110	15	11	19
Mean Time	0.65ms	0.7ms	0.75ms	0.87ms	1.18ms	0.95ms
Shortest Time	0ms	0ms	0ms	0ms	1ms	0ms
Longest Time	1ms	2ms	4ms	1ms	3ms	2ms
Median Time	1ms	1ms	1ms	1ms	1ms	1ms
PStDev Time	0.48ms	0.55ms	0.64ms	0.34ms	0.57ms	0.51ms

Routine (Non-Technical)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Dispatch Time	1.85ms	2ms	2ms	2.2ms	2ms	2.8ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	64	32	63	17	221	17
Mean Time	0.91ms	1ms	1.17ms	1.41ms	1.37ms	1.35ms
Shortest Time	0ms	0ms	0ms	1ms	0ms	0ms
Longest Time	2ms	2ms	2ms	3ms	9ms	6ms
Median Time	1ms	1ms	1ms	1ms	1ms	1ms
PStDev Time	0.46ms	0.5ms	0.52ms	0.6ms	0.88ms	1.23ms

gTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Dispatch Time	1ms	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%
Email Count	2	1	1	1	0	0
Mean Time	1ms	1ms	1ms	1ms	—	—
Shortest Time	1ms	1ms	1ms	1ms	—	—
Longest Time	1ms	1ms	1ms	1ms	—	—
Median Time	1ms	1ms	1ms	1ms	—	—
PStDev Time	0ms	0ms	0ms	0ms	—	—

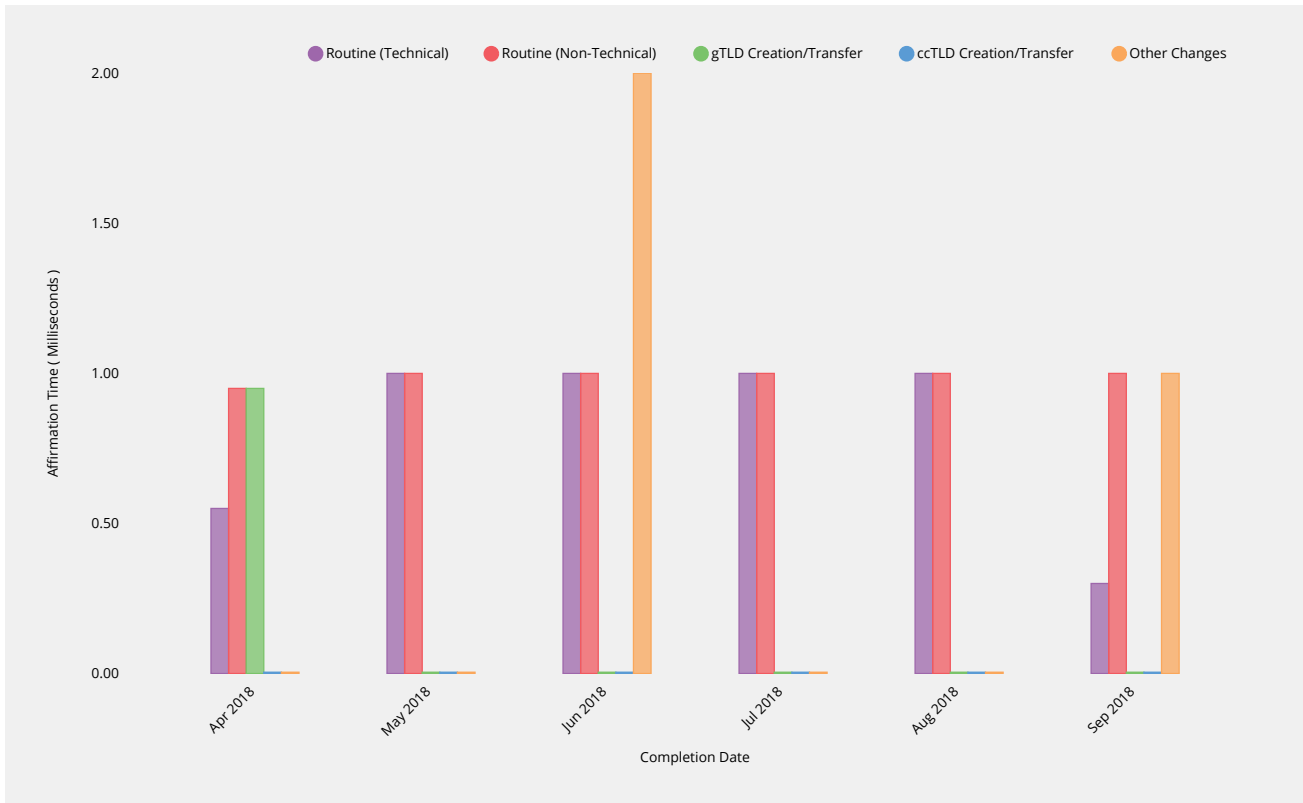
ccTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Dispatch Time	—	1ms	1ms	1ms	—	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	1	2	1	0	2
Mean Time	—	1ms	1ms	1ms	—	1ms
Shortest Time	—	1ms	1ms	1ms	—	1ms
Longest Time	—	1ms	1ms	1ms	—	1ms
Median Time	—	1ms	1ms	1ms	—	1ms
PStDev Time	—	0ms	0ms	0ms	—	0ms

Other Changes	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Dispatch Time	1ms	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	1	2	0	0	0	0
Mean Time	1ms	2ms	—	—	—	—
Shortest Time	1ms	2ms	—	—	—	—

Other Changes	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Longest Time	1ms	2ms	—	—	—	—
Median Time	1ms	2ms	—	—	—	—
PStDev Time	0ms	0ms	—	—	—	—

Recognition of Confirmation

Time for response to be affirmed by IANA.



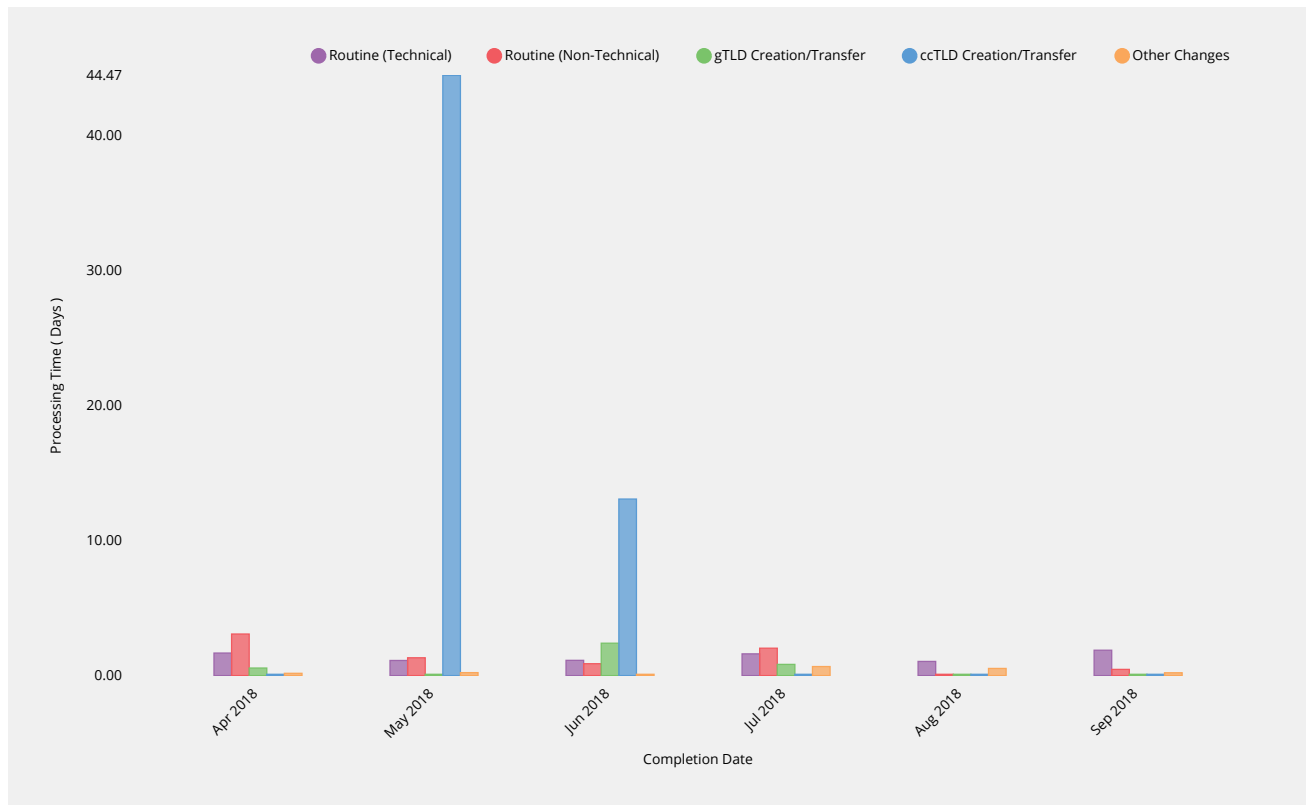
Routine (Technical)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Affirmation Time	0.55ms	1ms	1ms	1ms	1ms	0.3ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	70	42	109	15	11	19
Mean Time	0.06ms	0.21ms	0.22ms	0.27ms	0.18ms	0.16ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	2ms	1ms	1ms	3ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.23ms	0.41ms	0.44ms	0.44ms	0.39ms	0.67ms

Routine (Non-Technical)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Affirmation Time	0.95ms	1ms	1ms	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	62	28	60	17	220	16
Mean Time	0.06ms	0.11ms	0.12ms	0.29ms	0.12ms	0.19ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	1ms	1ms	1ms	1ms
Median Time	0ms	0ms	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)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Processing Time	1.67d	1.12d	1.13d	1.61d	1.05d	1.88d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	70	42	108	15	11	19
Mean Time	0.61d	0.57d	0.34d	0.86d	0.72d	0.78d
Shortest Time	0.01d	0.02d	0d	0d	0.07d	0.05d
Longest Time	3.29d	2.39d	2.37d	1.86d	1.2d	3.95d
Median Time	0.36d	0.45d	0.07d	0.76d	0.91d	0.37d
PStDev Time	0.65d	0.51d	0.46d	0.6d	0.37d	1.01d

Routine (Non-Technical)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Processing Time	3.08d	1.32d	0.88d	2.03d	0d	0.46d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	62	27	60	17	218	16
Mean Time	1.03d	0.44d	0.73d	0.76d	0.02d	0.25d
Shortest Time	0d	0.01d	0.01d	0d	0d	0.03d
Longest Time	3.6d	1.46d	1.04d	3.6d	0.82d	0.5d
Median Time	0.59d	0.24d	0.78d	0.27d	0d	0.16d
PStDev Time	1.08d	0.5d	0.23d	1.08d	0.09d	0.19d

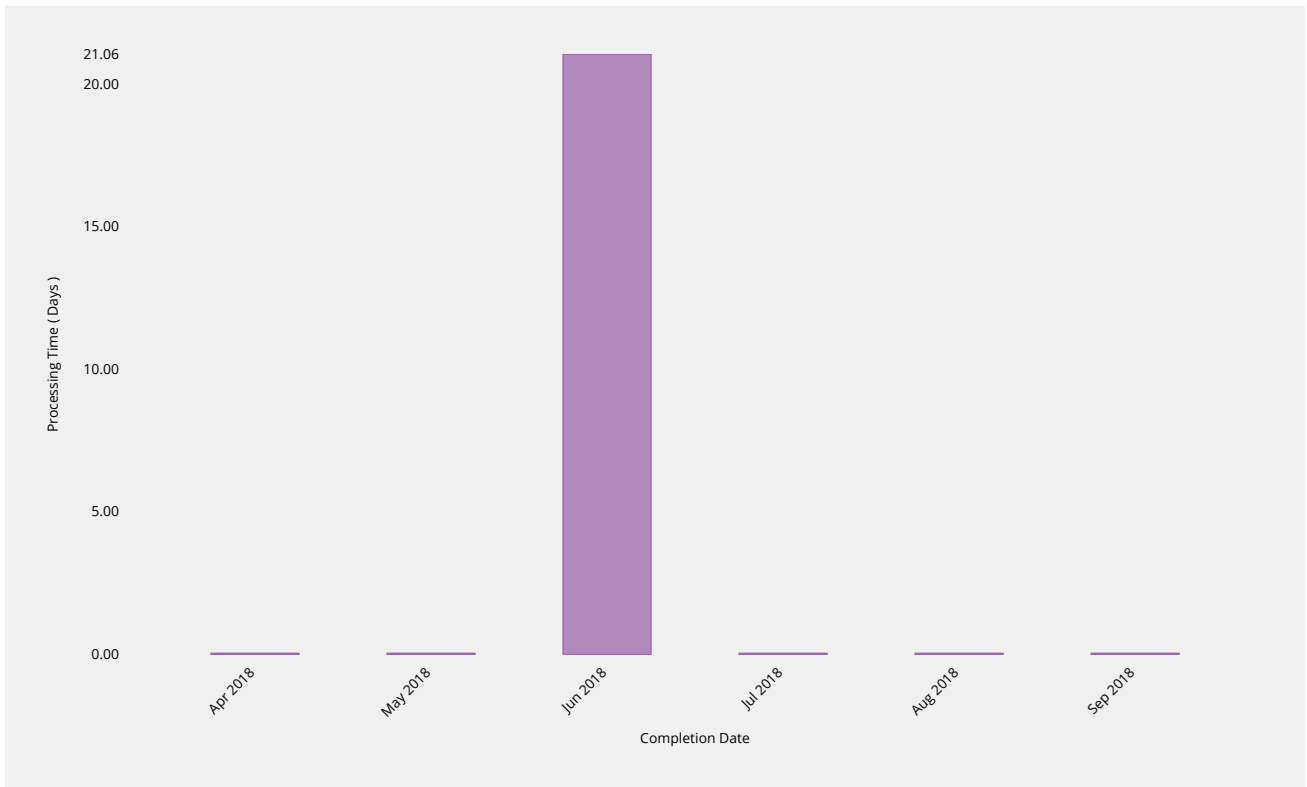
gTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Processing Time	0.56d	—	2.4d	0.83d	—	—
Monthly Threshold	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	2	0	1	1	0	0
Mean Time	0.56d	—	2.4d	0.83d	—	—
Shortest Time	0.56d	—	2.4d	0.83d	—	—
Longest Time	0.56d	—	2.4d	0.83d	—	—
Median Time	0.56d	—	2.4d	0.83d	—	—
PStDev Time	0d	—	0d	0d	—	—

ccTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Processing Time	0d	44.47d	13.08d	—	0.01d	0.09d
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Request Count	1	1	1	0	1	1
Mean Time	0d	44.47d	13.08d	—	0.01d	0.09d
Shortest Time	0d	44.47d	13.08d	—	0.01d	0.09d
Longest Time	0d	44.47d	13.08d	—	0.01d	0.09d
Median Time	0d	44.47d	13.08d	—	0.01d	0.09d
PStDev Time	0d	0d	0d	—	0d	0d

Other Changes	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Processing Time	0.17d	0.22d	0.06d	0.67d	0.53d	0.21d
Monthly Threshold	0d	0d	0d	0d	0d	0d
Threshold Percentile	—	—	—	—	—	—
Request Count	1	2	1	1	1	4
Mean Time	0.17d	0.22d	0.06d	0.67d	0.53d	0.14d
Shortest Time	0.17d	0.22d	0.06d	0.67d	0.53d	0.05d
Longest Time	0.17d	0.22d	0.06d	0.67d	0.53d	0.21d
Median Time	0.17d	0.22d	0.06d	0.67d	0.53d	0.16d
PStDev Time	0d	0d	0d	0d	0d	0.07d

Third Party Approval

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

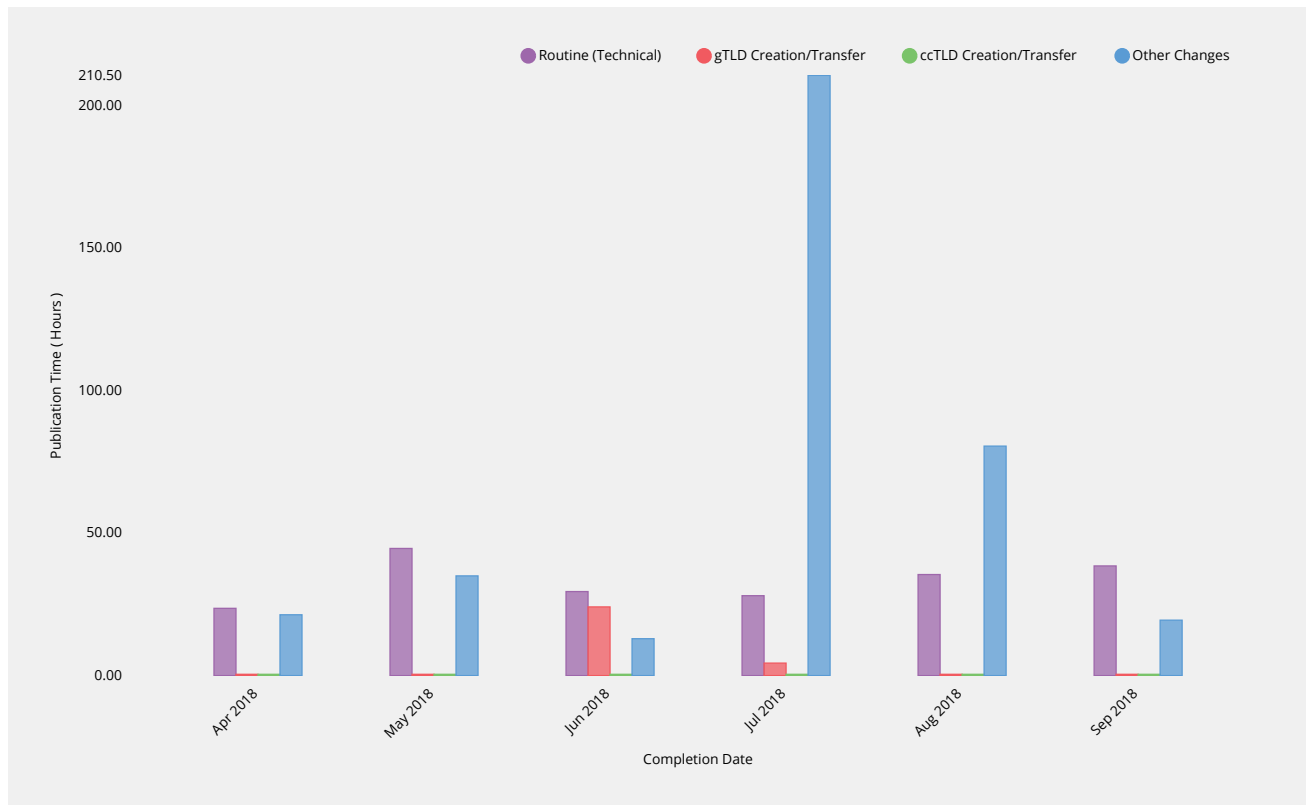


ccTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Processing Time	—	—	21.06d	—	—	—
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	—	—	—	—	—	—
Request Count	0	0	1	0	0	0
Mean Time	—	—	21.06d	—	—	—
Shortest Time	—	—	21.06d	—	—	—
Longest Time	—	—	21.06d	—	—	—
Median Time	—	—	21.06d	—	—	—
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)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Publication Time	23.59h	44.59h	29.47h	28.02h	35.44h	38.46h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	70	42	108	15	11	19
Mean Time	14.57h	17.26h	11.89h	12.46h	16.99h	17.27h
Shortest Time	0.37h	2.01h	1.24h	0.85h	0.69h	2.21h
Longest Time	24.84h	44.89h	30.89h	28.03h	36.37h	39.11h
Median Time	17.22h	16.36h	11.82h	4.45h	21.88h	18.35h
PStDev Time	7.77h	11.71h	5.82h	10.69h	11.38h	9.77h

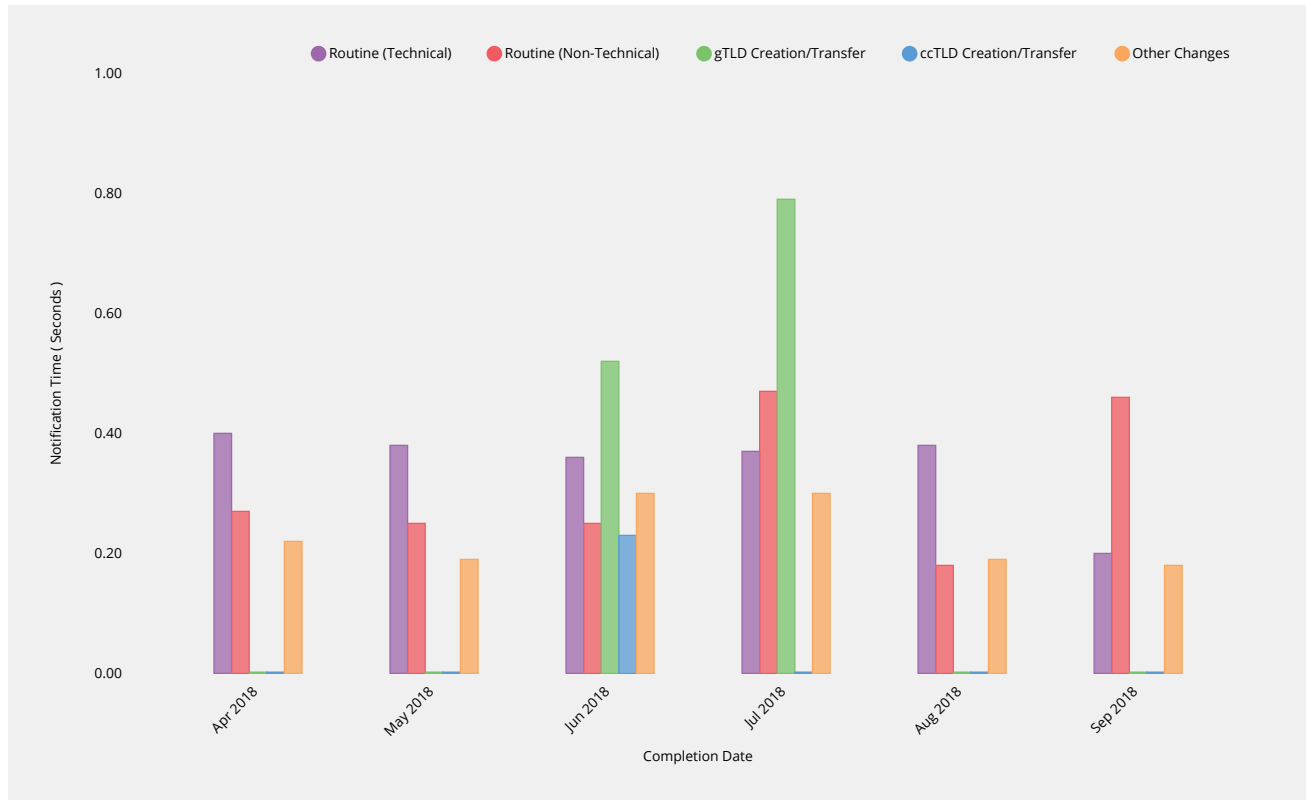
gTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Publication Time	—	—	24.09h	4.38h	—	—
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	0	0	1	1	0	0
Mean Time	—	—	24.09h	4.38h	—	—
Shortest Time	—	—	24.09h	4.38h	—	—
Longest Time	—	—	24.09h	4.38h	—	—
Median Time	—	—	24.09h	4.38h	—	—
PStDev Time	—	—	0h	0h	—	—

ccTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Publication Time	—	—	—	—	—	—
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	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

Other Changes	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Publication Time	21.33h	34.97h	12.94h	210.5h	80.48h	19.44h
Monthly Threshold	0h	0h	0h	0h	0h	0h
Threshold Percentile	—	—	—	—	—	—
Publication Count	1	2	1	1	1	4
Mean Time	21.33h	34.97h	12.94h	210.5h	80.48h	15.3h
Shortest Time	21.33h	34.96h	12.94h	210.5h	80.48h	3.26h
Longest Time	21.33h	34.97h	12.94h	210.5h	80.48h	19.44h
Median Time	21.33h	34.97h	12.94h	210.5h	80.48h	19.24h
PStDev Time	0h	0h	0h	0h	0h	6.95h

Notification of Completion

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



Routine (Technical)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Notification Time	0.4s	0.38s	0.36s	0.37s	0.38s	0.2s
Monthly Threshold	60s	60s	60s	60s	60s	60s

Routine (Technical)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	70	42	108	15	11	19
Mean Time	0.24s	0.23s	0.22s	0.25s	0.24s	0.16s
Shortest Time	0.16s	0.18s	0.16s	0.2s	0.16s	0.12s
Longest Time	0.66s	0.38s	0.59s	0.38s	0.41s	0.27s
Median Time	0.22s	0.21s	0.2s	0.24s	0.2s	0.15s
PStDev Time	0.09s	0.06s	0.07s	0.05s	0.08s	0.03s

Routine (Non-Technical)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Notification Time	0.27s	0.25s	0.25s	0.47s	0.18s	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	61	27	55	17	218	16
Mean Time	0.23s	0.22s	0.23s	0.28s	0.14s	0.23s
Shortest Time	0.17s	0.18s	0.17s	0.19s	0.12s	0.12s
Longest Time	0.29s	0.38s	1.3s	1.2s	0.36s	1.24s
Median Time	0.22s	0.21s	0.21s	0.22s	0.14s	0.16s
PStDev Time	0.03s	0.04s	0.15s	0.23s	0.03s	0.26s

gTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Notification Time	—	—	0.52s	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	0	0	1	1	0	0
Mean Time	—	—	0.52s	0.79s	—	—
Shortest Time	—	—	0.52s	0.79s	—	—
Longest Time	—	—	0.52s	0.79s	—	—
Median Time	—	—	0.52s	0.79s	—	—
PStDev Time	—	—	0s	0s	—	—

ccTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Notification Time	—	—	0.23s	—	—	—
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	1	0	0	0
Mean Time	—	—	0.23s	—	—	—
Shortest Time	—	—	0.23s	—	—	—
Longest Time	—	—	0.23s	—	—	—
Median Time	—	—	0.23s	—	—	—
PStDev Time	—	—	0s	—	—	—

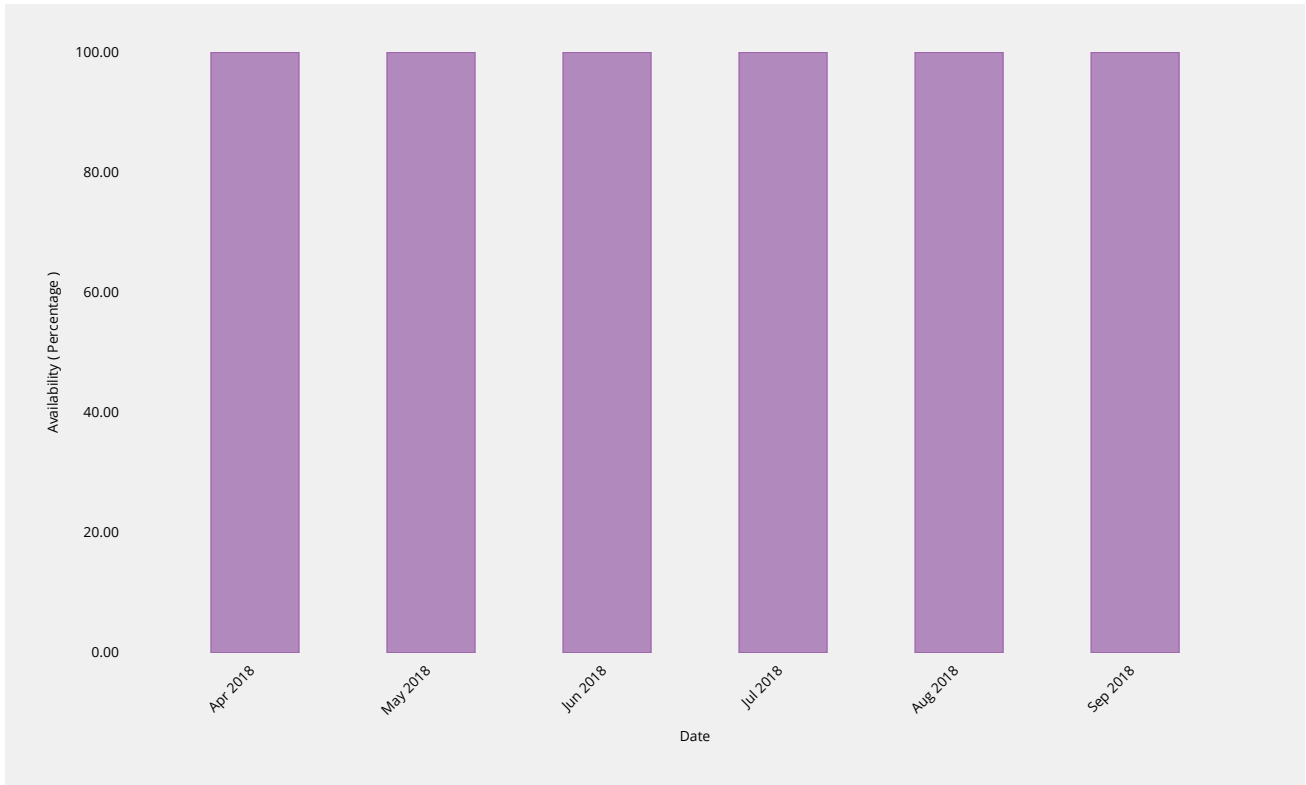
Other Changes	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Notification Time	0.22s	0.19s	0.3s	0.3s	0.19s	0.18s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	1	2	1	1	1	4
Mean Time	0.22s	0.19s	0.3s	0.3s	0.19s	0.16s
Shortest Time	0.22s	0.18s	0.3s	0.3s	0.19s	0.13s
Longest Time	0.22s	0.19s	0.3s	0.3s	0.19s	0.18s
Median Time	0.22s	0.19s	0.3s	0.3s	0.19s	0.15s

Other Changes	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
PStDev Time	0s	0s	0s	0s	0s	0.02s

System Availability

IANA Website

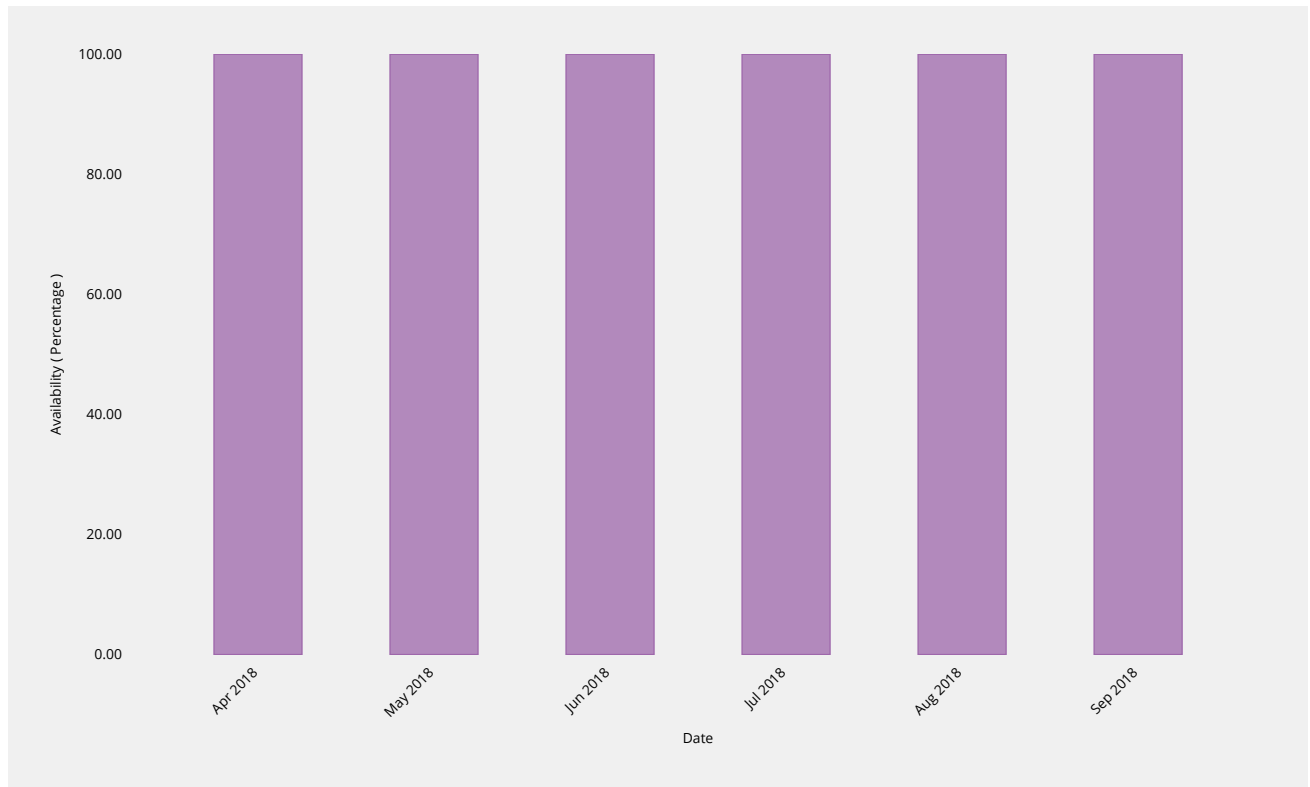
Percentage availability of IANA website for consulting documentations and other posted materials.



IANA Site Availability	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Root Zone Management System

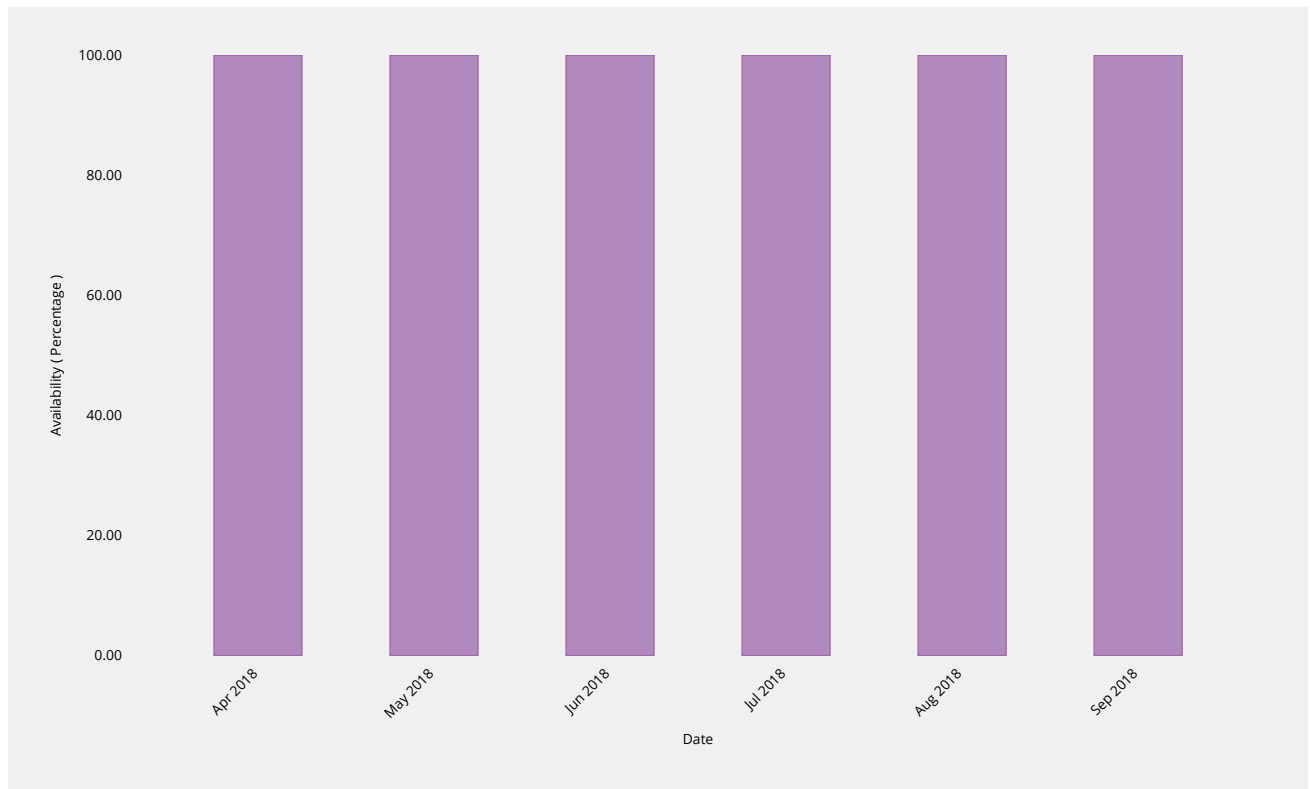
Percentage availability of the RZMS to allow customers to perform self-service operations via the web interface.



RZM Availability	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Directory Service

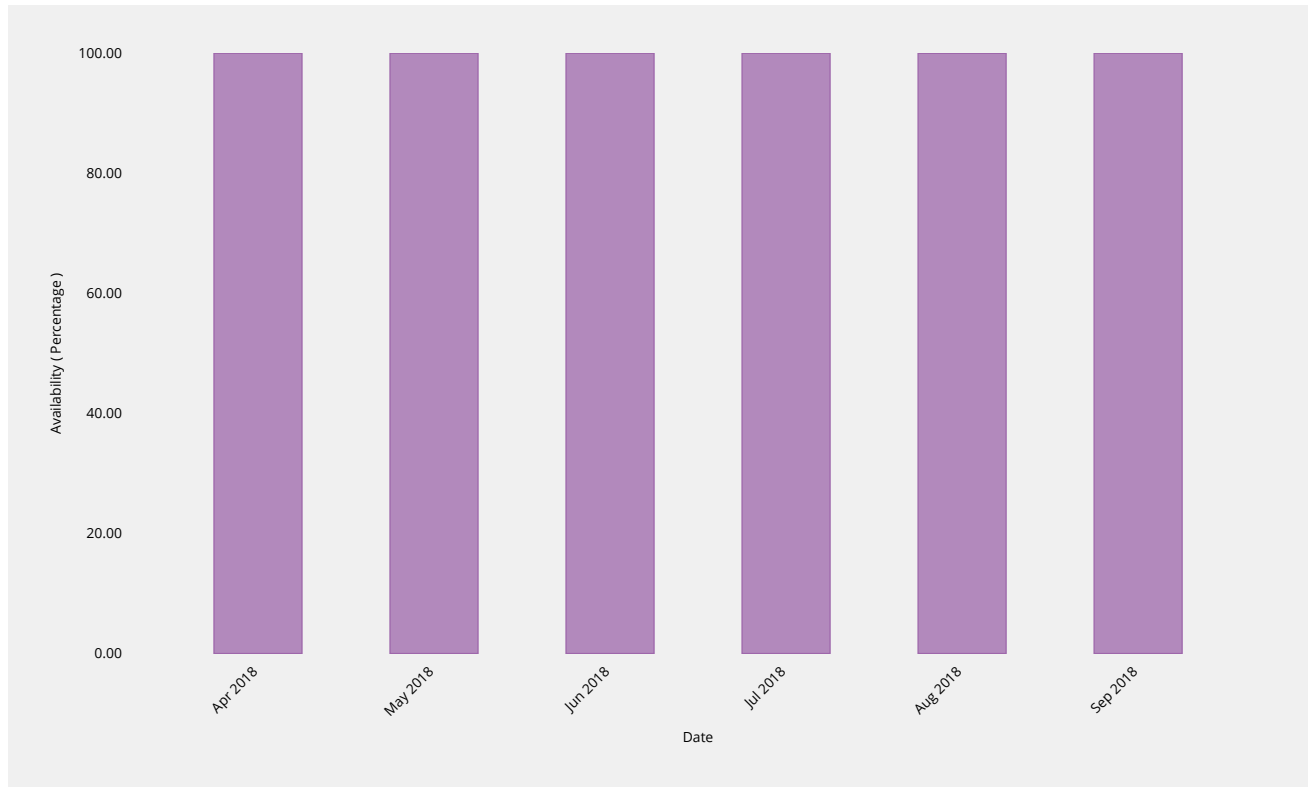
Percentage availability of WHOIS server and other registration data publication services.



WHOIS Availability	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Root Zone Service Level Dashboard

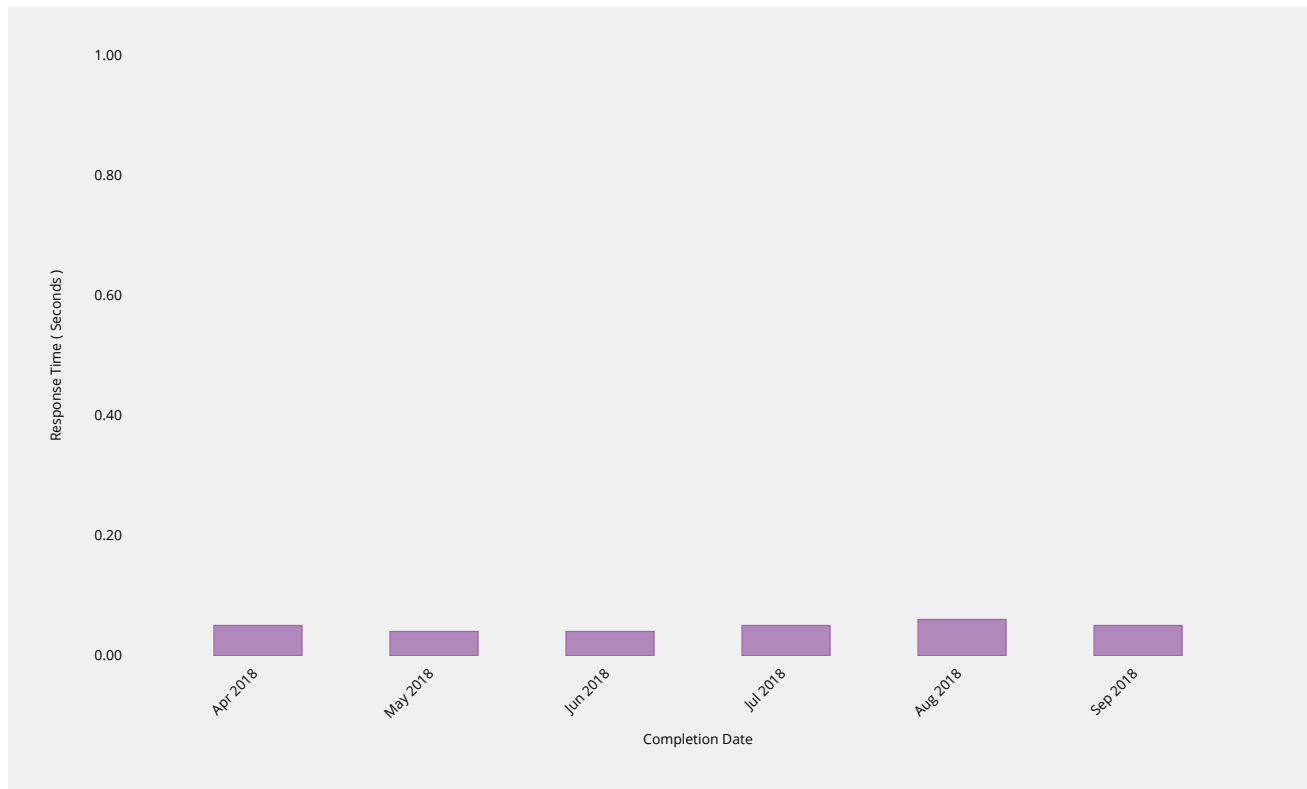
Availability of accurate, timely reporting to these standards via dashboard and other mechanisms.



Dashboard Availability	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Availability	100%	100%	100%	100%	99.99%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Credential Recovery

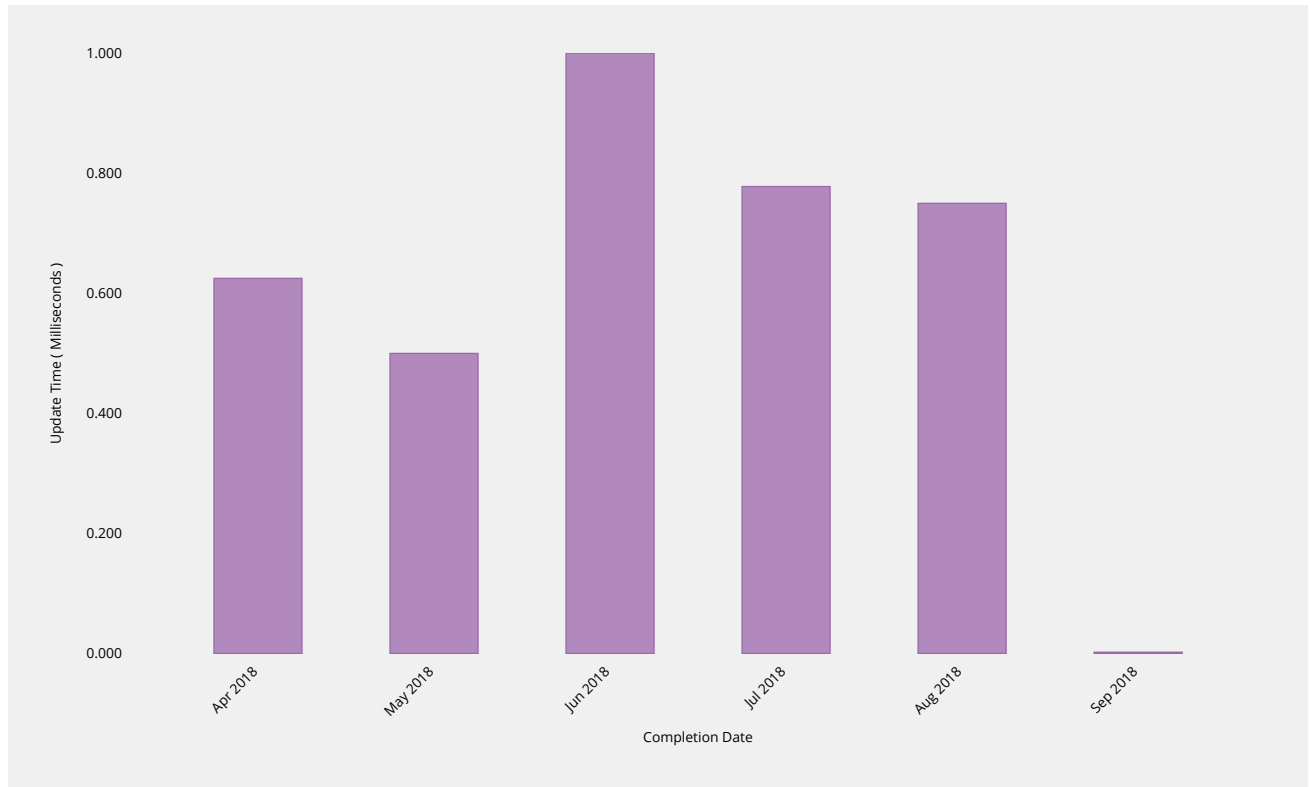
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Response Time	0.05s	0.04s	0.04s	0.05s	0.06s	0.05s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Response Count	14	28	10	9	10	3
Mean Time	0.03s	0.03s	0.03s	0.04s	0.05s	0.05s
Shortest Time	0.01s	0.01s	0.01s	0.03s	0.04s	0.04s
Longest Time	0.05s	0.05s	0.04s	0.05s	0.06s	0.05s
Median Time	0.03s	0.03s	0.04s	0.04s	0.04s	0.04s
PStDev Time	0.01s	0.01s	0.01s	0.01s	0.01s	0s

Credential Change

Time to implement new password within the system.

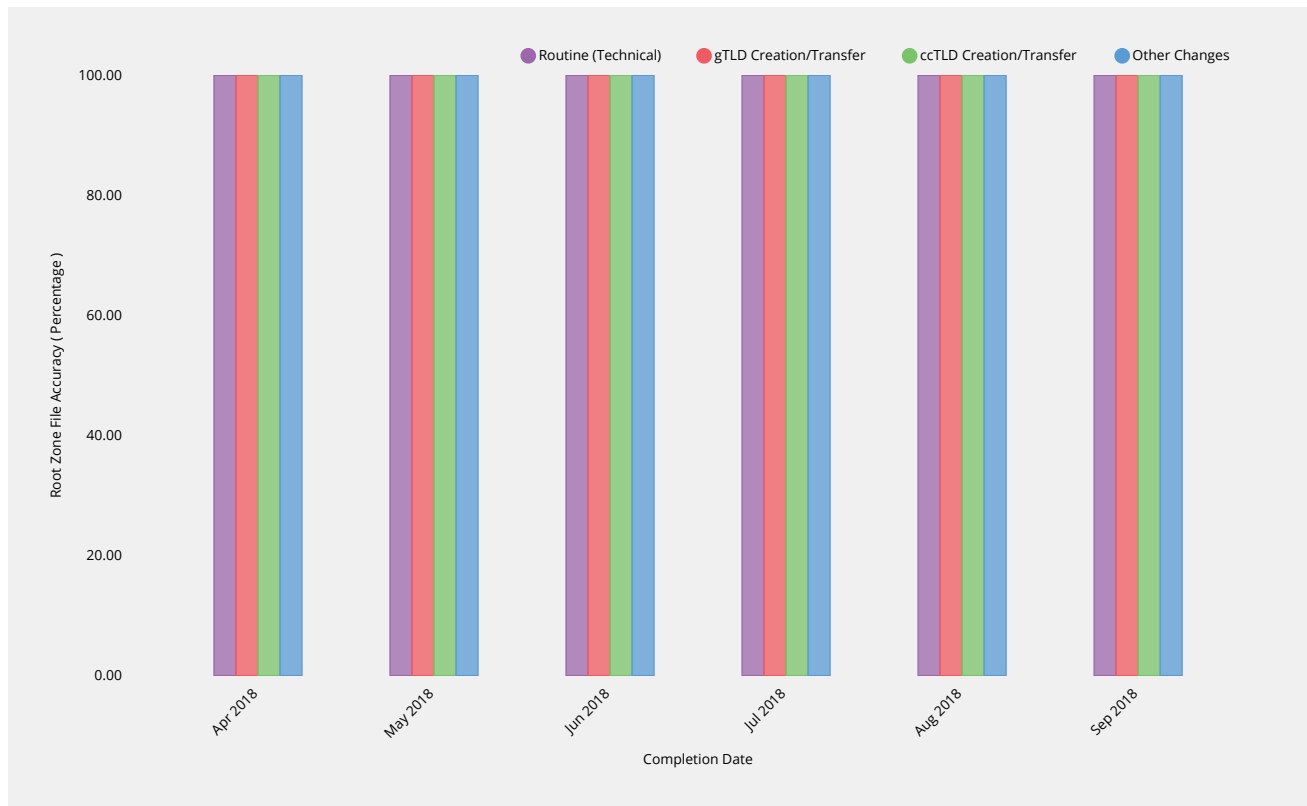


Credential Change	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Update Time	1.65ms	2.05ms	2.2ms	1ms	2.3ms	0ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Update Count	8	20	9	9	8	2
Mean Time	0.625ms	0.5ms	1ms	0.778ms	0.75ms	0ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	2ms	3ms	3ms	1ms	3ms	0ms
Median Time	0.5ms	0ms	1ms	1ms	0.5ms	0ms
PStDev Time	0.696ms	0.806ms	0.816ms	0.416ms	0.968ms	0ms

Accuracy

Root Zone File

Root zone file data published in the root zone matches that provided in the change request.



Routine (Technical)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
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	70	42	108	15	11	19

gTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
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	1	1	0	0

ccTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
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	1	0	0	0

Other Changes	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0

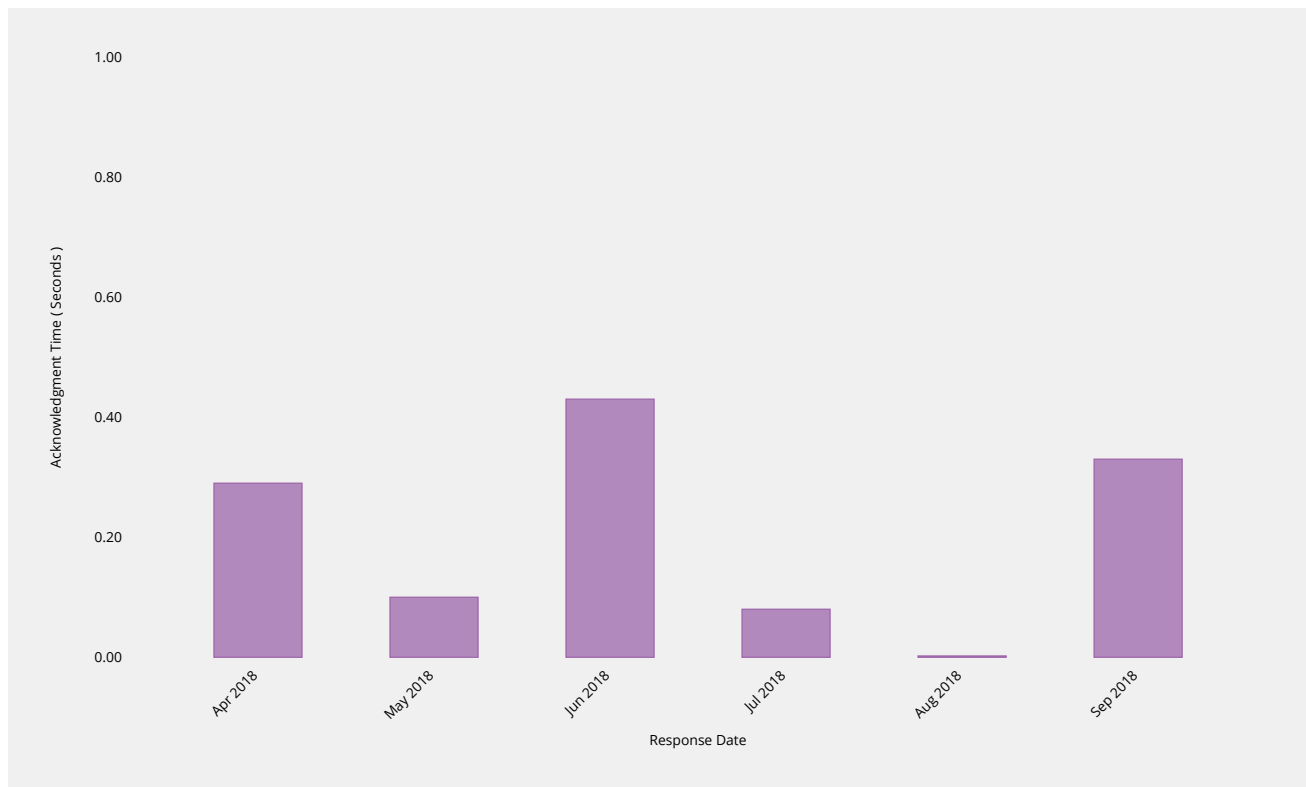
ccTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	0	0	1	0	0	0

Other Changes	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
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	2	1	1	1	4

Enquiry Processing

Time to acknowledge

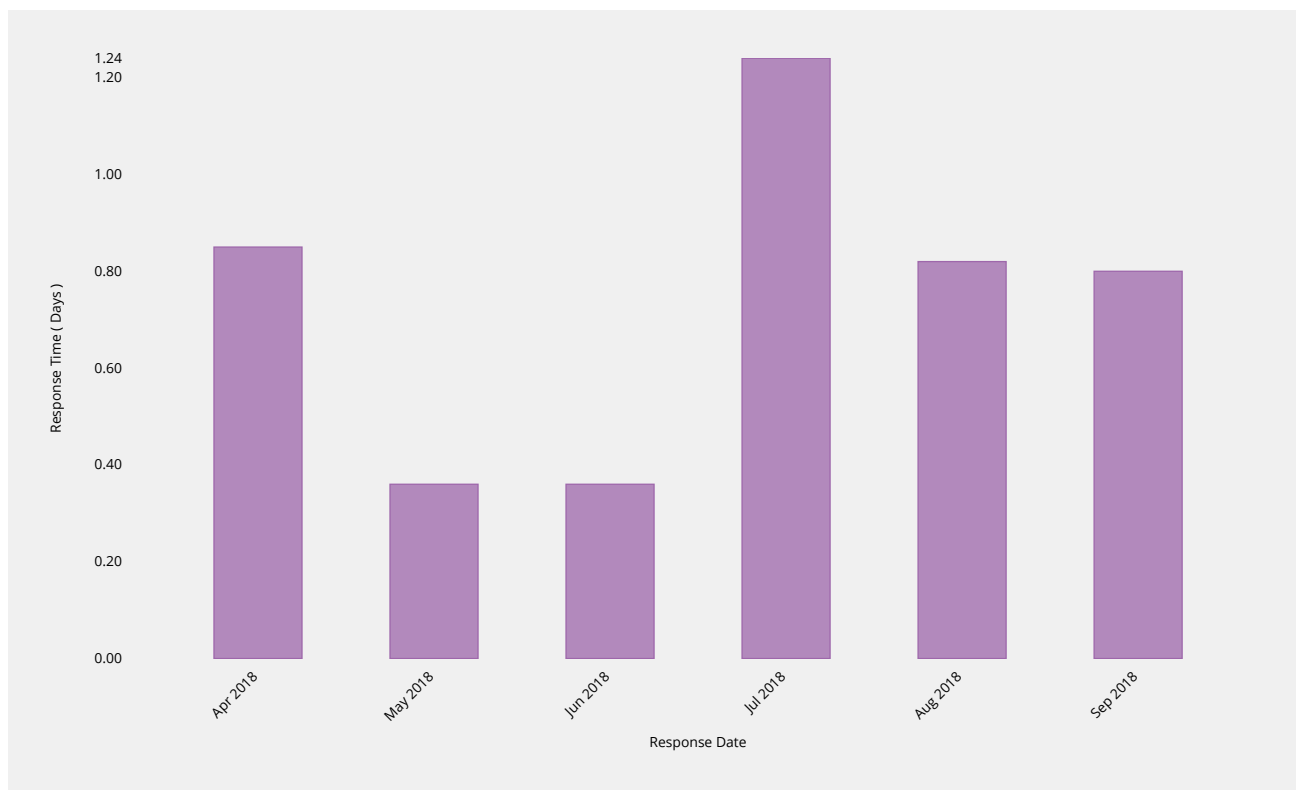
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Acknowledgment Time	1s	0.55s	1s	0.4s	0s	0.9s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	7	10	7	13	3	3
Mean Time	0.29s	0.1s	0.43s	0.08s	0s	0.33s
Shortest Time	0s	0s	0s	0s	0s	0s
Longest Time	1s	1s	1s	1s	0s	1s
Median Time	0s	0s	0s	0s	0s	0s
PStDev Time	0.45s	0.3s	0.49s	0.27s	0s	0.47s

Time to initial response

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

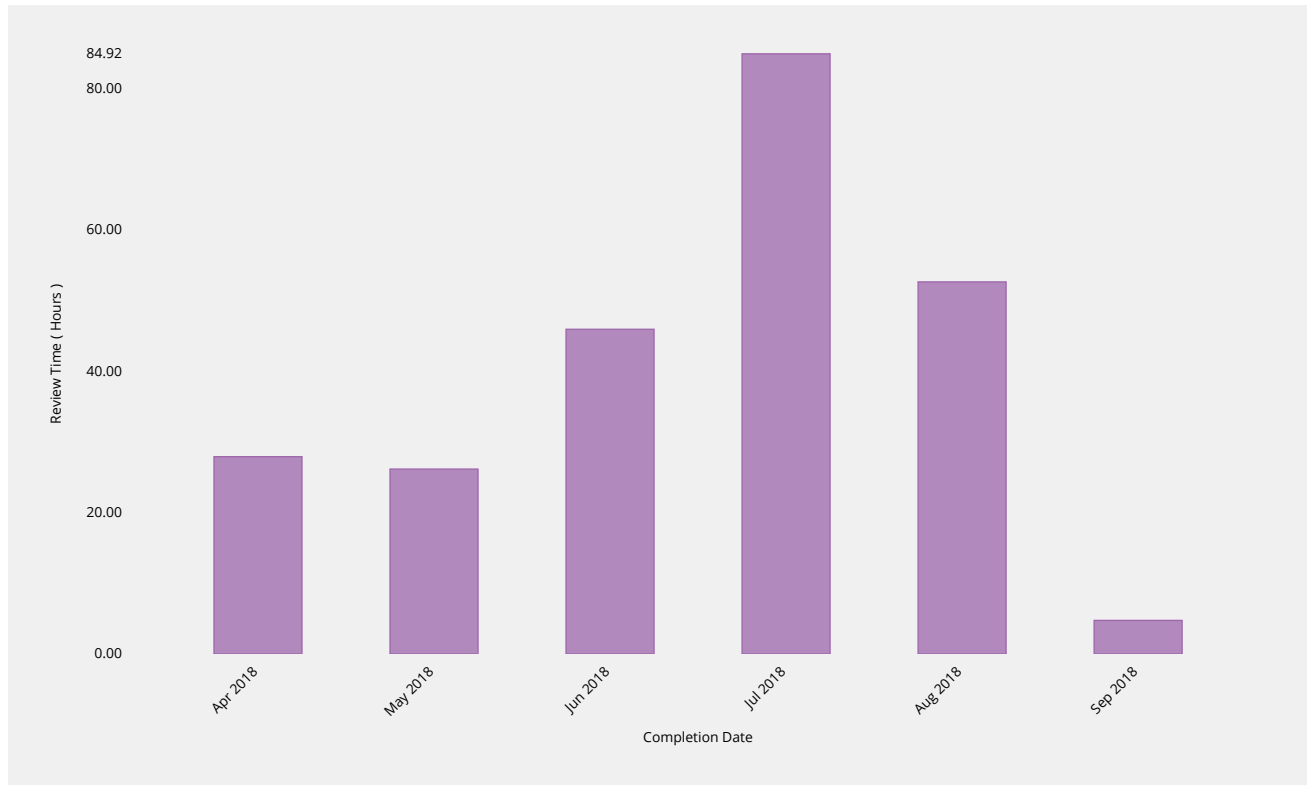


Manual Enquiries	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Response Time	1.72d	0.54d	0.47d	3.89d	1.52d	1.4d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	7	10	7	13	3	3
Mean Time	0.85d	0.36d	0.36d	1.24d	0.82d	0.8d
Shortest Time	0.09d	0.07d	0.23d	0.01d	0.14d	0.27d
Longest Time	2.45d	0.6d	0.58d	4.37d	1.76d	1.62d
Median Time	0.65d	0.41d	0.37d	0.44d	0.55d	0.5d
PStDev Time	0.74d	0.17d	0.11d	1.55d	0.69d	0.59d

Label Generation Rulesets

Review Time

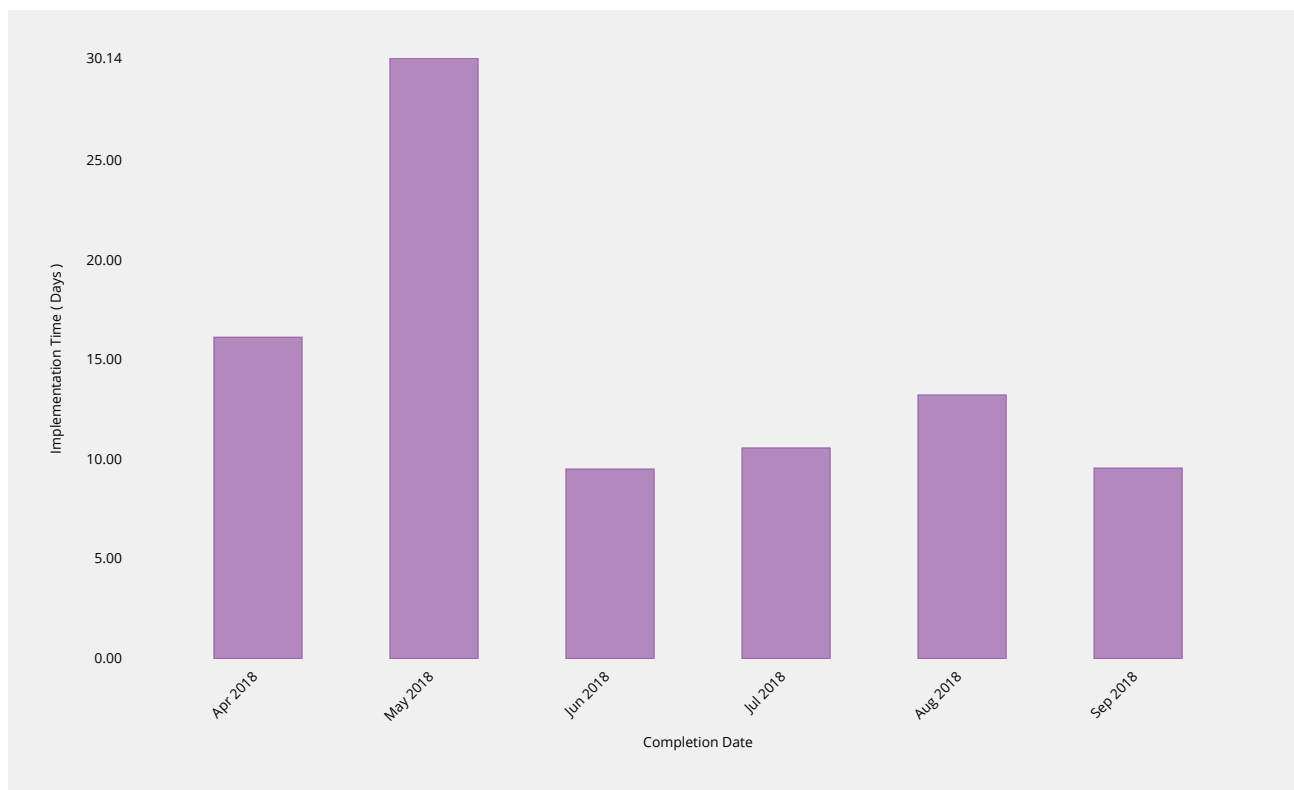
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Mean Time	27.92h	26.17h	45.95h	84.92h	52.65h	4.76h
Monthly Threshold	0h	0h	0h	0h	0h	0h
Review Count	3	16	23	75	27	13
Shortest Time	0.57h	0.43h	0.09h	0.61h	0.18h	0.43h
Longest Time	65h	115.96h	134.17h	151.12h	151.12h	22.43h
Median Time	18.18h	15.09h	16.75h	59.16h	33.4h	1.17h
PStDev Time	27.19h	30.5h	53.11h	48.54h	50.57h	6.61h

Implementation Time

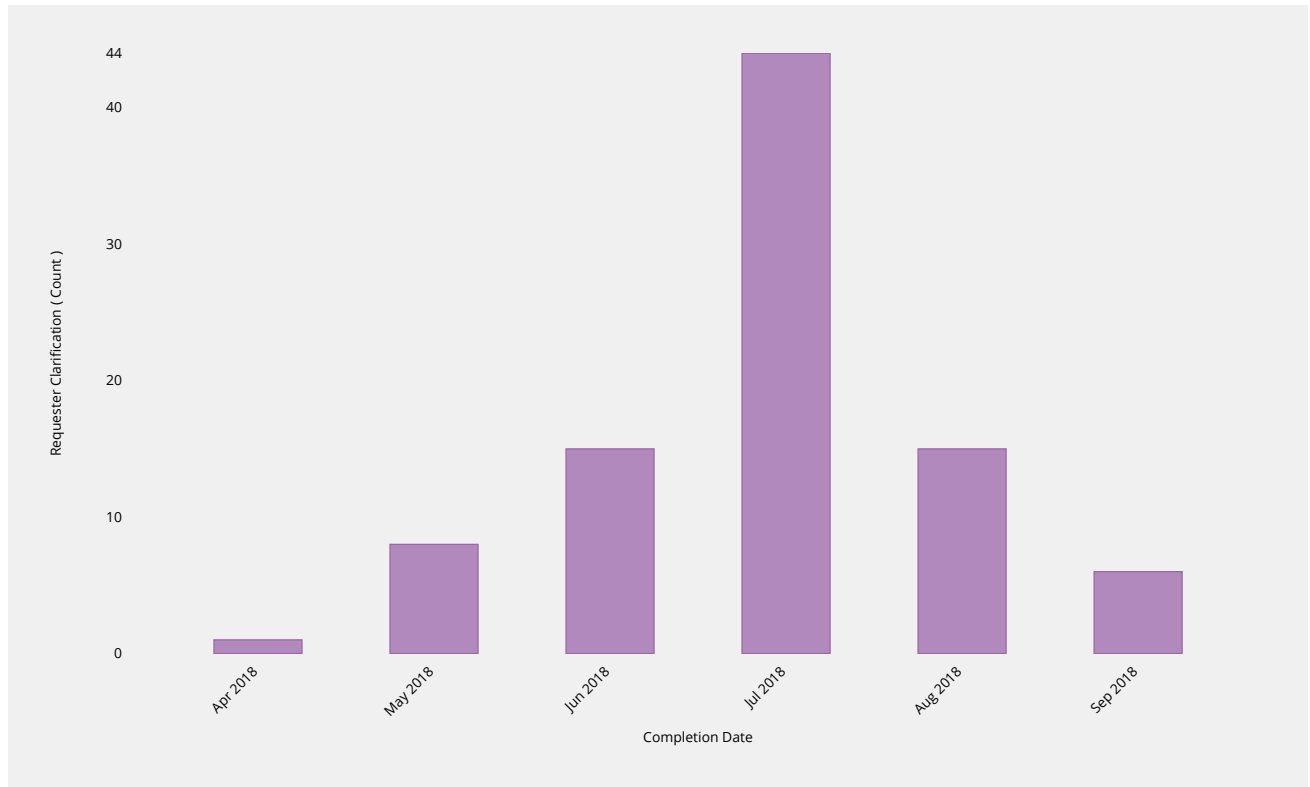
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Mean Time	16.13d	30.14d	9.51d	10.57d	13.23d	9.56d
Monthly Threshold	0d	0d	0d	0d	0d	0d
Request Count	3	8	8	31	13	7
Shortest Time	2.81d	0.85d	0.76d	2.14d	1.11d	0.28d
Longest Time	39.97d	58.58d	12.25d	18.82d	22.88d	17.09d
Median Time	5.6d	32.04d	10.5d	10.32d	14.32d	6.71d
PStDev Time	16.9d	20.38d	3.35d	5.65d	5.86d	5.75d

Requester Clarification

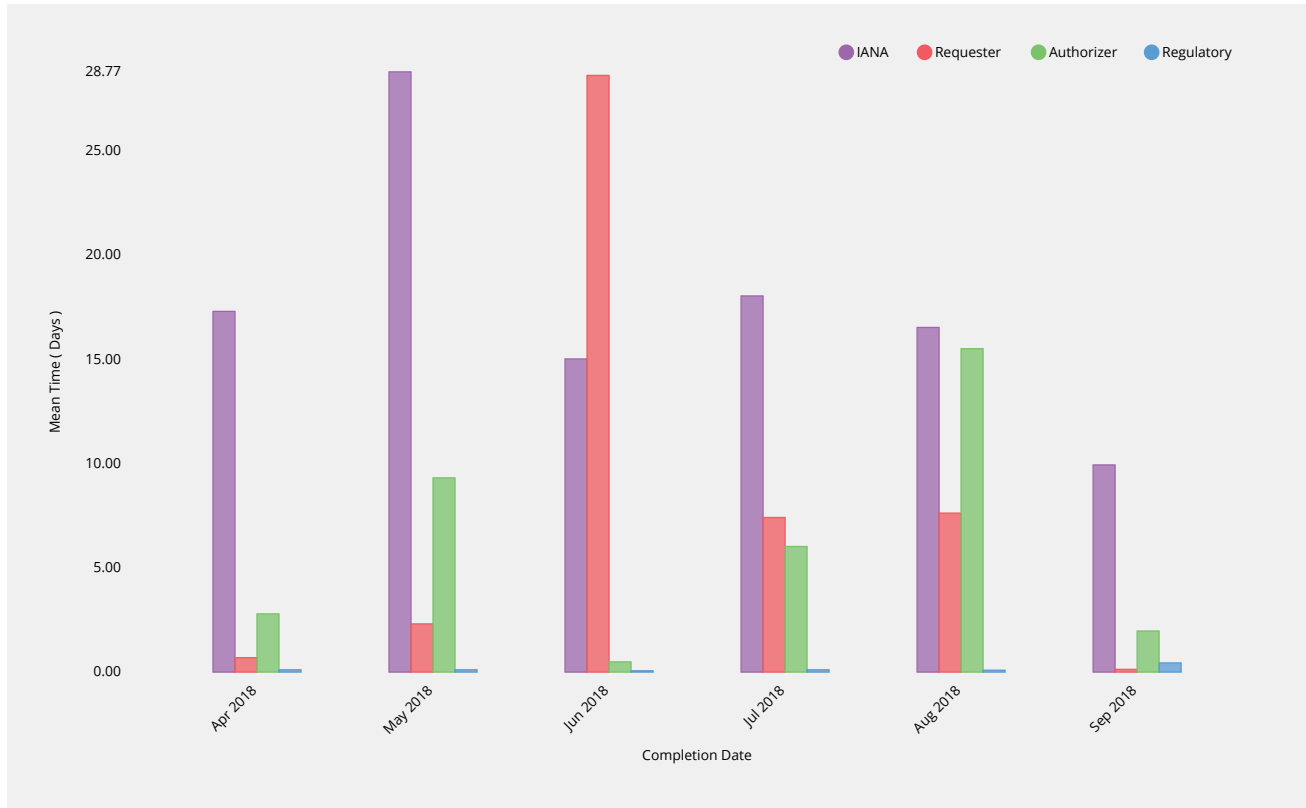
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Count	1	8	15	44	15	6
Request Count	3	9	8	33	14	7
Shortest Clarification	0	0	1	1	0	0
Longest Clarification	1	3	2	3	2	1

Time per Actor

Average time taken for staff processing, requester clarification, administrative contact authorization and regulatory checks.



IANA	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Mean Time	17.29d	28.77d	15.01d	18.03d	16.52d	9.93d
Review Count	3	9	8	33	14	7
Shortest Time	2.83d	1.33d	1.07d	7.76d	1.39d	1.31d
Longest Time	42.67d	64.1d	18.99d	27.53d	25.21d	17.17d
Median Time	6.36d	28.64d	17.2d	18.54d	18.43d	6.86d
PStDev Time	18.01d	22.25d	5.43d	6.72d	7.76d	5.59d

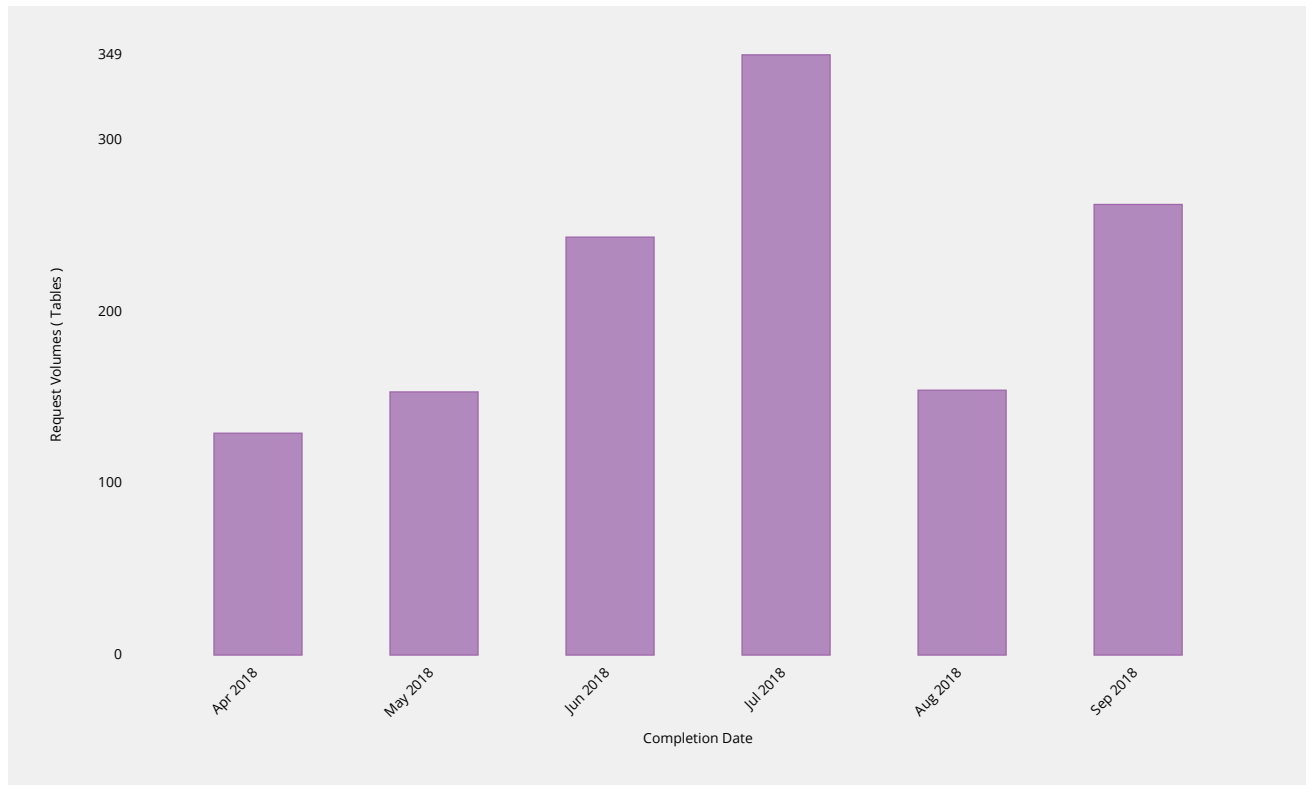
Requester	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Mean Time	0.69d	2.31d	28.6d	7.41d	7.62d	0.13d
Review Count	1	5	8	33	11	6
Shortest Time	0.69d	0d	0.01d	0.64d	0.06d	0.02d
Longest Time	0.69d	5.08d	35.98d	32.64d	31.63d	0.54d
Median Time	0.69d	1.48d	32.64d	0.64d	0.76d	0.06d
PStDev Time	0d	2.14d	10.93d	10.54d	11.09d	0.19d

Authorizer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Mean Time	2.79d	9.31d	0.49d	6.02d	15.5d	1.97d
Review Count	3	8	8	31	13	7
Shortest Time	0d	0d	0.04d	0d	0.02d	0.01d
Longest Time	8.14d	32.47d	1.69d	23.8d	34.22d	5.44d
Median Time	0.21d	6.07d	0.37d	2.85d	11.22d	2.36d
PStDev Time	3.79d	10.6d	0.47d	6.61d	12.84d	1.69d

Regulatory	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Mean Time	0.11d	0.11d	0.02d	0.11d	0.09d	0.44d
Review Count	3	6	7	31	13	6
Shortest Time	0.08d	0d	0.01d	0d	0.02d	0.02d
Longest Time	0.18d	0.41d	0.04d	1.52d	0.44d	0.74d
Median Time	0.08d	0.03d	0.02d	0.04d	0.04d	0.58d
PStDev Time	0.05d	0.14d	0.01d	0.26d	0.12d	0.32d

Request Volumes

Total number of LGRs added or modified.



Request Volumes	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09
Total LGRs Processed	129	153	243	349	154	262
Request Count	3	8	8	31	13	7
Average LGRs per Request	43	19	30	11	12	37
Smallest per Request	1	1	20	1	1	1
Largest per Request	103	103	103	60	64	238

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.