

# IANA Naming Function Monthly Performance Report

December 2018

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## Summary of Performance

Metric	Category	Expected	Actual	Detail
<b>Submission</b>				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 1.71s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 1.94s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ 2.37s	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 0.76s	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 1.04s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ 0.01d	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ 0.3d	p8
<b>Technical Checks</b>				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 1.3m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ 3.12m	p10
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ —	p10
Technical Check (Retest)	Routine (Technical)	≤3m (95.0%)	✓ 1.24m	p10
Technical Check (Retest)	gTLD Creation/Transfer	≤3m (95.0%)	✓ —	p11
Technical Check (Retest)	ccTLD Creation/Transfer	≤3m (95.0%)	✓ 0.32m	p11
Technical Check (Retest)	Other Changes	≤3m (95.0%)	✓ —	p11
Technical Check (Supplemental)	Routine (Technical)	≤1m (95.0%)	✓ 0.93m	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
<b>Contact Confirmations</b>				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 2ms	p14
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 2ms	p14
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 16ms	p14
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 2ms	p14
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ 3ms	p14
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 1ms	p15
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 0.65ms	p15
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 0ms	p16
<b>Staff Processing</b>				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 1.46d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.54d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ —	p18
Validation and Reviews	ccTLD Creation/Transfer	≤60d (100.0%)	✓ —	p18
Validation and Reviews	Other Changes	N/A	6.13d	p18
Third Party Approval	ccTLD Creation/Transfer	≤60d	✓ —	p19
<b>Implementation</b>				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 45.84h	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	28.64h	p21
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.26s	p21

Metric	Category	Expected	Actual	Detail
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.23s	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
<b>System Availability</b>				
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%)	✓ 0.06s	p27
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 2.75ms	p28
<b>Accuracy</b>				
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
<b>Enquiry Processing</b>				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 1s	p31
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 1.91d	p32
<b>Label Generation Rulesets</b>				
Review Time	Review Time	N/A	21.28h	p33
Implementation Time	Implementation Time	N/A	0.78d	p34
Requester Clarification	Requester Clarification	N/A	1	p35
Time per Actor	IANA	N/A	2.11d	p36
Time per Actor	Requester	N/A	0d	p36
Time per Actor	Authorizer	N/A	1.54d	p36
Time per Actor	Regulatory	N/A	0.27d	p37
Request Volumes	Request Volumes	N/A	108	p37

Percentage of SLA thresholds met of those defined

**100.0%**

## **Exceptions and Narrative for Reporting Period**

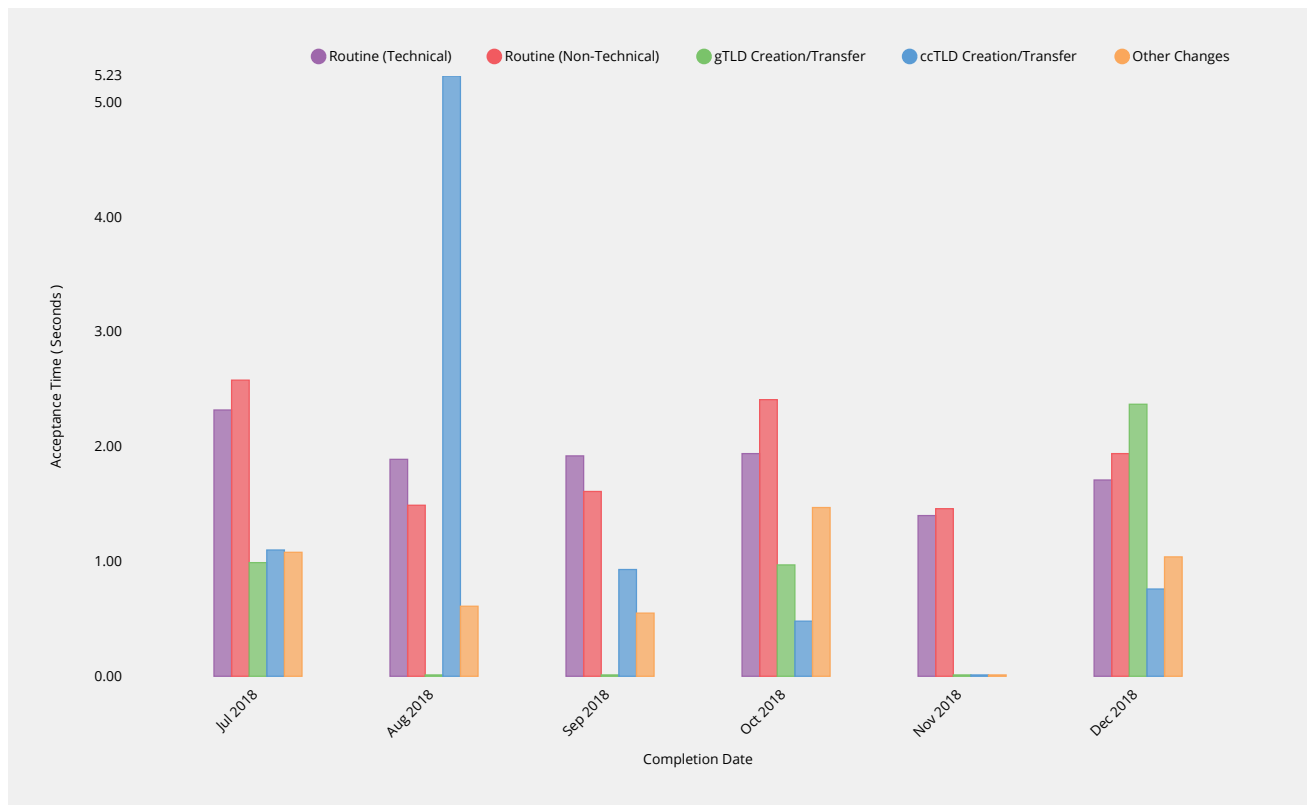
There were no exceptions for the reporting period.

# 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)	2018-07	2018-08	2018-09	2018-10	2018-11	<b>2018-12</b>
Acceptance Time	2.32s	1.89s	1.92s	1.94s	1.4s	1.71s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	16	13	19	30	27	64
Mean Time	1.1s	0.89s	1.23s	0.87s	0.78s	0.81s
Shortest Time	0.59s	0.4s	0.49s	0.45s	0.51s	0.55s
Longest Time	2.33s	1.95s	1.97s	3.04s	2.34s	2.09s
Median Time	0.81s	0.68s	1.47s	0.6s	0.65s	0.65s
PStDev Time	0.61s	0.53s	0.61s	0.59s	0.38s	0.36s

Routine (Non-Technical)	2018-07	2018-08	2018-09	2018-10	2018-11	<b>2018-12</b>
Acceptance Time	2.58s	1.49s	1.61s	2.41s	1.46s	1.94s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	17	221	17	17	14	14
Mean Time	1.62s	1.19s	1.05s	1.36s	1.19s	1.2s
Shortest Time	1.24s	0.73s	0.73s	0.84s	0.92s	0.84s

Routine (Non-Technical)	2018-07	2018-08	2018-09	2018-10	2018-11	<b>2018-12</b>
Longest Time	2.61s	2.18s	2.06s	2.63s	1.47s	1.98s
Median Time	1.43s	1.15s	0.96s	1.18s	1.15s	1.1s
PStDev Time	0.42s	0.17s	0.3s	0.5s	0.17s	0.35s

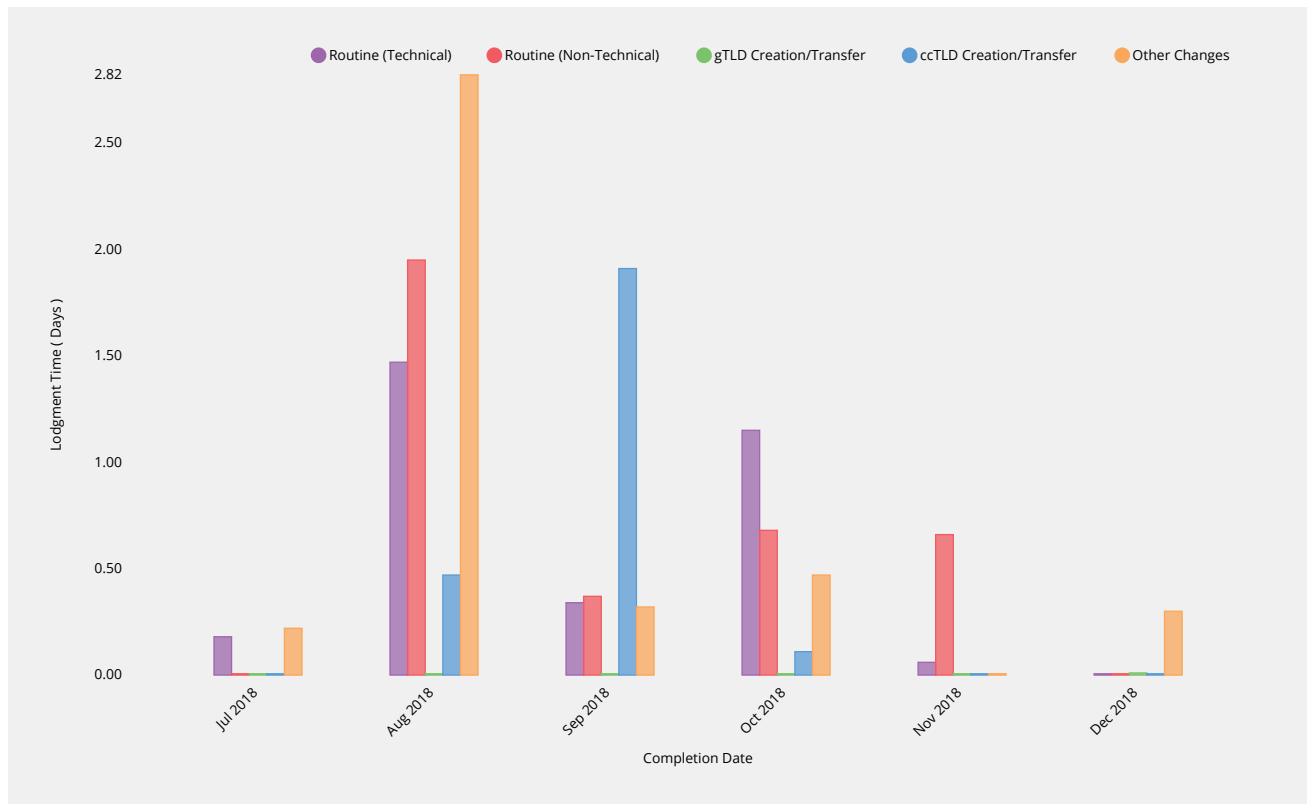
gTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	<b>2018-12</b>
Acceptance Time	0.99s	—	—	0.97s	—	2.37s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	1	0	0	1	0	1
Mean Time	0.99s	—	—	0.97s	—	2.37s
Shortest Time	0.99s	—	—	0.97s	—	2.37s
Longest Time	0.99s	—	—	0.97s	—	2.37s
Median Time	0.99s	—	—	0.97s	—	2.37s
PStDev Time	0s	—	—	0s	—	0s

ccTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	<b>2018-12</b>
Acceptance Time	1.1s	5.23s	0.93s	0.48s	—	0.76s
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	1	0	1
Mean Time	1s	5.23s	0.75s	0.48s	—	0.76s
Shortest Time	0.9s	5.23s	0.54s	0.48s	—	0.76s
Longest Time	1.11s	5.23s	0.95s	0.48s	—	0.76s
Median Time	1s	5.23s	0.75s	0.48s	—	0.76s
PStDev Time	0.1s	0s	0.21s	0s	—	0s

Other Changes	2018-07	2018-08	2018-09	2018-10	2018-11	<b>2018-12</b>
Acceptance Time	1.08s	0.61s	0.55s	1.47s	—	1.04s
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	1	5	2	0	2
Mean Time	1.08s	0.61s	0.52s	1.06s	—	0.83s
Shortest Time	1.08s	0.61s	0.49s	0.6s	—	0.59s
Longest Time	1.08s	0.61s	0.55s	1.51s	—	1.07s
Median Time	1.08s	0.61s	0.52s	1.06s	—	0.83s
PStDev Time	0s	0s	0.02s	0.46s	—	0.24s

## Manual Lodgment Time

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



Routine (Technical)	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Lodgment Time	0.18d	1.47d	0.34d	1.15d	0.06d	—
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	4	4	1	2	1	0
Mean Time	0.11d	0.65d	0.34d	0.65d	0.06d	—
Shortest Time	0.02d	0.1d	0.34d	0.09d	0.06d	—
Longest Time	0.18d	1.6d	0.34d	1.21d	0.06d	—
Median Time	0.12d	0.46d	0.34d	0.65d	0.06d	—
PStDev Time	0.07d	0.6d	0d	0.56d	0d	—

Routine (Non-Technical)	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Lodgment Time	—	1.95d	0.37d	0.68d	0.66d	—
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	7	1	2	11	0
Mean Time	—	0.6d	0.37d	0.36d	0.34d	—
Shortest Time	—	0.02d	0.37d	0.01d	0.12d	—
Longest Time	—	2.48d	0.37d	0.71d	0.67d	—
Median Time	—	0.3d	0.37d	0.36d	0.29d	—
PStDev Time	—	0.81d	0d	0.35d	0.17d	—

gTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Lodgment Time	—	—	—	—	—	0.01d
Monthly Threshold	3d	3d	3d	3d	3d	3d

gTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	<b>2018-12</b>
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	0	0	0	1
Mean Time	—	—	—	—	—	0.01d
Shortest Time	—	—	—	—	—	0.01d
Longest Time	—	—	—	—	—	0.01d
Median Time	—	—	—	—	—	0.01d
PStDev Time	—	—	—	—	—	0d

ccTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	<b>2018-12</b>
Lodgment Time	—	0.47d	1.91d	0.11d	—	—
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	1	2	1	0	0
Mean Time	—	0.47d	1.01d	0.11d	—	—
Shortest Time	—	0.47d	0.01d	0.11d	—	—
Longest Time	—	0.47d	2.01d	0.11d	—	—
Median Time	—	0.47d	1.01d	0.11d	—	—
PStDev Time	—	0d	1d	0d	—	—

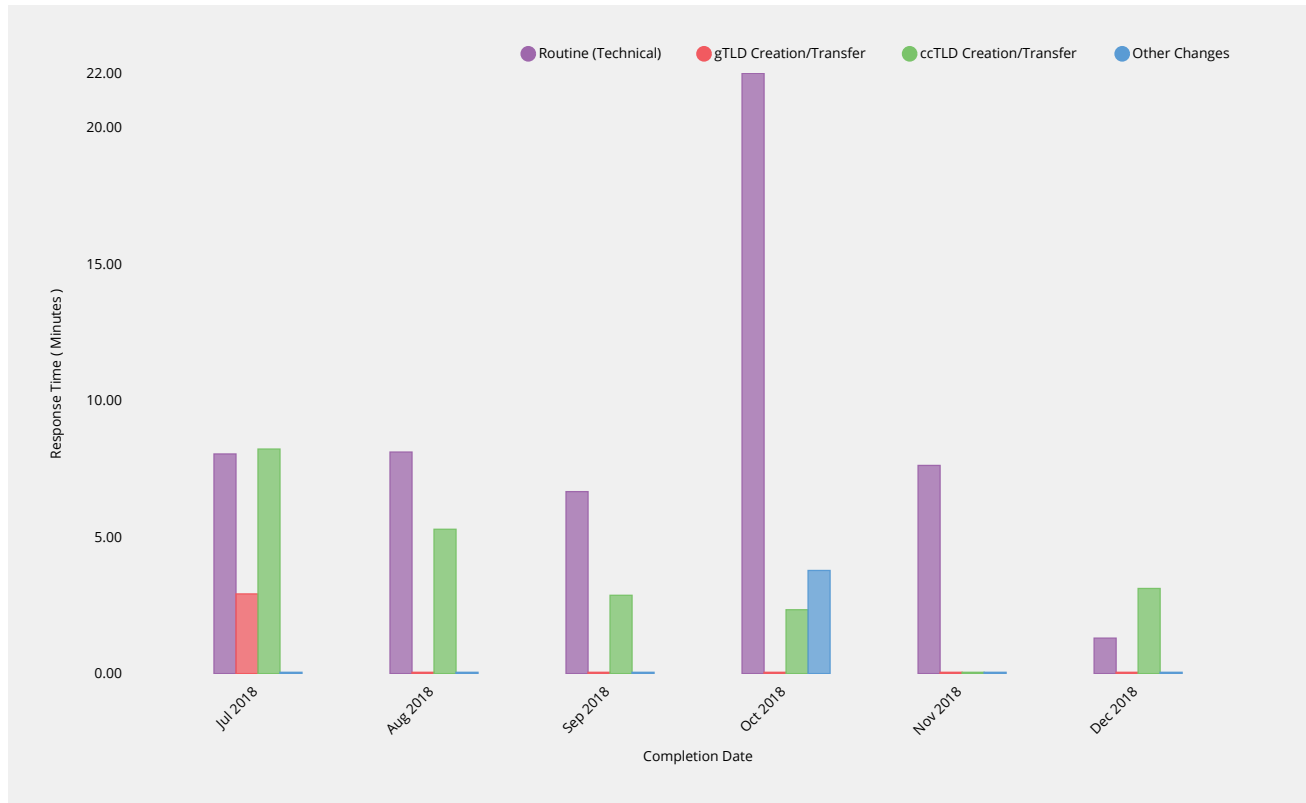
Other Changes	2018-07	2018-08	2018-09	2018-10	2018-11	<b>2018-12</b>
Lodgment Time	0.22d	2.82d	0.32d	0.47d	—	0.3d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	1	1	5	1	0	2
Mean Time	0.22d	2.82d	0.27d	0.47d	—	0.23d
Shortest Time	0.22d	2.82d	0.14d	0.47d	—	0.16d
Longest Time	0.22d	2.82d	0.32d	0.47d	—	0.3d
Median Time	0.22d	2.82d	0.28d	0.47d	—	0.23d
PStDev Time	0d	0d	0.07d	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)	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Response Time	8.05m	8.12m	6.67m	22m	7.63m	1.3m
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	16	13	19	30	27	64
Mean Time	3.28m	3.88m	3.7m	8.42m	2.42m	0.54m
Shortest Time	0.23m	1.5m	0.78m	0.24m	0.2m	0.1m
Longest Time	9.84m	12.29m	7.76m	27.21m	10.37m	2.93m
Median Time	3.25m	2.93m	3.99m	4.58m	1.61m	0.34m
PStDev Time	2.59m	2.66m	1.88m	7.47m	2.6m	0.48m

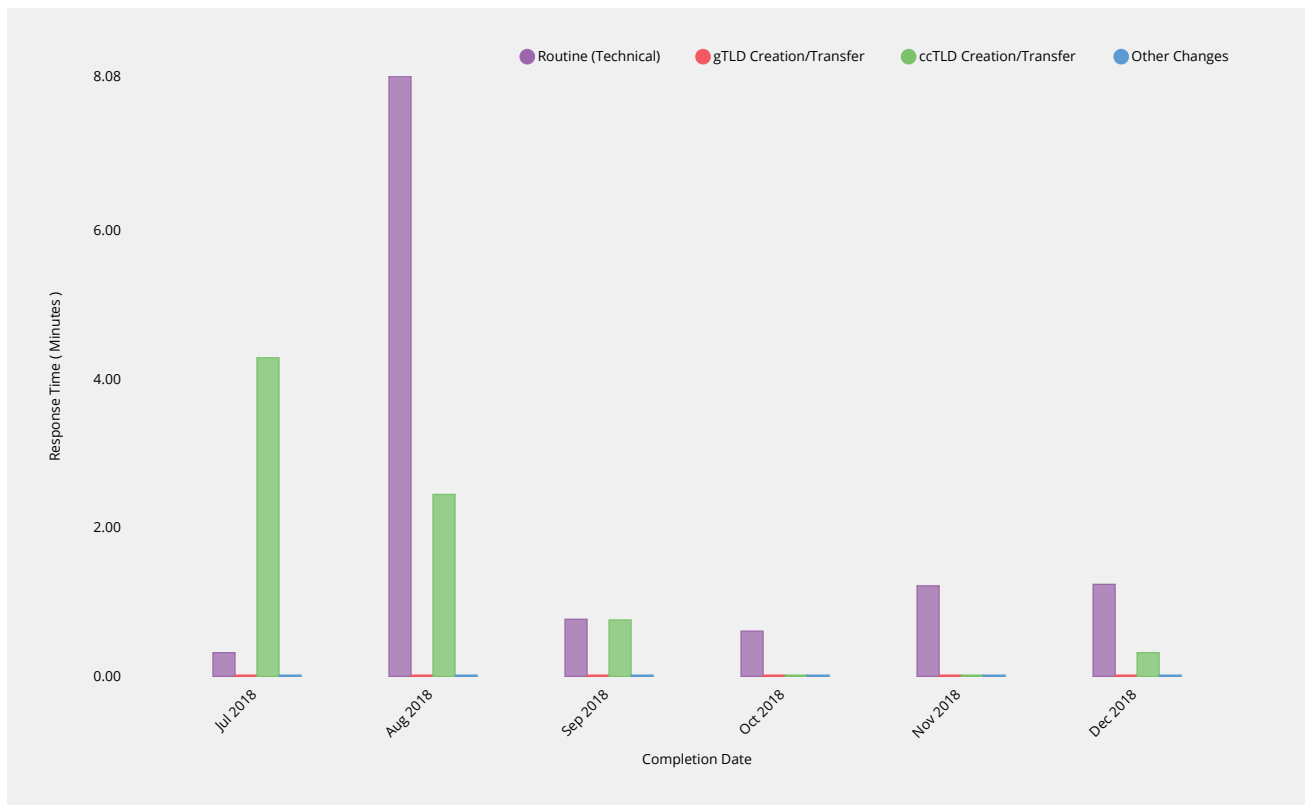
gTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Response Time	2.92m	—	—	—	—	—
Monthly Threshold	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	1	0	0	0	0	0
Mean Time	2.92m	—	—	—	—	—
Shortest Time	2.92m	—	—	—	—	—
Longest Time	2.92m	—	—	—	—	—
Median Time	2.92m	—	—	—	—	—
PStDev Time	0m	—	—	—	—	—

ccTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Response Time	8.23m	5.29m	2.87m	2.34m	—	3.12m
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	1	1	1	0	1
Mean Time	4.79m	5.29m	2.87m	2.34m	—	3.12m
Shortest Time	0.98m	5.29m	2.87m	2.34m	—	3.12m
Longest Time	8.61m	5.29m	2.87m	2.34m	—	3.12m
Median Time	4.79m	5.29m	2.87m	2.34m	—	3.12m
PStDev Time	3.82m	0m	0m	0m	—	0m

Other Changes	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Response Time	—	—	—	3.78m	—	—
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	1	0	0
Mean Time	—	—	—	3.78m	—	—
Shortest Time	—	—	—	3.78m	—	—
Longest Time	—	—	—	3.78m	—	—
Median Time	—	—	—	3.78m	—	—
PStDev Time	—	—	—	0m	—	—

## Technical Check (Retest)

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



Routine (Technical)	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Response Time	0.32m	8.08m	0.77m	0.61m	1.22m	1.24m

Routine (Technical)	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
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	37	45	58	65	145
Mean Time	0.21m	2.07m	0.27m	0.45m	0.54m	0.67m
Shortest Time	0.07m	0.39m	0.09m	0.25m	0.27m	0.07m
Longest Time	0.4m	8.1m	0.96m	0.79m	1.57m	4.43m
Median Time	0.24m	0.44m	0.18m	0.43m	0.33m	0.54m
PStDev Time	0.08m	3.11m	0.23m	0.07m	0.37m	0.58m

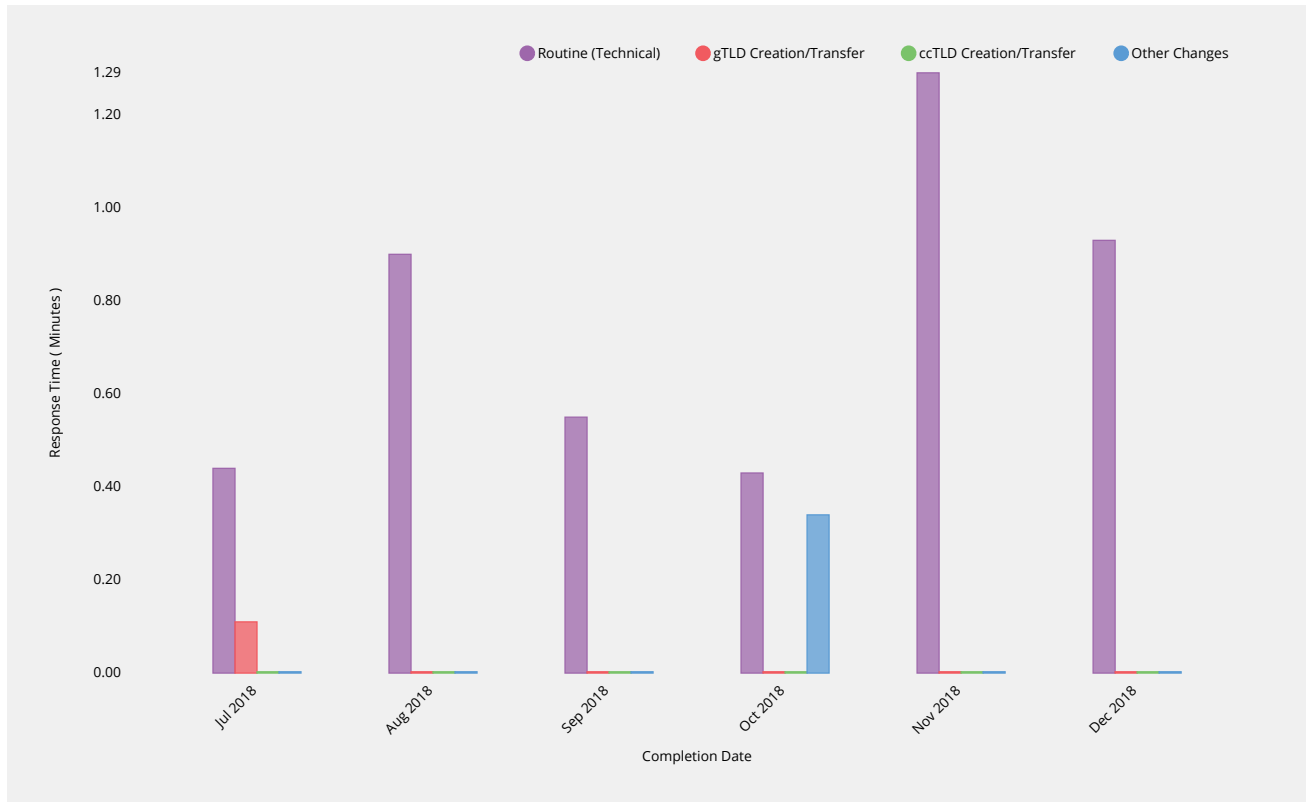
gTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Response Time	—	—	—	—	—	—
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

ccTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Response Time	4.29m	2.45m	0.76m	—	—	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	55	13	10	0	0	9
Mean Time	2.54m	0.7m	0.42m	—	—	0.26m
Shortest Time	0.24m	0.17m	0.18m	—	—	0.23m
Longest Time	4.51m	2.45m	0.83m	—	—	0.34m
Median Time	2.49m	0.45m	0.29m	—	—	0.25m
PStDev Time	1.32m	0.77m	0.24m	—	—	0.03m

Other Changes	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
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)	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Response Time	0.44m	0.9m	0.55m	0.43m	1.29m	0.93m
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	17	12	27	33	30	56
Mean Time	0.22m	0.39m	0.22m	0.22m	0.43m	0.41m
Shortest Time	0.07m	0.14m	0.04m	0.06m	0.15m	0.08m
Longest Time	0.45m	1.3m	0.6m	0.45m	1.59m	1.22m
Median Time	0.19m	0.28m	0.13m	0.18m	0.34m	0.25m
PStDev Time	0.12m	0.3m	0.16m	0.14m	0.34m	0.28m

gTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Response Time	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	1	0	0	0	0	0
Mean Time	0.11m	—	—	—	—	—
Shortest Time	0.11m	—	—	—	—	—
Longest Time	0.11m	—	—	—	—	—
Median Time	0.11m	—	—	—	—	—
PStDev Time	0m	—	—	—	—	—

ccTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Response Time	—	—	—	—	—	—
Monthly Threshold	5m	5m	5m	5m	5m	5m

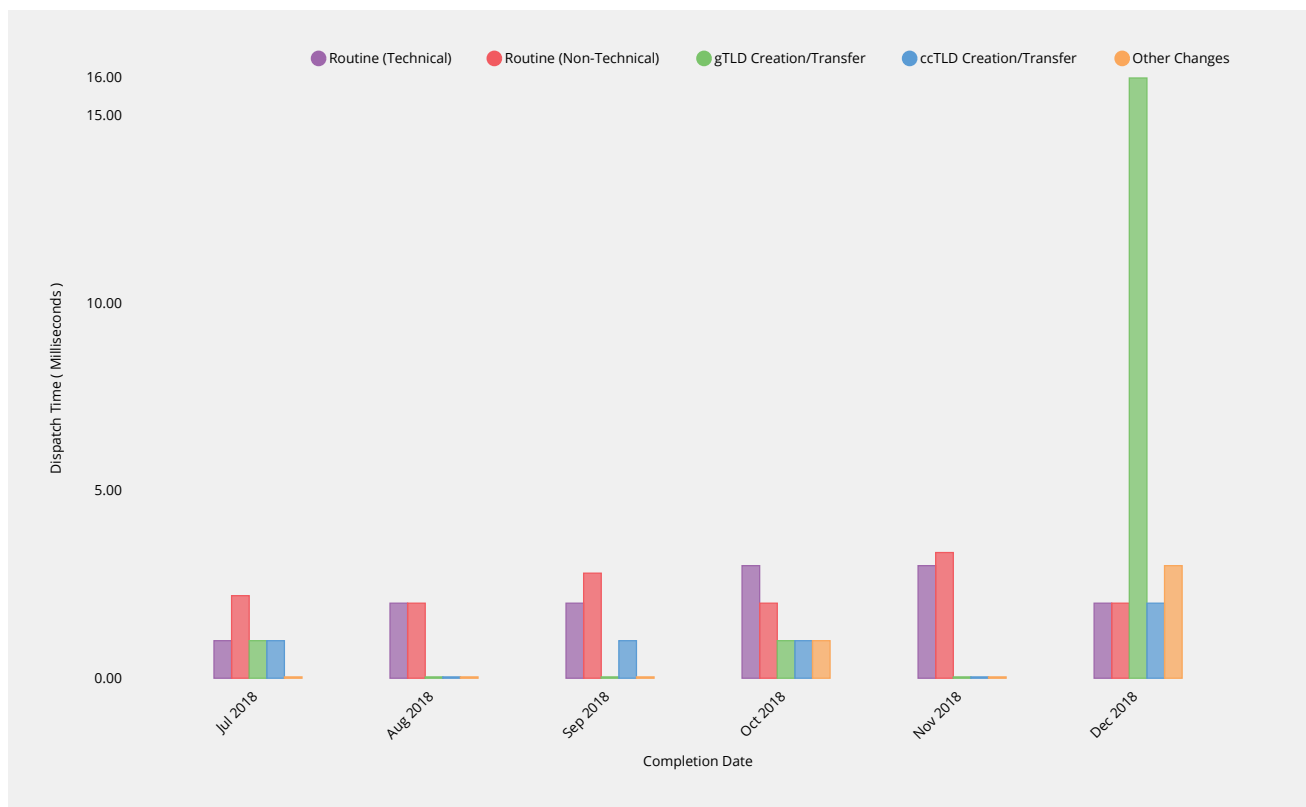
ccTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

Other Changes	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Response Time	—	—	—	0.34m	—	—
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	1	0	0
Mean Time	—	—	—	0.34m	—	—
Shortest Time	—	—	—	0.34m	—	—
Longest Time	—	—	—	0.34m	—	—
Median Time	—	—	—	0.34m	—	—
PStDev Time	—	—	—	0m	—	—

## Contact Confirmations

### Email Dispatch

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



Routine (Technical)	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Dispatch Time	1ms	2ms	2ms	3ms	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	15	11	19	27	24	56
Mean Time	0.87ms	1.18ms	0.95ms	1.56ms	1.75ms	1.04ms
Shortest Time	0ms	1ms	0ms	0ms	0ms	0ms
Longest Time	1ms	3ms	2ms	4ms	3ms	8ms
Median Time	1ms	1ms	1ms	1ms	2ms	1ms
PStDev Time	0.34ms	0.57ms	0.51ms	0.87ms	0.88ms	1.03ms

Routine (Non-Technical)	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Dispatch Time	2.2ms	2ms	2.8ms	2ms	3.35ms	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	17	221	17	17	14	14
Mean Time	1.41ms	1.37ms	1.35ms	1.24ms	2.29ms	1.14ms
Shortest Time	1ms	0ms	0ms	1ms	1ms	1ms
Longest Time	3ms	9ms	6ms	2ms	4ms	2ms
Median Time	1ms	1ms	1ms	1ms	2ms	1ms
PStDev Time	0.6ms	0.88ms	1.23ms	0.42ms	0.8ms	0.35ms

gTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Dispatch Time	1ms	—	—	1ms	—	16ms
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	0	0	1	0	1
Mean Time	1ms	—	—	1ms	—	16ms
Shortest Time	1ms	—	—	1ms	—	16ms
Longest Time	1ms	—	—	1ms	—	16ms
Median Time	1ms	—	—	1ms	—	16ms
PStDev Time	0ms	—	—	0ms	—	0ms

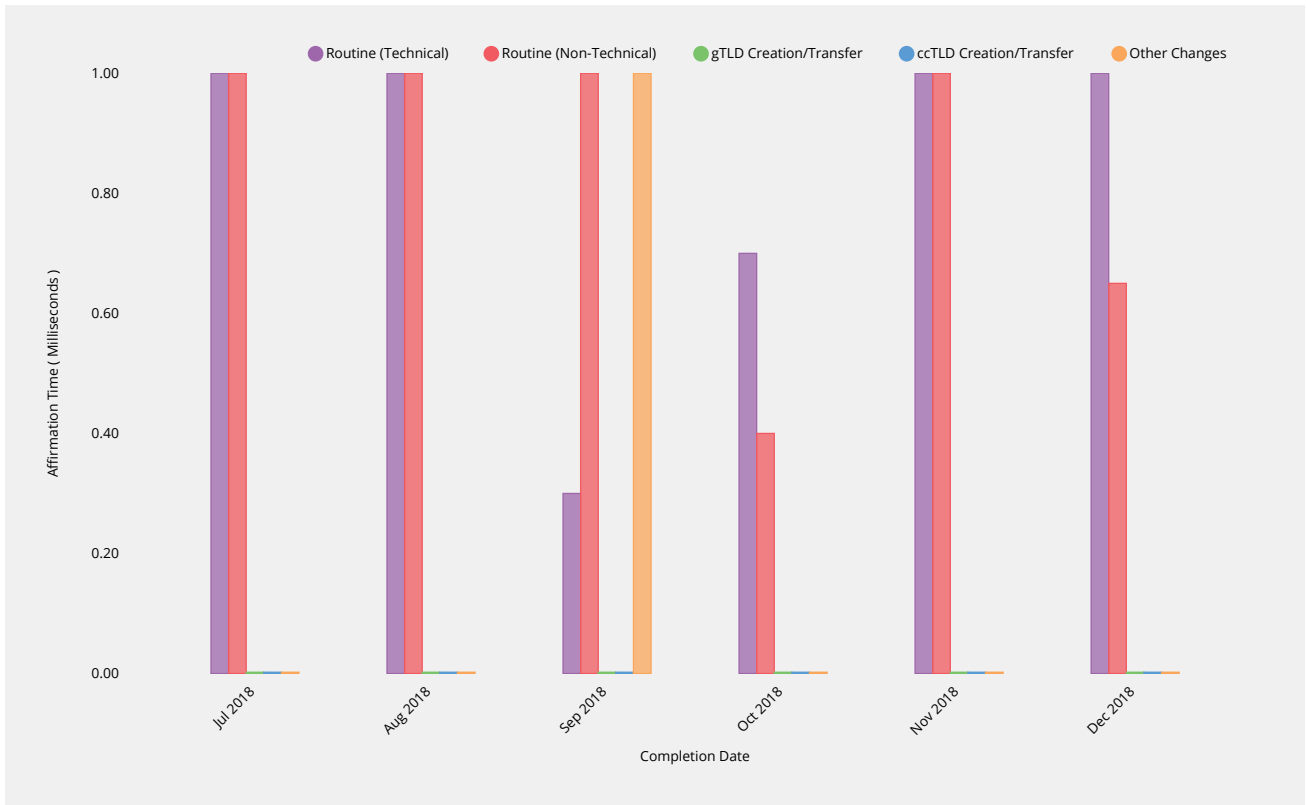
ccTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Dispatch Time	1ms	—	1ms	1ms	—	2ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	1	0	2	1	0	1
Mean Time	1ms	—	1ms	1ms	—	2ms
Shortest Time	1ms	—	1ms	1ms	—	2ms
Longest Time	1ms	—	1ms	1ms	—	2ms
Median Time	1ms	—	1ms	1ms	—	2ms
PStDev Time	0ms	—	0ms	0ms	—	0ms

Other Changes	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Dispatch Time	—	—	—	1ms	—	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	0	0	0	1	0	1
Mean Time	—	—	—	1ms	—	3ms
Shortest Time	—	—	—	1ms	—	3ms

Other Changes	2018-07	2018-08	2018-09	2018-10	2018-11	<b>2018-12</b>
Longest Time	—	—	—	1ms	—	3ms
Median Time	—	—	—	1ms	—	3ms
PStDev Time	—	—	—	0ms	—	0ms

## Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2018-07	2018-08	2018-09	2018-10	2018-11	<b>2018-12</b>
Affirmation Time	1ms	1ms	0.3ms	0.7ms	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	15	11	19	27	22	56
Mean Time	0.27ms	0.18ms	0.16ms	0.07ms	0.27ms	0.11ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	3ms	1ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.44ms	0.39ms	0.67ms	0.26ms	0.45ms	0.31ms

Routine (Non-Technical)	2018-07	2018-08	2018-09	2018-10	2018-11	<b>2018-12</b>
Affirmation Time	1ms	1ms	1ms	0.4ms	1ms	0.65ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	17	220	16	13	12	8
Mean Time	0.29ms	0.12ms	0.19ms	0.08ms	0.25ms	0.12ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	1ms	1ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms

Routine (Non-Technical)	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
PStDev Time	0.46ms	0.33ms	0.39ms	0.27ms	0.43ms	0.33ms

gTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Affirmation Time	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	0	0	1	0	0
Mean Time	0ms	—	—	0ms	—	—
Shortest Time	0ms	—	—	0ms	—	—
Longest Time	0ms	—	—	0ms	—	—
Median Time	0ms	—	—	0ms	—	—
PStDev Time	0ms	—	—	0ms	—	—

ccTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Affirmation Time	—	—	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	1	0	0	0
Mean Time	—	—	0ms	—	—	—
Shortest Time	—	—	0ms	—	—	—
Longest Time	—	—	0ms	—	—	—
Median Time	—	—	0ms	—	—	—
PStDev Time	—	—	0ms	—	—	—

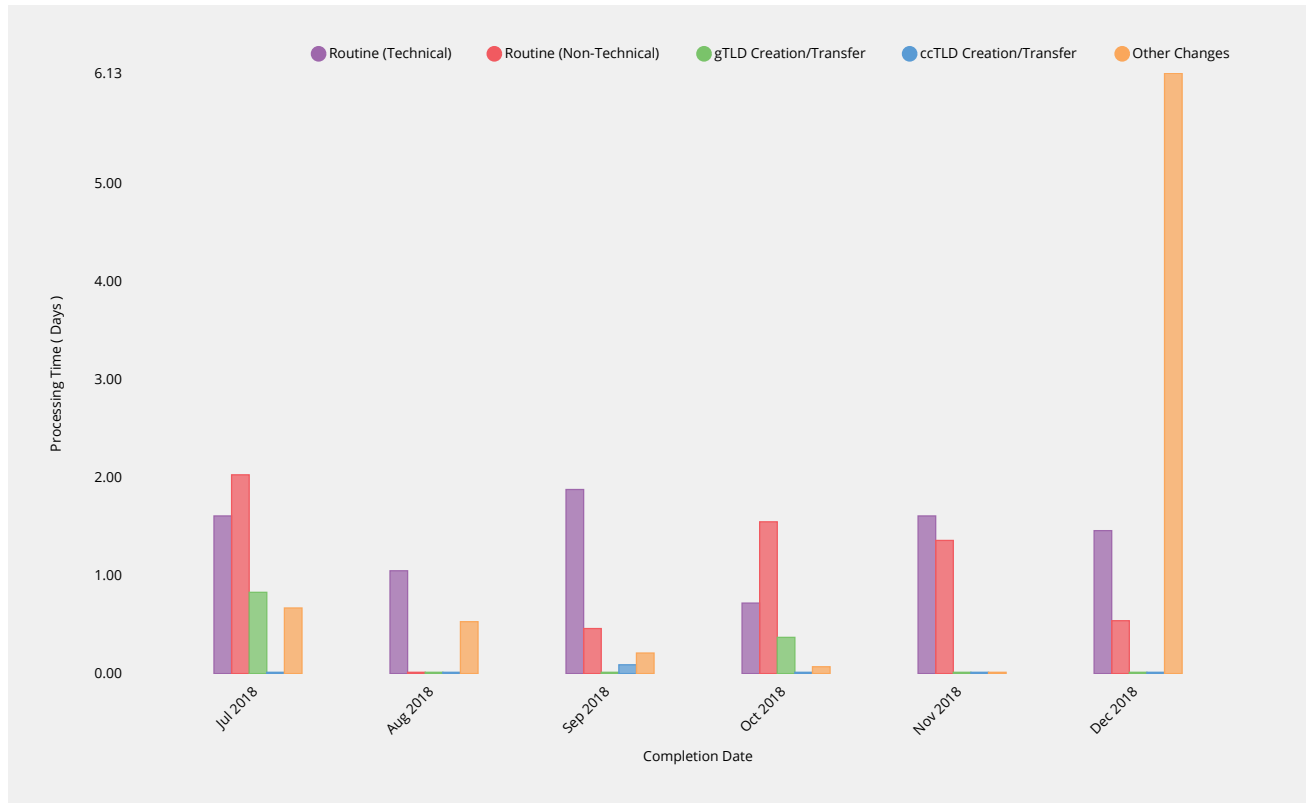
Other Changes	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Affirmation Time	0ms	0ms	1ms	0ms	—	0ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	1	1	4	2	0	2
Mean Time	0ms	0ms	0.5ms	0ms	—	0ms
Shortest Time	0ms	0ms	0ms	0ms	—	0ms
Longest Time	0ms	0ms	1ms	0ms	—	0ms
Median Time	0ms	0ms	0.5ms	0ms	—	0ms
PStDev Time	0ms	0ms	0.5ms	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)	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Processing Time	1.61d	1.05d	1.88d	0.72d	1.61d	1.46d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	15	11	19	27	22	56
Mean Time	0.86d	0.72d	0.78d	0.42d	0.94d	0.91d
Shortest Time	0d	0.07d	0.05d	0.12d	0.03d	0d
Longest Time	1.86d	1.2d	3.95d	1.03d	2.91d	2.82d
Median Time	0.76d	0.91d	0.37d	0.41d	0.66d	0.71d
PStDev Time	0.6d	0.37d	1.01d	0.21d	0.71d	0.6d

Routine (Non-Technical)	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Processing Time	2.03d	0d	0.46d	1.55d	1.36d	0.54d
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	218	16	13	12	11
Mean Time	0.76d	0.02d	0.25d	0.48d	2.18d	0.2d
Shortest Time	0d	0d	0.03d	0.02d	0.03d	0d
Longest Time	3.6d	0.82d	0.5d	1.94d	20.88d	0.7d
Median Time	0.27d	0d	0.16d	0.18d	0.63d	0.21d
PStDev Time	1.08d	0.09d	0.19d	0.62d	5.65d	0.22d

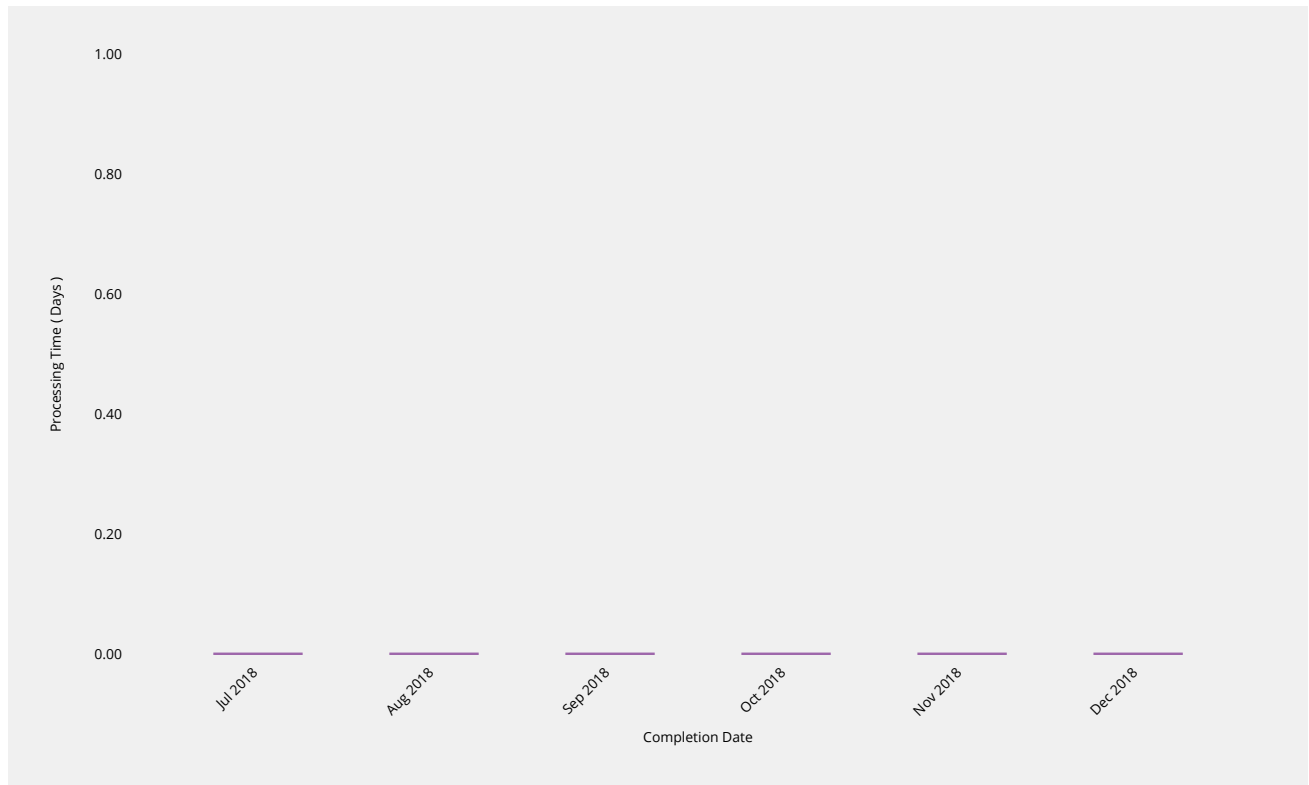
gTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Processing Time	0.83d	—	—	0.37d	—	—
Monthly Threshold	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	1	0	0	1	0	0
Mean Time	0.83d	—	—	0.37d	—	—
Shortest Time	0.83d	—	—	0.37d	—	—
Longest Time	0.83d	—	—	0.37d	—	—
Median Time	0.83d	—	—	0.37d	—	—
PStDev Time	0d	—	—	0d	—	—

ccTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Processing Time	—	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	0	1	1	0	0	0
Mean Time	—	0.01d	0.09d	—	—	—
Shortest Time	—	0.01d	0.09d	—	—	—
Longest Time	—	0.01d	0.09d	—	—	—
Median Time	—	0.01d	0.09d	—	—	—
PStDev Time	—	0d	0d	—	—	—

Other Changes	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Processing Time	0.67d	0.53d	0.21d	0.07d	—	6.13d
Monthly Threshold	0d	0d	0d	0d	0d	0d
Threshold Percentile	—	—	—	—	—	—
Request Count	1	1	4	2	0	2
Mean Time	0.67d	0.53d	0.14d	0.04d	—	3.14d
Shortest Time	0.67d	0.53d	0.05d	0d	—	0.15d
Longest Time	0.67d	0.53d	0.21d	0.07d	—	6.13d
Median Time	0.67d	0.53d	0.16d	0.04d	—	3.14d
PStDev Time	0d	0d	0.07d	0.04d	—	2.99d

## Third Party Approval

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

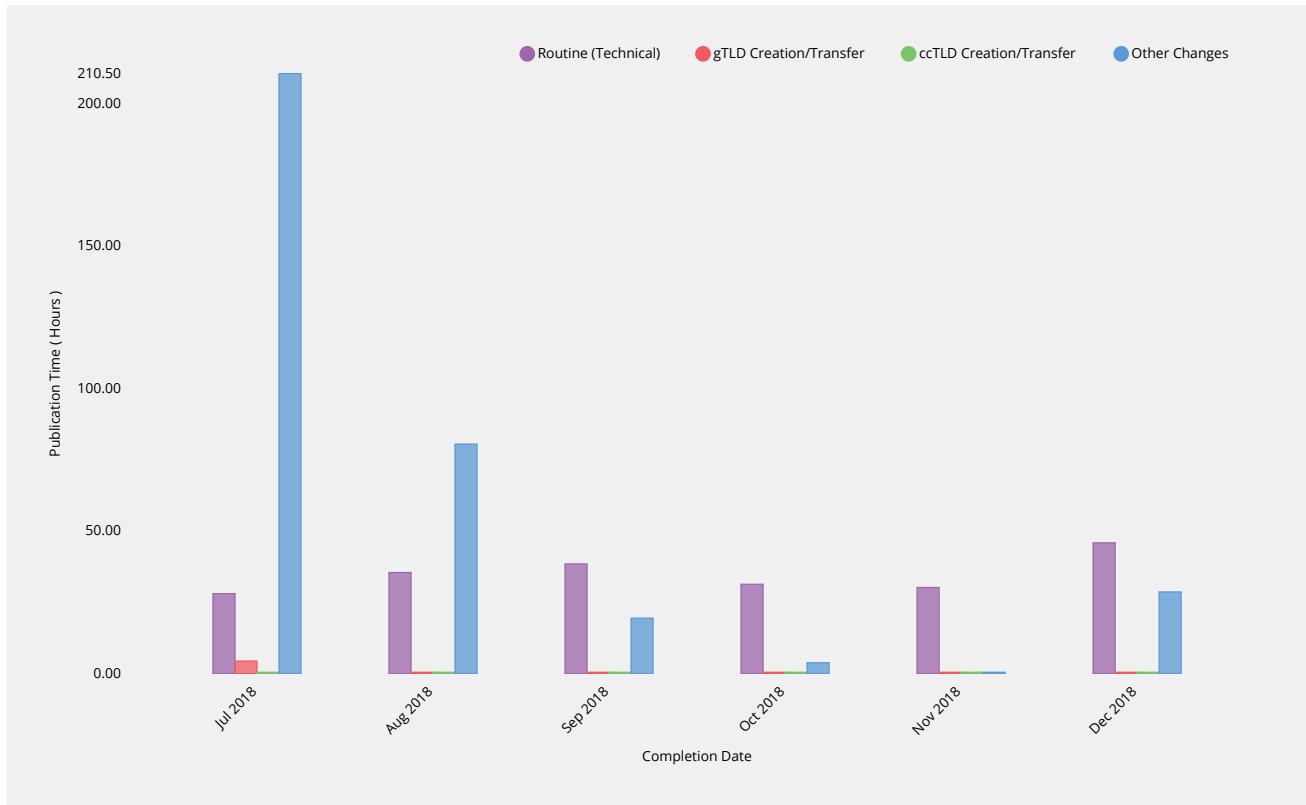


ccTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	<b>2018-12</b>
Processing Time	—	—	—	—	—	—
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	—	—	—	—	—	—
Request Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

# Implementation

## Root Zone Publication

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



Routine (Technical)	2018-07	2018-08	2018-09	2018-10	2018-11	<b>2018-12</b>
Publication Time	28.02h	35.44h	38.46h	31.32h	30.19h	45.84h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	15	11	19	27	22	55
Mean Time	12.46h	16.99h	17.27h	7.52h	14.24h	11.65h
Shortest Time	0.85h	0.69h	2.21h	0.52h	1.1h	0.46h
Longest Time	28.03h	36.37h	39.11h	31.64h	31.16h	64.82h
Median Time	4.45h	21.88h	18.35h	6.01h	10.94h	12.72h
PStDev Time	10.69h	11.38h	9.77h	8.47h	9.39h	11.18h

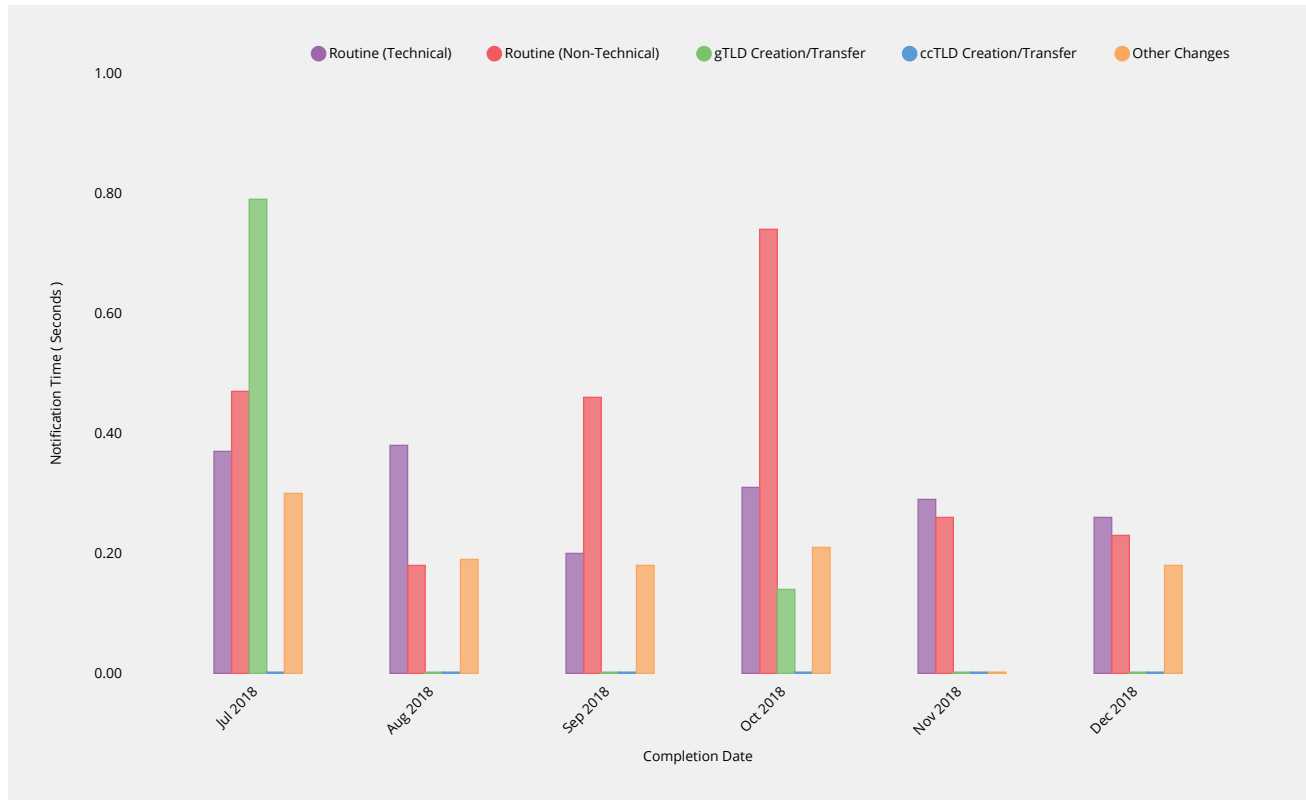
gTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	<b>2018-12</b>
Publication Time	4.38h	—	—	—	—	—
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	1	0	0	0	0	0
Mean Time	4.38h	—	—	—	—	—
Shortest Time	4.38h	—	—	—	—	—
Longest Time	4.38h	—	—	—	—	—
Median Time	4.38h	—	—	—	—	—
PStDev Time	0h	—	—	—	—	—

ccTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
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	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Publication Time	210.5h	80.48h	19.44h	3.81h	—	28.64h
Monthly Threshold	0h	0h	0h	0h	0h	0h
Threshold Percentile	—	—	—	—	—	—
Publication Count	1	1	4	2	0	1
Mean Time	210.5h	80.48h	15.3h	2.09h	—	28.64h
Shortest Time	210.5h	80.48h	3.26h	0.36h	—	28.64h
Longest Time	210.5h	80.48h	19.44h	3.81h	—	28.64h
Median Time	210.5h	80.48h	19.24h	2.09h	—	28.64h
PStDev Time	0h	0h	6.95h	1.73h	—	0h

## Notification of Completion

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



Routine (Technical)	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Notification Time	0.37s	0.38s	0.2s	0.31s	0.29s	0.26s
Monthly Threshold	60s	60s	60s	60s	60s	60s

Routine (Technical)	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	15	11	19	27	22	55
Mean Time	0.25s	0.24s	0.16s	0.18s	0.19s	0.18s
Shortest Time	0.2s	0.16s	0.12s	0.11s	0.14s	0.13s
Longest Time	0.38s	0.41s	0.27s	0.41s	0.3s	0.3s
Median Time	0.24s	0.2s	0.15s	0.16s	0.17s	0.16s
PStDev Time	0.05s	0.08s	0.03s	0.07s	0.05s	0.04s

Routine (Non-Technical)	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Notification Time	0.47s	0.18s	0.46s	0.74s	0.26s	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	17	218	16	13	12	8
Mean Time	0.28s	0.14s	0.23s	0.3s	0.2s	0.18s
Shortest Time	0.19s	0.12s	0.12s	0.14s	0.15s	0.14s
Longest Time	1.2s	0.36s	1.24s	1.18s	0.27s	0.25s
Median Time	0.22s	0.14s	0.16s	0.21s	0.21s	0.17s
PStDev Time	0.23s	0.03s	0.26s	0.27s	0.04s	0.03s

gTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Notification Time	0.79s	—	—	0.14s	—	—
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	0	0	1	0	0
Mean Time	0.79s	—	—	0.14s	—	—
Shortest Time	0.79s	—	—	0.14s	—	—
Longest Time	0.79s	—	—	0.14s	—	—
Median Time	0.79s	—	—	0.14s	—	—
PStDev Time	0s	—	—	0s	—	—

ccTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Notification Time	—	—	—	—	—	—
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	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

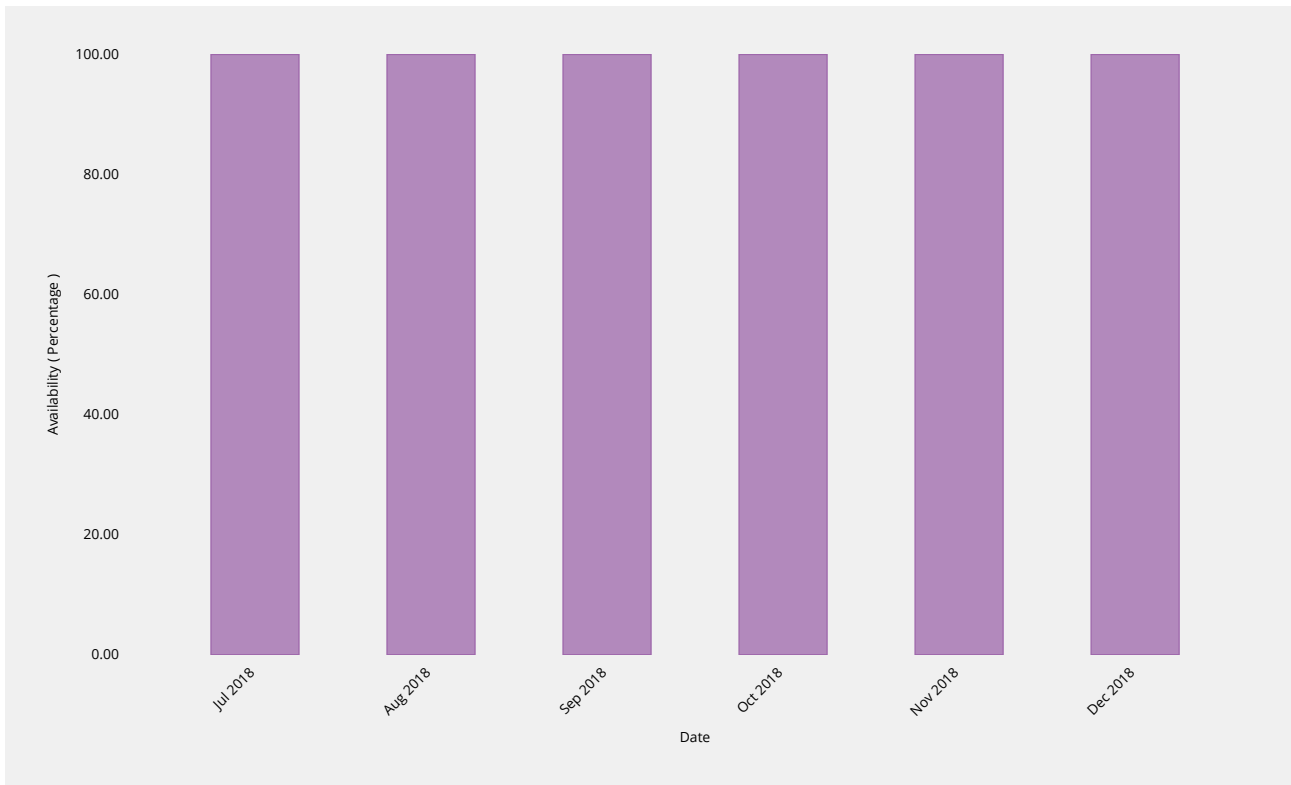
Other Changes	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Notification Time	0.3s	0.19s	0.18s	0.21s	—	0.18s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	1	1	4	2	0	2
Mean Time	0.3s	0.19s	0.16s	0.18s	—	0.16s
Shortest Time	0.3s	0.19s	0.13s	0.16s	—	0.14s
Longest Time	0.3s	0.19s	0.18s	0.21s	—	0.18s
Median Time	0.3s	0.19s	0.15s	0.18s	—	0.16s

Other Changes	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
PStDev Time	0s	0s	0.02s	0.03s	—	0.02s

## System Availability

### IANA Website

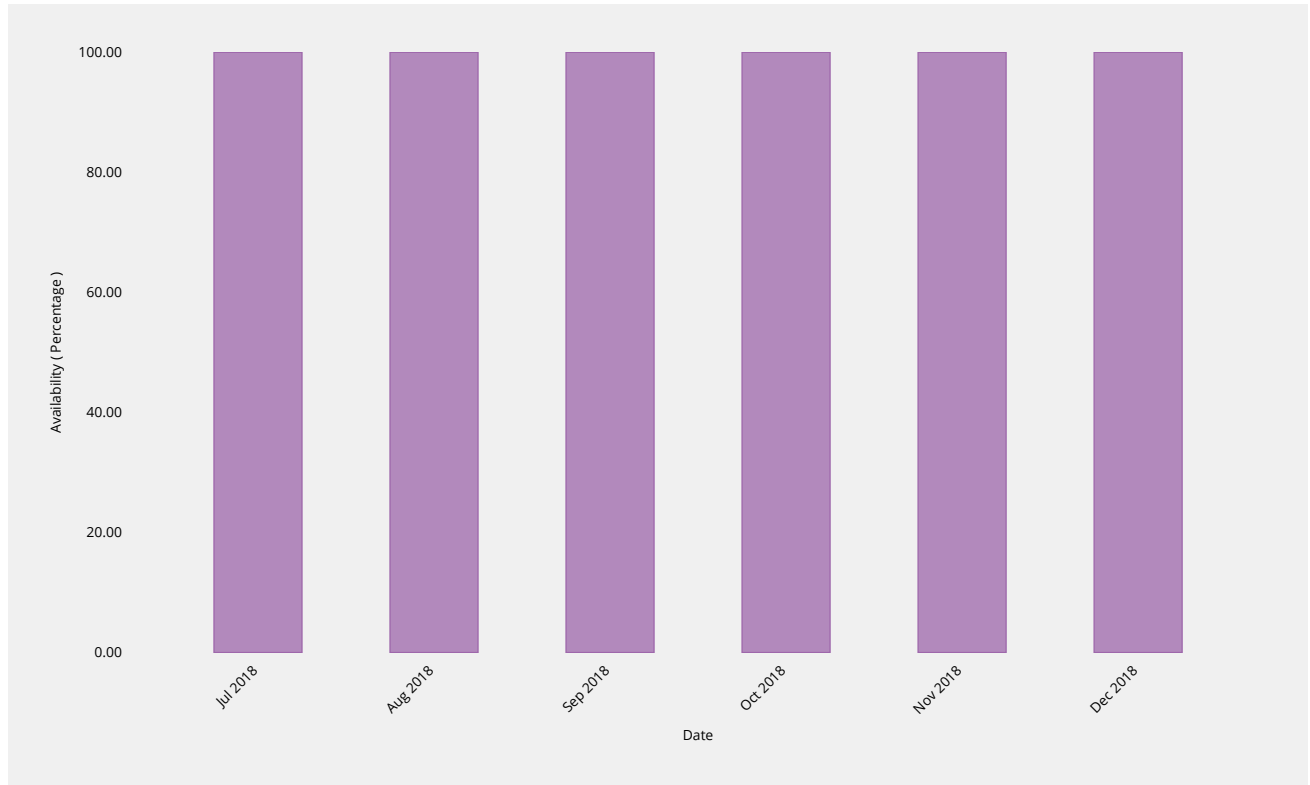
Percentage availability of IANA website for consulting documentations and other posted materials.



IANA Site Availability	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
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.

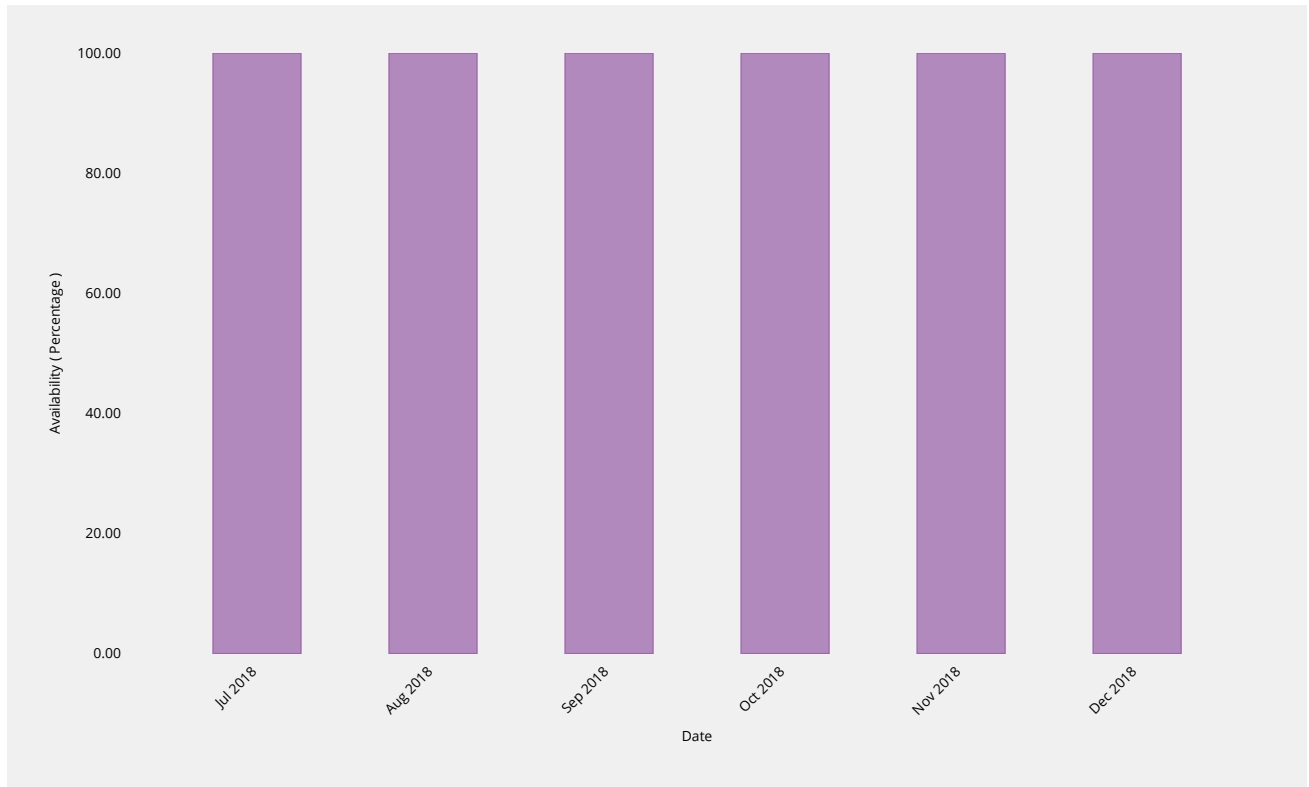


RZM Availability	2018-07	2018-08	2018-09	2018-10	2018-11	<b>2018-12</b>
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%



## Directory Service

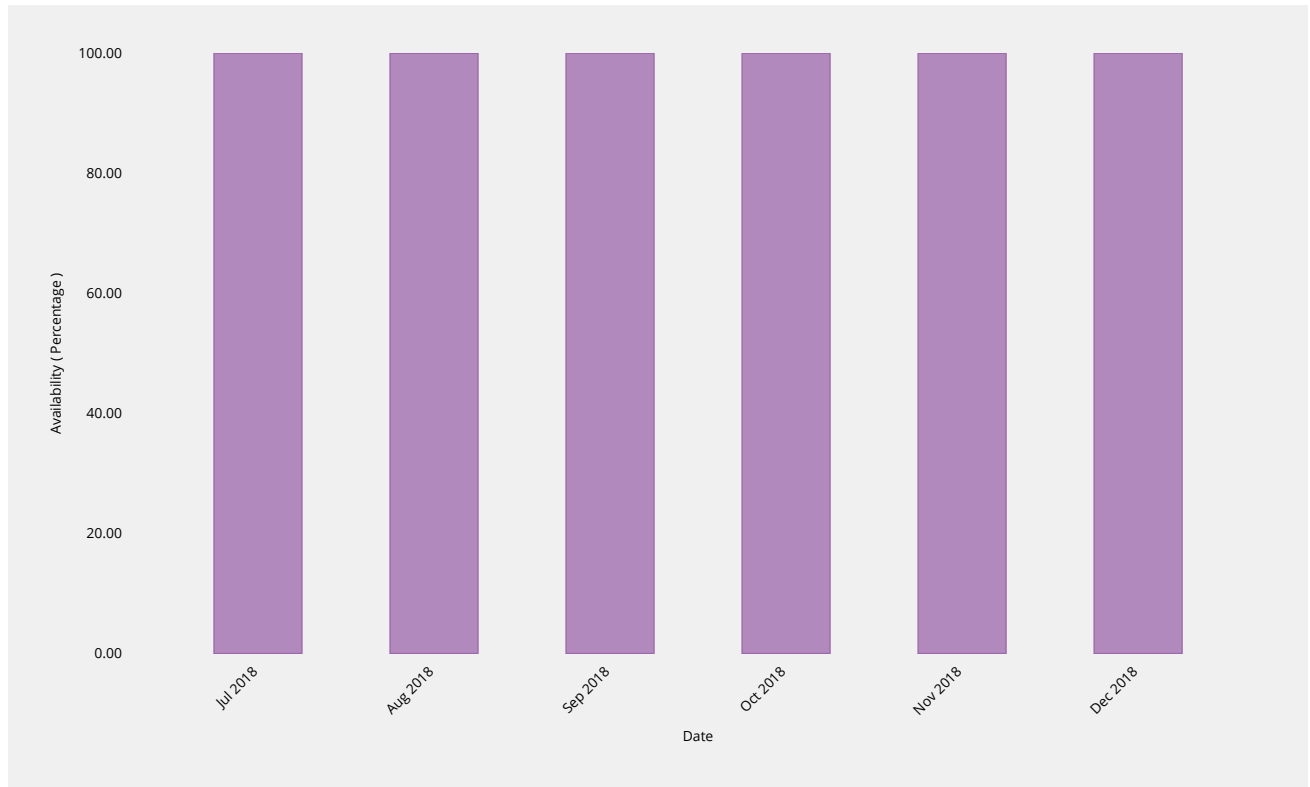
Percentage availability of WHOIS server and other registration data publication services.



WHOIS Availability	2018-07	2018-08	2018-09	2018-10	2018-11	<b>2018-12</b>
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Root Zone Service Level Dashboard

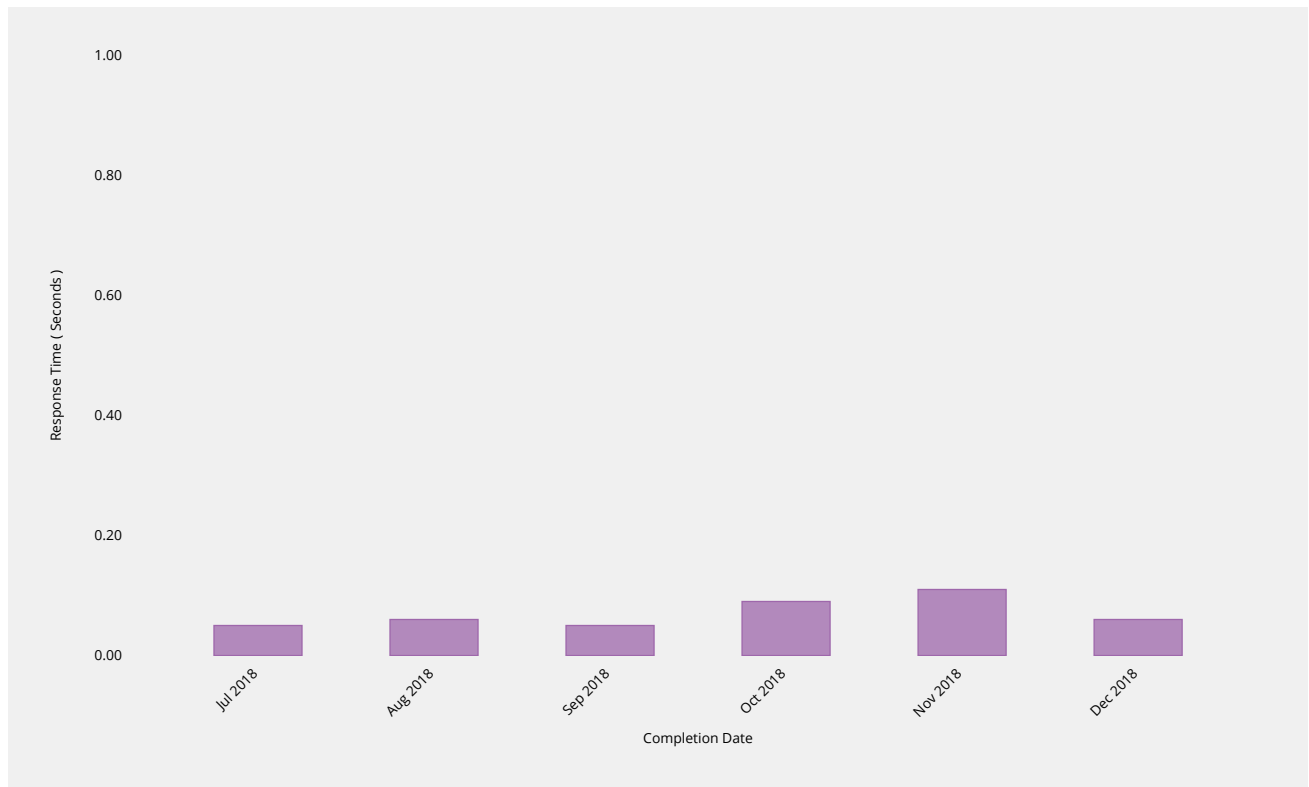
Availability of accurate, timely reporting to these standards via dashboard and other mechanisms.



Dashboard Availability	2018-07	2018-08	2018-09	2018-10	2018-11	<b>2018-12</b>
Availability	100%	99.99%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Credential Recovery

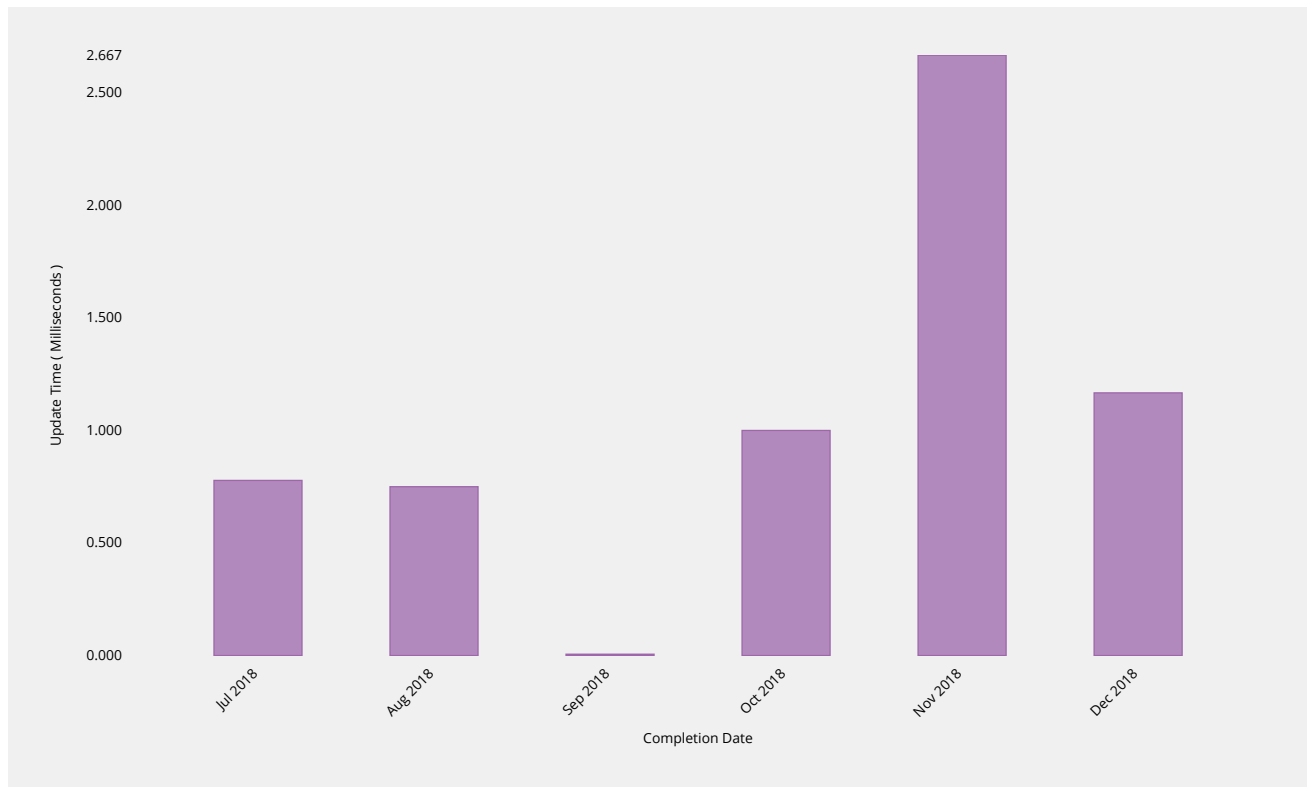
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2018-07	2018-08	2018-09	2018-10	2018-11	<b>2018-12</b>
Response Time	0.05s	0.06s	0.05s	0.09s	0.11s	0.06s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Response Count	9	10	3	9	22	28
Mean Time	0.04s	0.05s	0.05s	0.05s	0.03s	0.02s
Shortest Time	0.03s	0.04s	0.04s	0.03s	0s	0s
Longest Time	0.05s	0.06s	0.05s	0.09s	0.21s	0.07s
Median Time	0.04s	0.04s	0.04s	0.04s	0.01s	0s
PStDev Time	0.01s	0.01s	0s	0.02s	0.05s	0.02s

## Credential Change

Time to implement new password within the system.

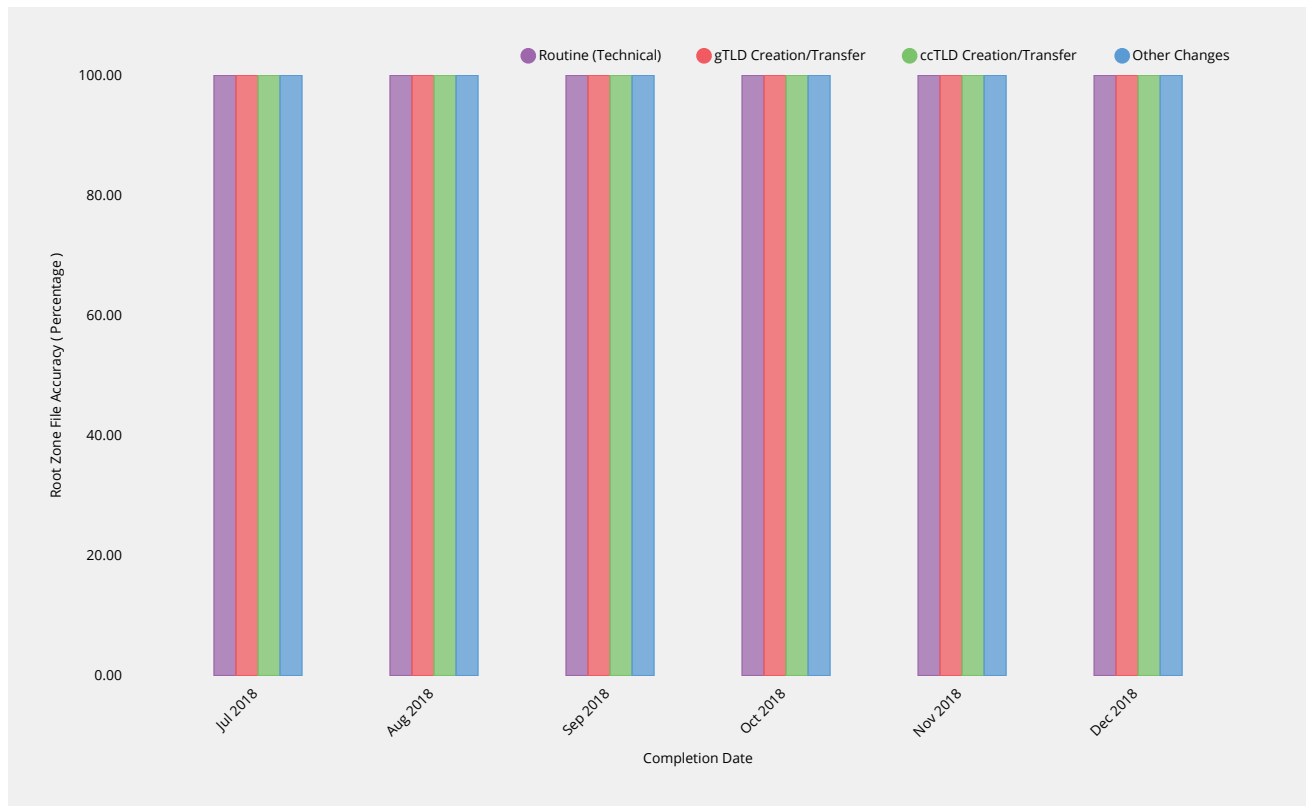


Credential Change	2018-07	2018-08	2018-09	2018-10	2018-11	<b>2018-12</b>
Update Time	1ms	2.3ms	0ms	2ms	9.5ms	<b>2.75ms</b>
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Update Count	9	8	2	6	6	6
Mean Time	0.778ms	0.75ms	0ms	1ms	2.667ms	1.167ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	3ms	0ms	2ms	12ms	3ms
Median Time	1ms	0.5ms	0ms	1ms	1ms	1ms
PStDev Time	0.416ms	0.968ms	0ms	0.816ms	4.23ms	1.067ms

## Accuracy

### Root Zone File

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



Routine (Technical)	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
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	15	11	19	27	22	55

gTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
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	0	0	1	0	0

ccTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
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	0	0	0

Other Changes	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0



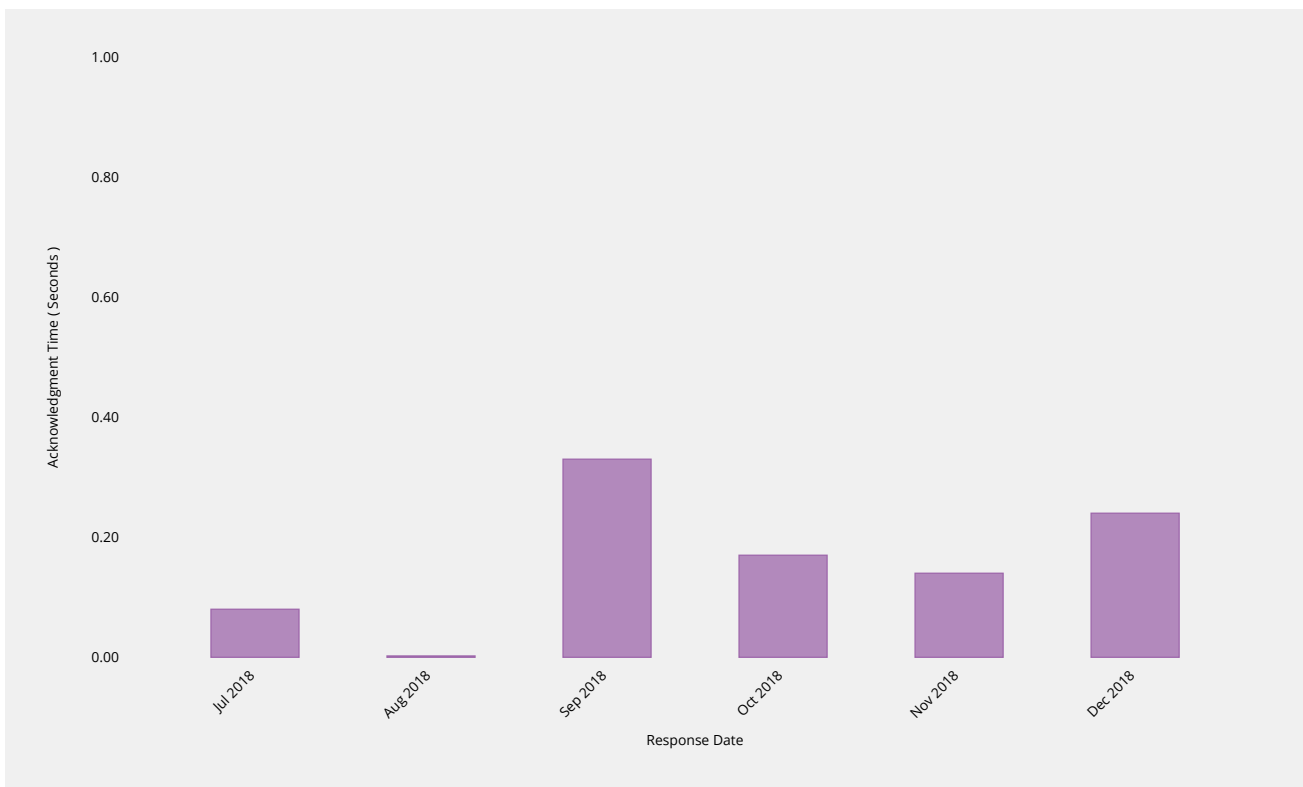
ccTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	0	0	0	0	0	0

Other Changes	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
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	4	2	0	2

## Enquiry Processing

### Time to acknowledge

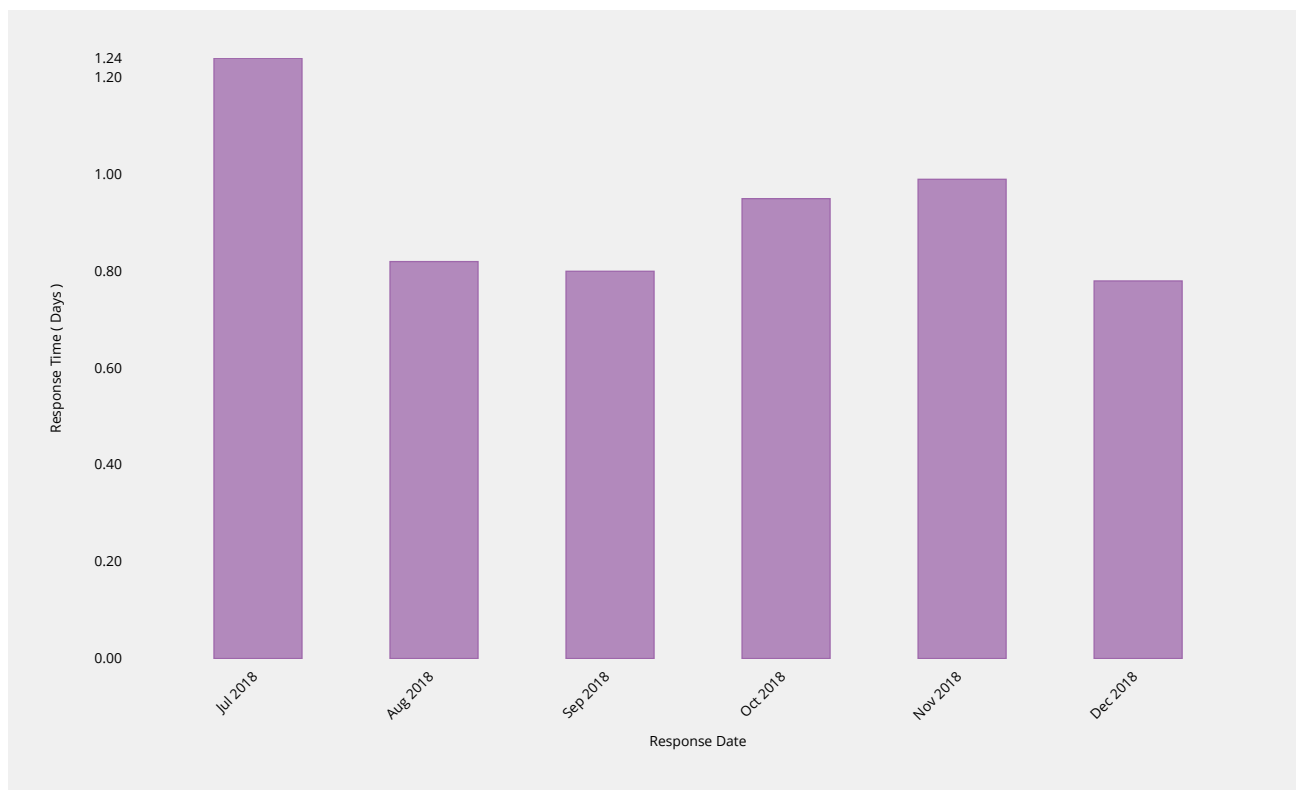
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Acknowledgment Time	0.4s	0s	0.9s	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	13	3	3	12	14	17
Mean Time	0.08s	0s	0.33s	0.17s	0.14s	0.24s
Shortest Time	0s	0s	0s	0s	0s	0s
Longest Time	1s	0s	1s	1s	1s	1s
Median Time	0s	0s	0s	0s	0s	0s
PStDev Time	0.27s	0s	0.47s	0.37s	0.35s	0.42s

## Time to initial response

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



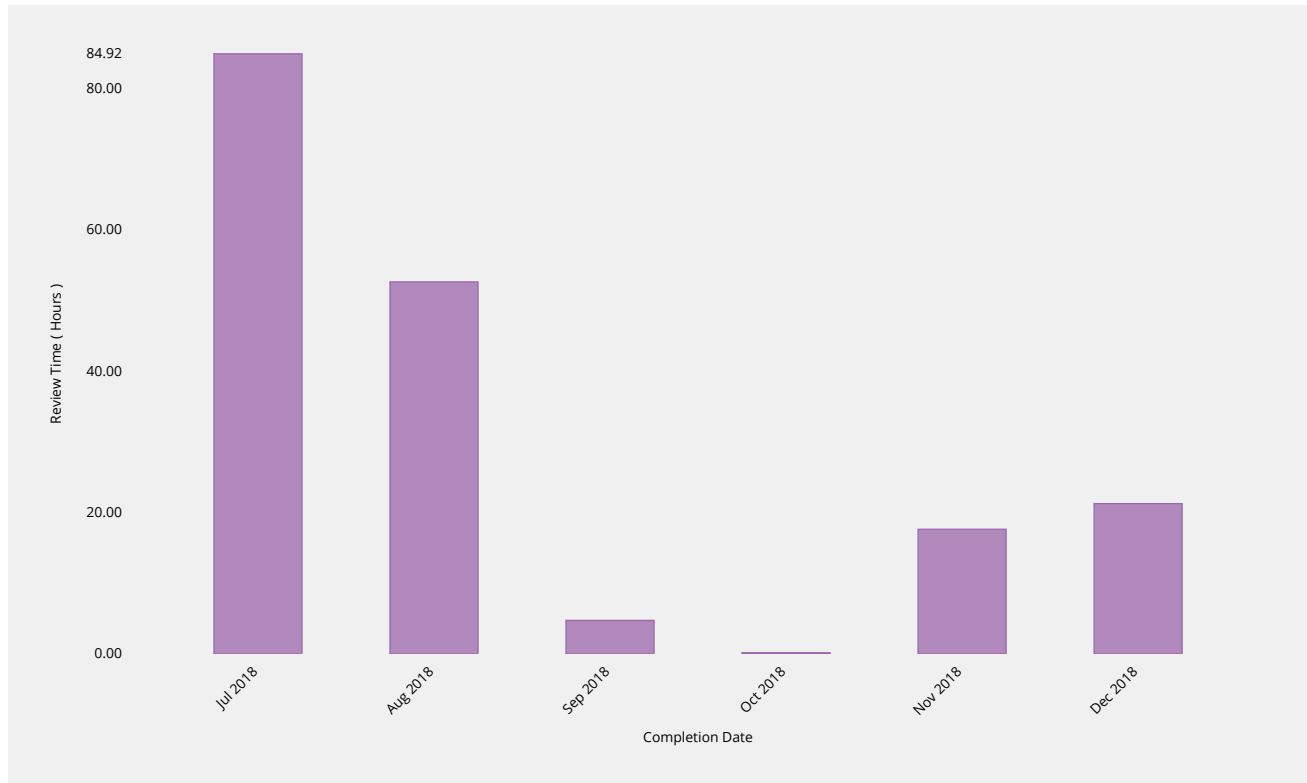
Manual Enquiries	2018-07	2018-08	2018-09	2018-10	2018-11	<b>2018-12</b>
Response Time	3.89d	1.52d	1.4d	2.95d	2.77d	1.91d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	13	3	3	11	15	17
Mean Time	1.24d	0.82d	0.8d	0.95d	0.99d	0.78d
Shortest Time	0.01d	0.14d	0.27d	0d	0.09d	0d
Longest Time	4.37d	1.76d	1.62d	3.18d	3.04d	3.02d
Median Time	0.44d	0.55d	0.5d	0.44d	0.46d	0.48d
PStDev Time	1.55d	0.69d	0.59d	1.09d	1.04d	0.81d



## Label Generation Rulesets

### Review Time

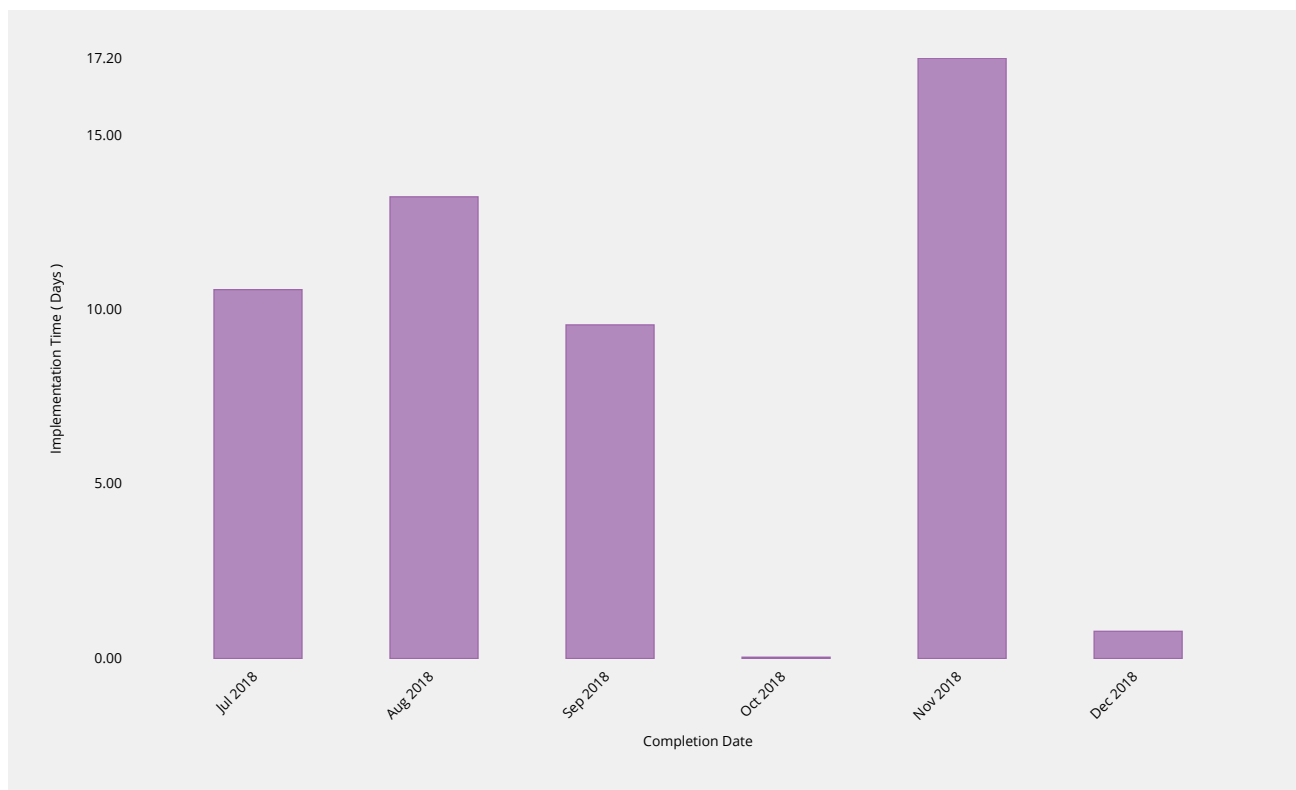
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2018-07	2018-08	2018-09	2018-10	2018-11	<b>2018-12</b>
Mean Time	84.92h	52.65h	4.76h	—	17.65h	21.28h
Monthly Threshold	0h	0h	0h	0h	0h	0h
Review Count	75	27	13	0	8	3
Shortest Time	0.61h	0.18h	0.43h	—	0.15h	0.13h
Longest Time	151.12h	151.12h	22.43h	—	88.13h	53.35h
Median Time	59.16h	33.4h	1.17h	—	6.08h	10.36h
PStDev Time	48.54h	50.57h	6.61h	—	28.25h	23.06h

## Implementation Time

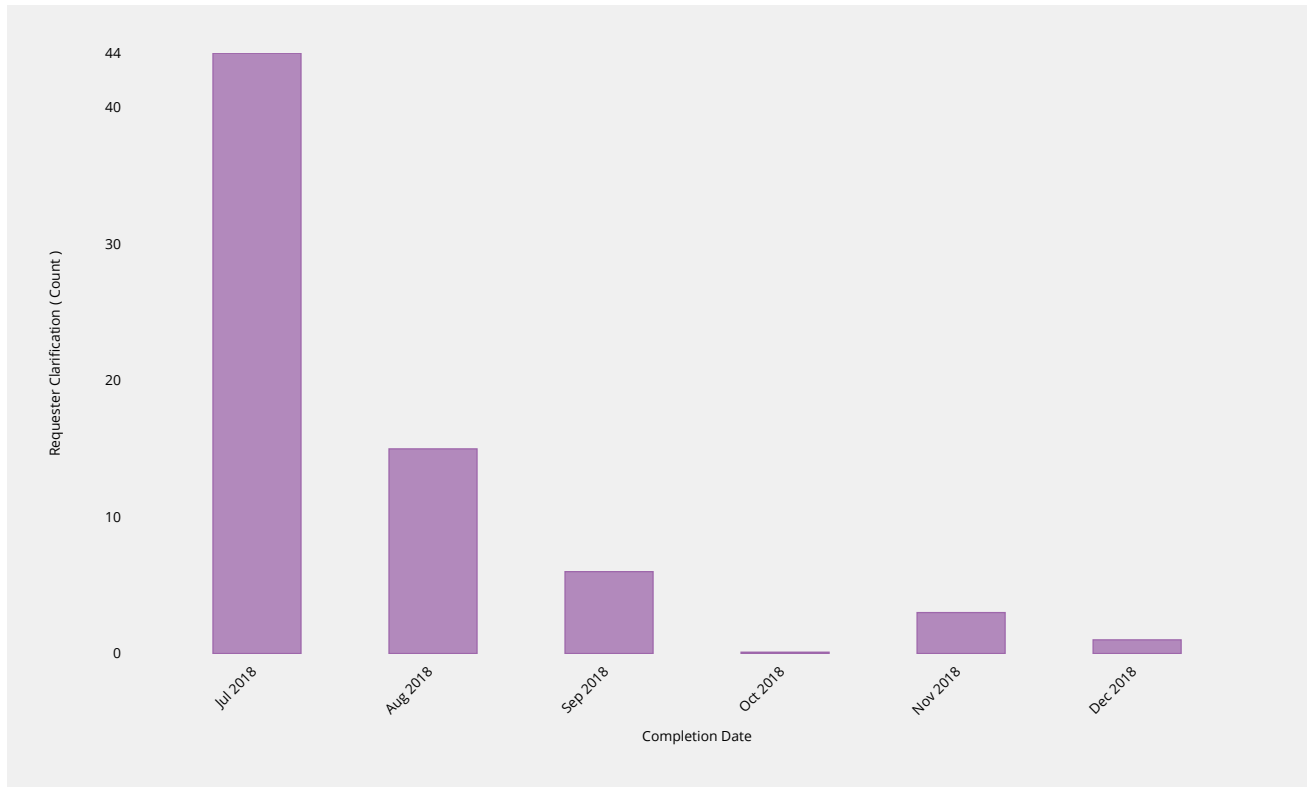
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2018-07	2018-08	2018-09	2018-10	2018-11	<b>2018-12</b>
Mean Time	10.57d	13.23d	9.56d	—	17.2d	0.78d
Monthly Threshold	0d	0d	0d	0d	0d	0d
Request Count	31	13	7	0	5	2
Shortest Time	2.14d	1.11d	0.28d	—	0.33d	0.39d
Longest Time	18.82d	22.88d	17.09d	—	41.57d	1.17d
Median Time	10.32d	14.32d	6.71d	—	5.16d	0.78d
PStDev Time	5.65d	5.86d	5.75d	—	18.77d	0.39d

## Requester Clarification

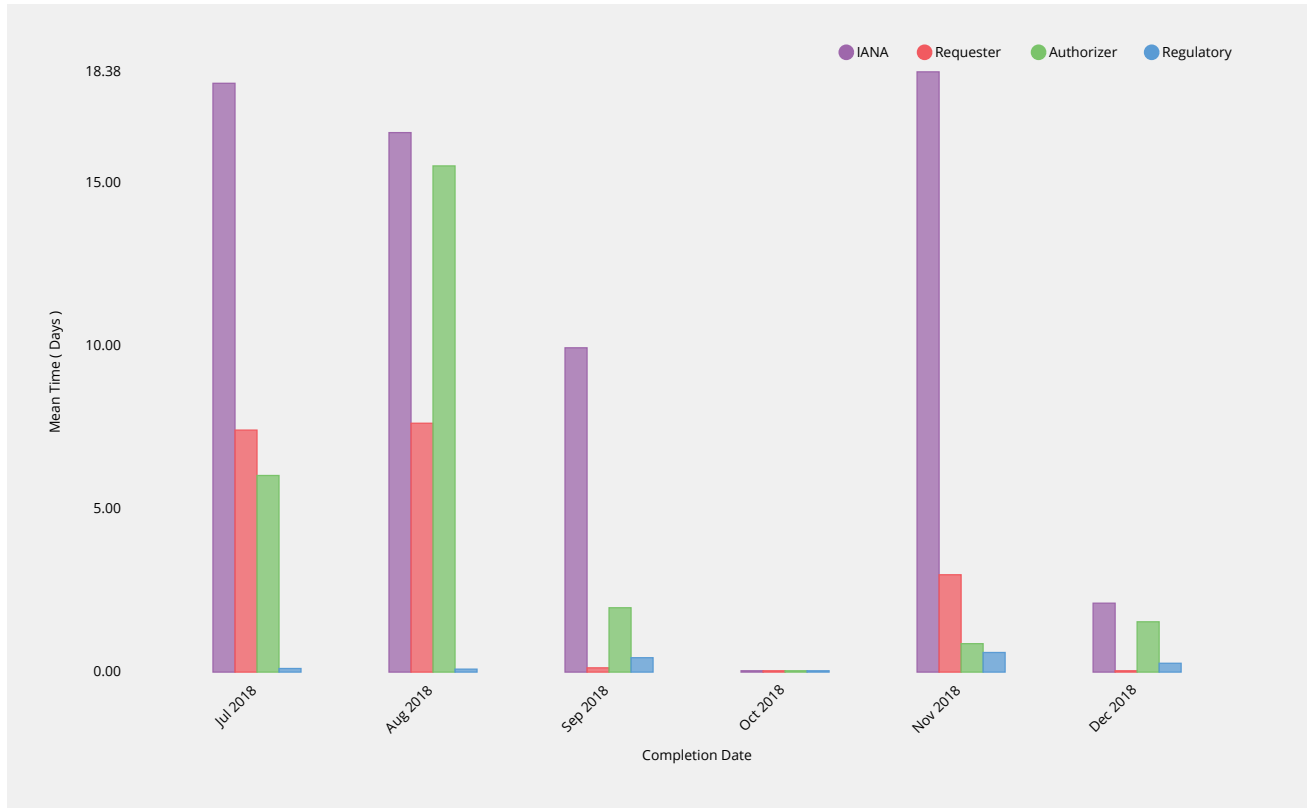
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2018-07	2018-08	2018-09	2018-10	2018-11	<b>2018-12</b>
Count	44	15	6	—	3	1
Request Count	33	14	7	0	5	2
Shortest Clarification	1	0	0	—	0	0
Longest Clarification	3	2	1	—	1	1

## Time per Actor

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



IANA	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Mean Time	18.03d	16.52d	9.93d	—	18.38d	2.11d
Review Count	33	14	7	0	5	2
Shortest Time	7.76d	1.39d	1.31d	—	0.33d	1.6d
Longest Time	27.53d	25.21d	17.17d	—	41.94d	2.62d
Median Time	18.54d	18.43d	6.86d	—	9.26d	2.11d
PStDev Time	6.72d	7.76d	5.59d	—	18.71d	0.51d

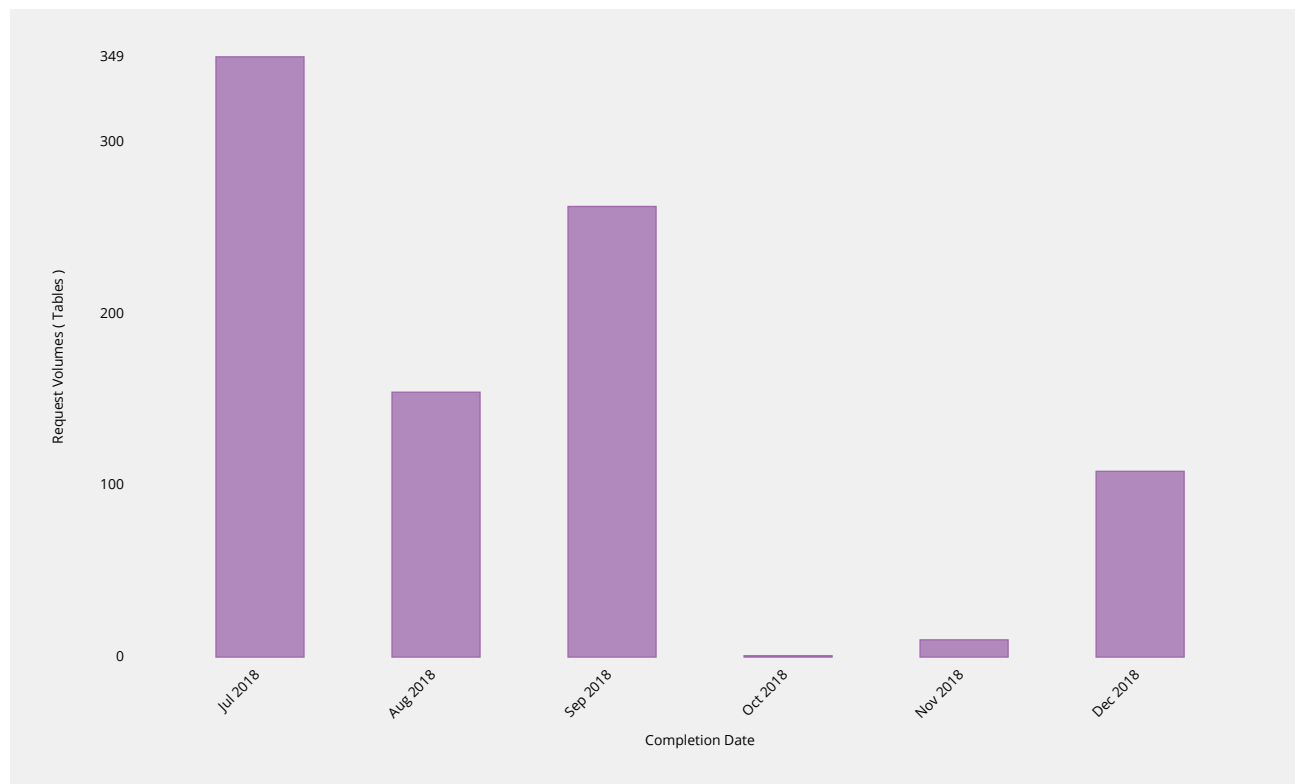
Requester	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Mean Time	7.41d	7.62d	0.13d	—	2.98d	0d
Review Count	33	11	6	0	3	1
Shortest Time	0.64d	0.06d	0.02d	—	0d	0d
Longest Time	32.64d	31.63d	0.54d	—	8.83d	0d
Median Time	0.64d	0.76d	0.06d	—	0.12d	0d
PStDev Time	10.54d	11.09d	0.19d	—	4.13d	0d

Authorizer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12
Mean Time	6.02d	15.5d	1.97d	—	0.87d	1.54d
Review Count	31	13	7	0	5	2
Shortest Time	0d	0.02d	0.01d	—	0.01d	0.69d
Longest Time	23.8d	34.22d	5.44d	—	3.6d	2.4d
Median Time	2.85d	11.22d	2.36d	—	0.06d	1.54d
PStDev Time	6.61d	12.84d	1.69d	—	1.38d	0.85d

Regulatory	2018-07	2018-08	2018-09	2018-10	2018-11	<b>2018-12</b>
Mean Time	0.11d	0.09d	0.44d	—	0.6d	0.27d
Review Count	31	13	6	0	5	2
Shortest Time	0d	0.02d	0.02d	—	0d	0.01d
Longest Time	1.52d	0.44d	0.74d	—	2.35d	0.53d
Median Time	0.04d	0.04d	0.58d	—	0.24d	0.27d
PStDev Time	0.26d	0.12d	0.32d	—	0.88d	0.26d

## Request Volumes

Total number of LGRs added or modified.



Request Volumes	2018-07	2018-08	2018-09	2018-10	2018-11	<b>2018-12</b>
Total LGRs Processed	349	154	262	—	10	108
Request Count	31	13	7	0	5	2
Average LGRs per Request	11	12	37	—	2	54
Smallest per Request	1	1	1	—	1	4
Largest per Request	60	64	238	—	3	104

# 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.