

# IANA Naming Function Monthly Performance Report

March 2024

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## Summary of Performance

Metric	Category	Expected	Actual	Detail
<b>Submission</b>				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 0.00s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.00s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 0.00s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.01d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.01d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ 0.00d	p8
<b>Technical Checks</b>				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 2.10m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ 1.46m	p10
Technical Check (Retest)	Routine (Technical)	≤10m (95.0%)	✓ 1.42m	p10
Technical Check (Retest)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p11
Technical Check (Retest)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p11
Technical Check (Retest)	Other Changes	≤10m (95.0%)	✓ —	p11
Technical Check (Supplemental)	Routine (Technical)	≤10m (95.0%)	✓ 1.11m	p12
Technical Check (Supplemental)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	Other Changes	≤10m (95.0%)	✓ 0.84m	p13
<b>Contact Confirmations</b>				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 2732.50ms	p13
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1262.65ms	p14
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p14
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p14
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ 4453.55ms	p15
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 0.87ms	p16
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1.55ms	p16
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%)	✓ 0.80ms	p16
<b>Staff Processing</b>				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.77d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.57d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ —	p18
Validation and Reviews	ccTLD Creation/Transfer	N/A	—	p18
Validation and Reviews	Other Changes	N/A	0.36d	p18
Third Party Approval	ccTLD Creation/Transfer	N/A	—	p19
<b>ccTLD Creation/Transfer</b>				

Metric	Category	Expected	Actual	Detail
Submission Review	Staff Review	≤14d (100.0%)	✓ —	p20
Requester Clarification	Requester Clarification	N/A	—	p21
Report Preparation	Report Preparation	≤21d (100.0%)	✓ —	p22
<b>Implementation</b>				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 23.43h	p23
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p23
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p23
Root Zone Publication	Other Changes	N/A	5.73h	p24
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 2.06s	p24
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 1.56s	p25
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p25
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p25
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 1.58s	p25
<b>System Availability</b>				
IANA Website	IANA Site Availability	≥99%	✓ 99.99%	p26
Root Zone Management System	RZM Availability	≥99%	✓ 99.78%	p27
Directory Service	WHOIS Availability	≥99%	✓ 100.00%	p28
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100.00%	p29
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 1.20s	p30
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 1251.699ms	p31
<b>Accuracy</b>				
Root Zone File	Routine (Technical)	100%	✓ 100.00%	p32
Root Zone File	gTLD Creation/Transfer	100%	✓ 100.00%	p32
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100.00%	p32
Root Zone File	Other Changes	100%	✓ 100.00%	p32
Root Zone Database	Routine (Technical)	100%	✓ 100.00%	p33
Root Zone Database	Routine (Non-Technical)	100%	✓ 100.00%	p33
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100.00%	p33
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100.00%	p33
Root Zone Database	Other Changes	100%	✓ 100.00%	p34
<b>Enquiry Processing</b>				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 1.00s	p34
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 1.75d	p35
<b>Label Generation Rulesets</b>				
Review Time	Review Time	≤5d (90.0%)	✓ 1.30d	p36
Implementation Time	Implementation Time	≤7d (90.0%)	✓ 1.32d	p37
Requester Clarification	Requester Clarification	N/A	0	p38
Time per Actor	IANA	N/A	5.22d	p39
Time per Actor	Requester	N/A	—	p39
Time per Actor	Authorizer	N/A	—	p39
Time per Actor	Regulatory	N/A	—	p39
Request Volumes	Request Volumes	N/A	17	p40

Percentage of SLA thresholds met of those defined

64 of 64 (100.0%)

## Exceptions and Narrative for Reporting Period

There were no exceptions for the reporting period.







gTLD Creation/Transfer	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Lodgment Count	1	0	0	6	1	0	0	2	1	0	8	12	0
Mean Time	0.00d	—	—	0.01d	0.00d	—	—	0.01d	0.01d	—	0.00d	0.00d	—
Shortest Time	0.00d	—	—	0.00d	0.00d	—	—	0.01d	0.01d	—	0.00d	0.00d	—
Longest Time	0.00d	—	—	0.02d	0.00d	—	—	0.01d	0.01d	—	0.01d	0.01d	—
Median Time	0.00d	—	—	0.00d	0.00d	—	—	0.01d	0.01d	—	0.00d	0.00d	—
PStDev Time	0.00d	—	—	0.01d	0.00d	—	—	0.00d	0.00d	—	0.00d	0.00d	—

ccTLD Creation/Transfer	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Lodgment Time	—	—	—	—	—	—	—	—	—	—	0.01d	0.00d	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	0	0	0	0	0	0	0	0	2	1	0
Mean Time	—	—	—	—	—	—	—	—	—	—	0.01d	0.00d	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	0.00d	0.00d	—
Longest Time	—	—	—	—	—	—	—	—	—	—	0.01d	0.00d	—
Median Time	—	—	—	—	—	—	—	—	—	—	0.01d	0.00d	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	0.00d	0.00d	—

Other Changes	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Lodgment Time	—	0.00d	—	0.00d	—	0.00d	0.00d	0.95d	0.00d	0.00d	0.00d	0.00d	0.00d
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	1	0	5	0	3	3	1	5	1	3	1	3
Mean Time	—	0.00d	—	0.00d	—	0.00d	0.00d	0.95d	0.00d	0.00d	0.00d	0.00d	0.00d
Shortest Time	—	0.00d	—	0.00d	—	0.00d	0.00d	0.95d	0.00d	0.00d	0.00d	0.00d	0.00d
Longest Time	—	0.00d	—	0.00d	—	0.00d	0.00d	0.95d	0.00d	0.00d	0.00d	0.00d	0.01d
Median Time	—	0.00d	—	0.00d	—	0.00d	0.00d	0.95d	0.00d	0.00d	0.00d	0.00d	0.00d
PStDev Time	—	0.00d	—	0.00d	—	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d	0.00d

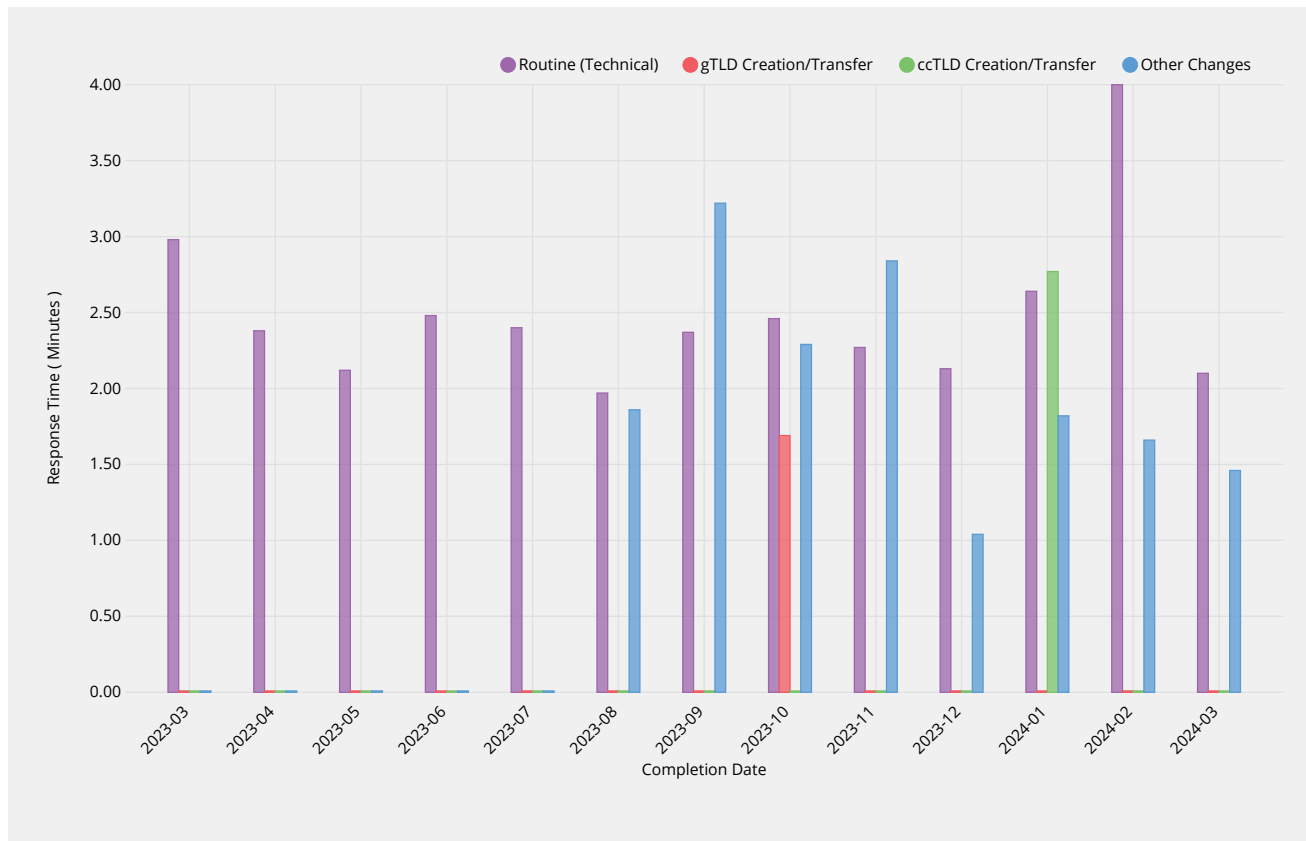
## Technical Checks

### Technical Check (First)

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



interface.



Routine (Technical)	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Response Time	2.98m	2.38m	2.12m	2.48m	2.40m	1.97m	2.37m	2.46m	2.27m	2.13m	2.64m	4.00m	2.10m
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	43	24	67	54	110	225	79	59	132	213	55	65	96
Mean Time	1.88m	1.61m	1.47m	1.62m	2.29m	1.41m	1.87m	2.03m	1.80m	1.66m	1.76m	2.15m	13.68m
Shortest Time	0.92m	1.01m	0.88m	0.76m	0.78m	0.73m	0.81m	0.99m	1.00m	0.79m	0.77m	1.04m	0.96m
Longest Time	16.26m	2.57m	2.95m	3.00m	45.33m	4.13m	16.41m	16.72m	17.48m	16.94m	12.28m	13.13m	604.26m
Median Time	1.42m	1.55m	1.39m	1.57m	1.46m	1.35m	1.47m	1.48m	1.50m	1.42m	1.43m	1.69m	1.54m
PStDev Time	2.29m	0.41m	0.41m	0.51m	4.82m	0.40m	2.37m	2.73m	1.92m	1.56m	1.50m	1.66m	82.04m

gTLD Creation/Transfer	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Response Time	—	—	—	—	—	—	—	1.69m	—	—	—	—	—
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	0	0	0	0	0	0	1	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	1.69m	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	1.69m	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	1.69m	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	1.69m	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	0.00m	—	—	—	—	—

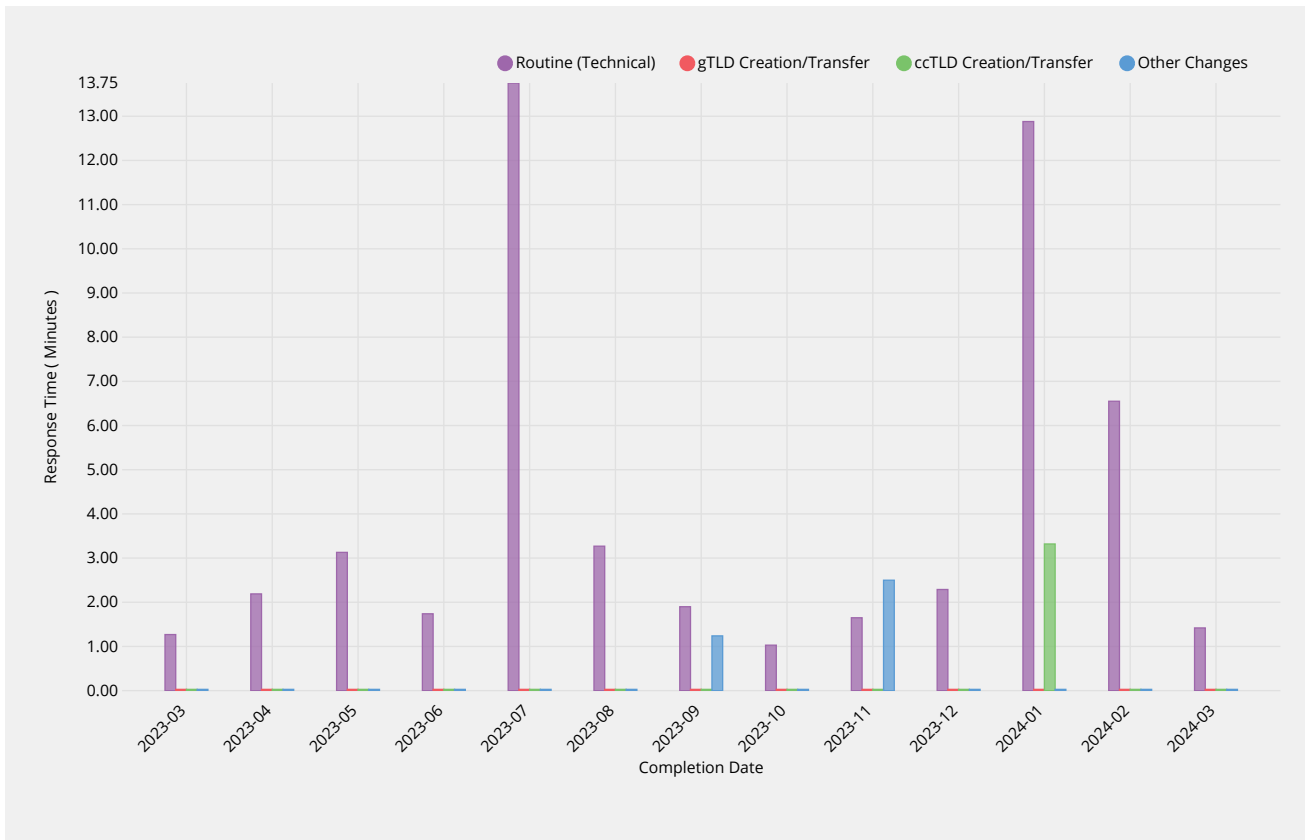
ccTLD Creation/Transfer	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Response Time	—	—	—	—	—	—	—	—	—	—	2.77m	—	—
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	0	0	0	0	0	0	0	0	0	1	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	2.77m	—	—

ccTLD Creation/Transfer	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Shortest Time	—	—	—	—	—	—	—	—	—	—	2.77m	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	2.77m	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	2.77m	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	0.00m	—	—

Other Changes	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Response Time	—	—	—	—	—	1.86m	3.22m	2.29m	2.84m	1.04m	1.82m	1.66m	1.46m
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	0	0	0	0	2	7	1	3	2	2	1	2
Mean Time	—	—	—	—	—	1.51m	2.16m	2.29m	2.06m	0.99m	1.72m	1.66m	1.44m
Shortest Time	—	—	—	—	—	1.12m	1.62m	2.29m	1.47m	0.93m	1.60m	1.66m	1.41m
Longest Time	—	—	—	—	—	1.90m	3.59m	2.29m	2.97m	1.04m	1.83m	1.66m	1.46m
Median Time	—	—	—	—	—	1.51m	2.04m	2.29m	1.73m	0.99m	1.72m	1.66m	1.44m
PStDev Time	—	—	—	—	—	0.39m	0.64m	0.00m	0.65m	0.06m	0.11m	0.00m	0.03m

### Technical Check (Retest)

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



Routine (Technical)	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Response Time	1.27m	2.19m	3.13m	1.74m	13.75m	3.27m	1.90m	1.03m	1.65m	2.29m	12.88m	6.55m	1.42m
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	202	137	103	208	38	143	70	36	57	19	123	274	165
Mean Time	0.94m	1.10m	1.42m	1.27m	1.86m	0.87m	1.13m	0.59m	1.31m	1.33m	3.15m	1.84m	0.78m
Shortest Time	0.13m	0.30m	0.19m	0.17m	0.39m	0.11m	0.36m	0.16m	0.32m	0.27m	0.11m	0.32m	0.14m
Longest Time	16.03m	16.19m	15.50m	16.01m	14.69m	3.44m	15.88m	1.19m	16.81m	2.31m	14.37m	15.59m	1.64m

Routine (Technical)	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Median Time	0.71m	0.75m	1.35m	1.09m	0.81m	0.48m	0.82m	0.60m	0.93m	1.42m	0.73m	0.71m	0.90m
PStDev Time	1.52m	1.96m	1.64m	1.77m	3.60m	0.81m	1.81m	0.25m	2.10m	0.63m	4.79m	2.40m	0.44m

gTLD Creation/Transfer	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Response Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

ccTLD Creation/Transfer	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Response Time	—	—	—	—	—	—	—	—	—	—	3.32m	—	—
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	0	0	0	0	0	0	0	0	0	28	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	2.27m	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	1.22m	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	3.54m	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	2.11m	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	0.66m	—	—

Other Changes	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Response Time	—	—	—	—	—	—	1.24m	—	2.50m	—	—	—	—
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	0	0	0	0	0	2	0	32	0	0	0	0
Mean Time	—	—	—	—	—	—	1.22m	—	2.20m	—	—	—	—
Shortest Time	—	—	—	—	—	—	1.21m	—	1.71m	—	—	—	—
Longest Time	—	—	—	—	—	—	1.24m	—	2.60m	—	—	—	—
Median Time	—	—	—	—	—	—	1.22m	—	2.18m	—	—	—	—
PStDev Time	—	—	—	—	—	—	0.01m	—	0.20m	—	—	—	—



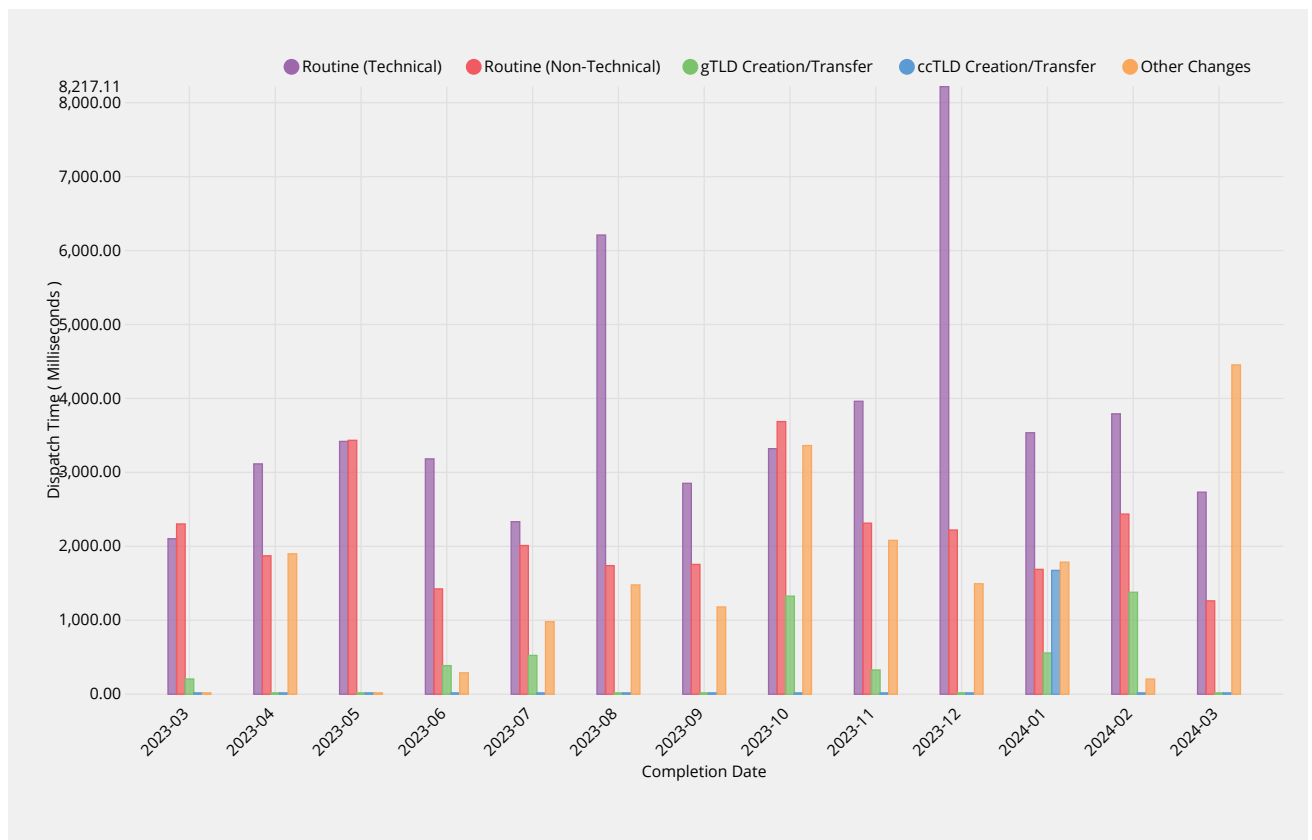
ccTLD Creation/Transfer	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Supplemental Test Count	0	0	0	0	0	0	0	0	0	0	1	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	2.40m	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	2.40m	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	2.40m	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	2.40m	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	0.00m	—	—

Other Changes	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Response Time	—	—	—	—	—	0.71m	2.29m	1.55m	2.34m	0.58m	1.13m	—	0.84m
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	0	0	1	5	1	3	2	2	0	2
Mean Time	—	—	—	—	—	0.71m	1.36m	1.55m	1.25m	0.53m	0.89m	—	0.63m
Shortest Time	—	—	—	—	—	0.71m	0.63m	1.55m	0.51m	0.48m	0.62m	—	0.39m
Longest Time	—	—	—	—	—	0.71m	2.55m	1.55m	2.52m	0.59m	1.16m	—	0.86m
Median Time	—	—	—	—	—	0.71m	1.20m	1.55m	0.72m	0.53m	0.89m	—	0.63m
PStDev Time	—	—	—	—	—	0.00m	0.64m	0.00m	0.90m	0.05m	0.27m	—	0.24m

## Contact Confirmations

### Email Dispatch

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



Routine (Technical)	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Dispatch	2102.80ms	3115.08ms	3419.21ms	3182.59ms	2333.09ms	6210.03ms	2852.14ms	3320.90ms	3961.94ms	8217.11ms	3536.09ms	3791.86ms	2732.50ms

Routine (Technical)	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Time													
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	37	22	65	46	105	214	71	55	126	205	49	57	91
Mean Time	1231.27ms	1681.59ms	1568.31ms	1352.69ms	1339.58ms	1978.71ms	1420.28ms	1644.89ms	1709.62ms	2642.62ms	1664.11ms	1598.22ms	1433.26ms
Shortest Time	140.00ms	115.00ms	559.54ms	97.73ms	274.65ms	149.70ms	154.78ms	573.64ms	206.65ms	78.89ms	178.33ms	141.46ms	333.74ms
Longest Time	6983.00ms	3185.47ms	6096.44ms	4276.89ms	6136.65ms	11138.48ms	3715.59ms	4081.46ms	8241.20ms	20620.75ms	5560.52ms	4342.38ms	4382.50ms
Median Time	1152.00ms	1703.00ms	1209.28ms	1168.09ms	1150.77ms	1336.10ms	1188.95ms	1260.14ms	1305.21ms	1588.90ms	1330.20ms	1345.85ms	1219.92ms
PStDev Time	1061.76ms	885.26ms	932.55ms	889.96ms	689.55ms	1809.22ms	628.92ms	812.91ms	1104.94ms	2856.33ms	971.61ms	868.49ms	690.55ms

Routine (Non-Technical)	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Dispatch Time	2302.70ms	1871.60ms	3433.71ms	1424.09ms	2010.77ms	1738.82ms	1755.48ms	3687.08ms	2313.38ms	2220.99ms	1688.46ms	2436.15ms	1262.65ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	54	17	39	65	20	188	308	29	89	24	120	64	51
Mean Time	649.39ms	851.81ms	750.38ms	389.52ms	641.10ms	386.29ms	341.81ms	1322.56ms	638.78ms	803.09ms	475.15ms	674.40ms	412.16ms
Shortest Time	79.00ms	105.00ms	106.09ms	91.46ms	105.76ms	63.23ms	62.68ms	63.38ms	69.96ms	81.39ms	67.48ms	77.29ms	63.55ms
Longest Time	6595.00ms	2962.00ms	4713.54ms	3834.99ms	3091.98ms	3351.47ms	5609.71ms	6244.23ms	6188.23ms	3344.07ms	3090.98ms	3332.15ms	4678.03ms
Median Time	215.50ms	668.00ms	273.79ms	190.50ms	262.81ms	129.31ms	90.06ms	397.06ms	283.96ms	292.85ms	200.94ms	242.61ms	204.43ms
PStDev Time	1069.32ms	732.25ms	1130.91ms	593.25ms	793.81ms	618.61ms	763.56ms	1563.85ms	989.23ms	855.01ms	578.06ms	838.85ms	736.57ms

gTLD Creation/Transfer	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Dispatch Time	206.00ms	—	—	386.45ms	524.96ms	—	—	1326.22ms	327.83ms	—	557.57ms	1378.63ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	1	0	0	6	1	0	0	2	1	0	8	12	0
Mean Time	206.00ms	—	—	185.95ms	524.96ms	—	—	1027.57ms	327.83ms	—	247.04ms	458.41ms	—
Shortest Time	206.00ms	—	—	85.09ms	524.96ms	—	—	695.72ms	327.83ms	—	106.22ms	102.12ms	—
Longest Time	206.00ms	—	—	450.03ms	524.96ms	—	—	1359.41ms	327.83ms	—	656.27ms	2439.91ms	—
Median Time	206.00ms	—	—	149.38ms	524.96ms	—	—	1027.57ms	327.83ms	—	137.40ms	271.49ms	—
PStDev Time	0.00ms	—	—	125.65ms	0.00ms	—	—	331.84ms	0.00ms	—	182.09ms	605.02ms	—

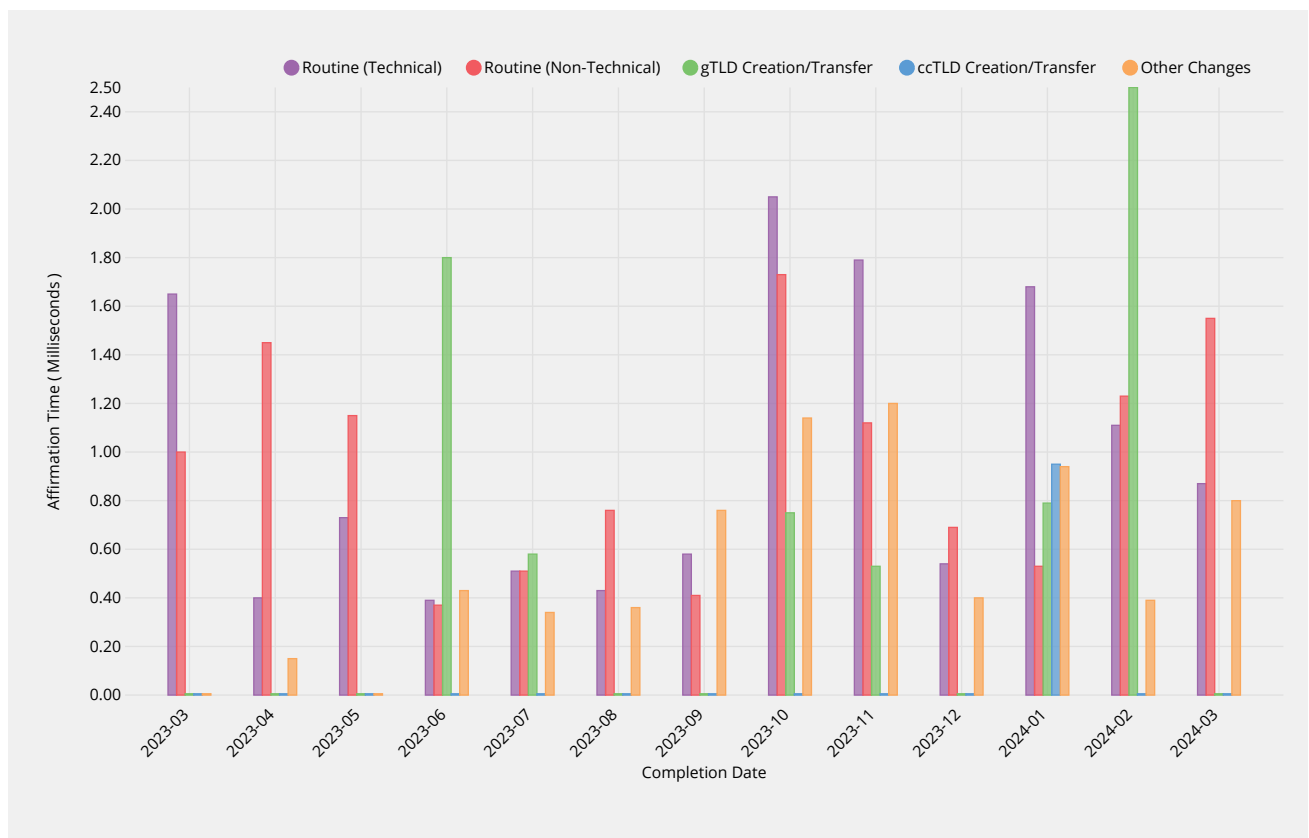
ccTLD Creation/Transfer	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Dispatch Time	—	—	—	—	—	—	—	—	—	—	1674.67ms	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	0	0	0	0	0	0	0	0	0	2	0	0

ccTLD Creation/ Transfer	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Mean Time	—	—	—	—	—	—	—	—	—	—	1181.00ms	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	632.48ms	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	1729.52ms	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	1181.00ms	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	548.52ms	—	—

Other Changes	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Dispatch Time	—	1899.02ms	—	289.19ms	980.21ms	1477.99ms	1180.20ms	3362.94ms	2080.55ms	1493.91ms	1785.50ms	204.60ms	4453.55ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	1	0	9	4	7	8	5	10	4	4	2	6
Mean Time	—	1899.02ms	—	173.18ms	376.17ms	525.37ms	520.22ms	1567.09ms	605.82ms	613.98ms	831.86ms	138.43ms	1970.33ms
Shortest Time	—	1899.02ms	—	98.30ms	101.88ms	120.01ms	77.50ms	62.30ms	92.25ms	115.81ms	63.94ms	64.91ms	94.33ms
Longest Time	—	1899.02ms	—	316.27ms	1126.01ms	1613.49ms	1189.87ms	3696.80ms	2508.89ms	1695.43ms	1877.28ms	211.95ms	4564.53ms
Median Time	—	1899.02ms	—	188.02ms	138.40ms	195.19ms	172.95ms	1688.77ms	168.78ms	322.33ms	693.11ms	138.43ms	1417.55ms
PStDev Time	—	0.00ms	—	70.77ms	433.31ms	561.54ms	504.25ms	1302.59ms	771.42ms	630.39ms	770.74ms	73.52ms	1878.31ms

## Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Affirmation Time	1.65ms	0.40ms	0.73ms	0.39ms	0.51ms	0.43ms	0.58ms	2.05ms	1.79ms	0.54ms	1.68ms	1.11ms	0.87ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	28	22	66	45	106	211	64	50	120	208	49	52	90
Mean Time	0.36ms	0.19ms	0.36ms	0.22ms	0.29ms	0.25ms	0.29ms	0.51ms	0.41ms	0.22ms	0.47ms	0.40ms	0.29ms
Shortest Time	0.00ms	0.00ms	0.12ms	0.10ms	0.13ms	0.10ms	0.09ms	0.08ms	0.09ms	0.09ms	0.10ms	0.10ms	0.05ms
Longest Time	3.00ms	1.00ms	1.59ms	0.45ms	1.27ms	1.12ms	2.01ms	2.33ms	2.85ms	6.93ms	3.81ms	1.62ms	2.10ms
Median Time	0.00ms	0.17ms	0.28ms	0.21ms	0.26ms	0.23ms	0.20ms	0.21ms	0.21ms	0.13ms	0.23ms	0.29ms	0.21ms
PStDev Time	0.72ms	0.21ms	0.28ms	0.08ms	0.16ms	0.12ms	0.26ms	0.63ms	0.52ms	0.51ms	0.75ms	0.33ms	0.29ms

Routine (Non-Technical)	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Affirmation Time	1.00ms	1.45ms	1.15ms	0.37ms	0.51ms	0.76ms	0.41ms	1.73ms	1.12ms	0.69ms	0.53ms	1.23ms	1.55ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	47	12	37	63	16	182	300	27	86	22	115	62	48
Mean Time	0.30ms	0.46ms	0.57ms	0.26ms	0.31ms	0.38ms	0.28ms	0.67ms	0.50ms	0.53ms	0.22ms	0.46ms	0.52ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.12ms	0.14ms	0.09ms	0.11ms	0.12ms	0.12ms	0.12ms	0.07ms	0.11ms	0.08ms
Longest Time	1.00ms	2.00ms	4.52ms	1.20ms	0.60ms	1.34ms	7.11ms	3.33ms	4.00ms	4.52ms	1.84ms	2.93ms	6.42ms
Median Time	0.00ms	0.17ms	0.32ms	0.24ms	0.28ms	0.32ms	0.24ms	0.35ms	0.36ms	0.31ms	0.15ms	0.26ms	0.22ms
PStDev Time	0.46ms	0.61ms	0.74ms	0.14ms	0.12ms	0.21ms	0.43ms	0.70ms	0.49ms	0.89ms	0.23ms	0.48ms	0.96ms

gTLD Creation/Transfer	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Affirmation Time	0.00ms	—	—	1.80ms	0.58ms	—	—	0.75ms	0.53ms	—	0.79ms	2.50ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	1	0	0	6	1	0	0	2	1	0	8	12	0
Mean Time	0.00ms	—	—	0.97ms	0.58ms	—	—	0.68ms	0.53ms	—	0.42ms	1.30ms	—
Shortest Time	0.00ms	—	—	0.34ms	0.58ms	—	—	0.61ms	0.53ms	—	0.23ms	0.34ms	—
Longest Time	0.00ms	—	—	1.92ms	0.58ms	—	—	0.76ms	0.53ms	—	0.80ms	3.43ms	—
Median Time	0.00ms	—	—	0.85ms	0.58ms	—	—	0.68ms	0.53ms	—	0.33ms	1.28ms	—
PStDev Time	0.00ms	—	—	0.58ms	0.00ms	—	—	0.08ms	0.00ms	—	0.21ms	0.76ms	—

ccTLD Creation/Transfer	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Affirmation Time	—	—	—	—	—	—	—	—	—	—	0.95ms	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	0	0	0	0	0	0	0	0	0	2	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	0.61ms	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	0.23ms	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	0.99ms	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	0.61ms	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	0.38ms	—	—

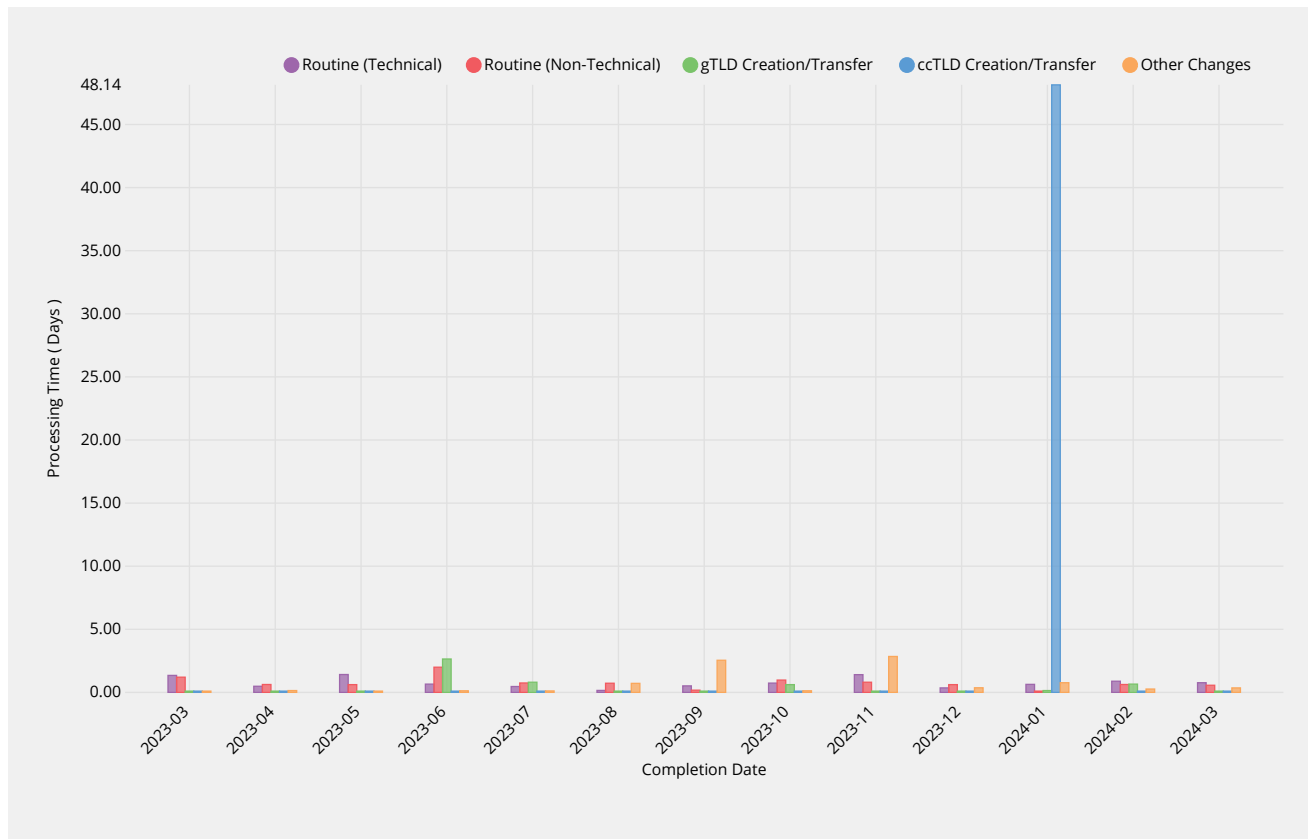
Other Changes	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Affirmation Time	—	0.15ms	—	0.43ms	0.34ms	0.36ms	0.76ms	1.14ms	1.20ms	0.40ms	0.94ms	0.39ms	0.80ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	1	0	9	4	6	7	5	10	4	4	2	6
Mean Time	—	0.15ms	—	0.23ms	0.25ms	0.27ms	0.29ms	0.51ms	0.45ms	0.26ms	0.60ms	0.27ms	0.43ms
Shortest Time	—	0.15ms	—	0.12ms	0.19ms	0.18ms	0.09ms	0.17ms	0.13ms	0.12ms	0.21ms	0.14ms	0.16ms
Longest Time	—	0.15ms	—	0.50ms	0.35ms	0.36ms	0.98ms	1.30ms	1.61ms	0.42ms	0.95ms	0.40ms	0.85ms
Median Time	—	0.15ms	—	0.19ms	0.24ms	0.27ms	0.17ms	0.37ms	0.30ms	0.26ms	0.61ms	0.27ms	0.33ms
PStDev Time	—	0.00ms	—	0.12ms	0.07ms	0.07ms	0.29ms	0.42ms	0.43ms	0.10ms	0.32ms	0.13ms	0.24ms



# Staff Processing

## Validation and Reviews

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



Routine (Technical)	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Processing Time	1.35d	0.49d	1.42d	0.66d	0.47d	0.16d	0.52d	0.74d	1.41d	0.36d	0.64d	0.89d	0.77d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	28	22	66	45	106	211	64	49	120	208	49	53	90
Mean Time	0.64d	0.33d	0.48d	0.32d	0.28d	0.06d	0.21d	0.35d	0.61d	0.10d	0.35d	0.81d	0.54d
Shortest Time	0.04d	0.04d	0.01d	0.02d	0.08d	0.00d	0.00d	0.02d	0.01d	0.00d	0.02d	0.03d	0.01d
Longest Time	2.26d	2.32d	1.43d	1.63d	2.38d	0.99d	1.69d	1.93d	4.26d	1.68d	3.11d	17.23d	4.55d
Median Time	0.44d	0.25d	0.40d	0.15d	0.20d	0.00d	0.09d	0.25d	0.27d	0.00d	0.19d	0.33d	0.36d
PStDev Time	0.54d	0.47d	0.44d	0.33d	0.29d	0.17d	0.31d	0.35d	1.07d	0.26d	0.45d	2.34d	0.70d

Routine (Non-Technical)	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Processing Time	1.21d	0.63d	0.62d	2.00d	0.75d	0.73d	0.18d	0.98d	0.81d	0.62d	0.06d	0.63d	0.57d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	45	11	33	61	14	181	299	26	86	21	115	62	48
Mean Time	0.45d	0.28d	0.28d	0.72d	0.43d	0.32d	0.17d	0.40d	0.39d	0.39d	0.03d	0.16d	0.27d
Shortest Time	0.01d	0.02d	0.00d	0.05d	0.00d	0.00d	0.00d	0.00d	0.01d	0.02d	0.00d	0.00d	0.01d
Longest Time	1.39d	0.66d	3.06d	2.00d	2.47d	3.12d	37.07d	0.98d	2.98d	2.08d	0.63d	1.03d	2.28d
Median Time	0.11d	0.25d	0.11d	0.15d	0.28d	0.13d	0.00d	0.43d	0.15d	0.27d	0.00d	0.03d	0.18d
PStDev Time	0.48d	0.24d	0.57d	0.85d	0.62d	0.48d	2.14d	0.32d	0.57d	0.54d	0.08d	0.24d	0.37d

gTLD Creation/Transfer	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Processing Time	0.09d	—	—	2.65d	0.81d	—	—	0.62d	0.03d	—	0.15d	0.66d	—
Monthly Threshold	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	1	0	0	6	1	0	0	2	1	0	7	12	0
Mean Time	0.09d	—	—	2.22d	0.81d	—	—	0.35d	0.03d	—	0.14d	0.46d	—
Shortest Time	0.09d	—	—	0.09d	0.81d	—	—	0.01d	0.03d	—	0.13d	0.38d	—
Longest Time	0.09d	—	—	2.65d	0.81d	—	—	0.69d	0.03d	—	0.18d	0.72d	—
Median Time	0.09d	—	—	2.65d	0.81d	—	—	0.35d	0.03d	—	0.13d	0.40d	—
PStDev Time	0.00d	—	—	0.95d	0.00d	—	—	0.34d	0.00d	—	0.02d	0.11d	—

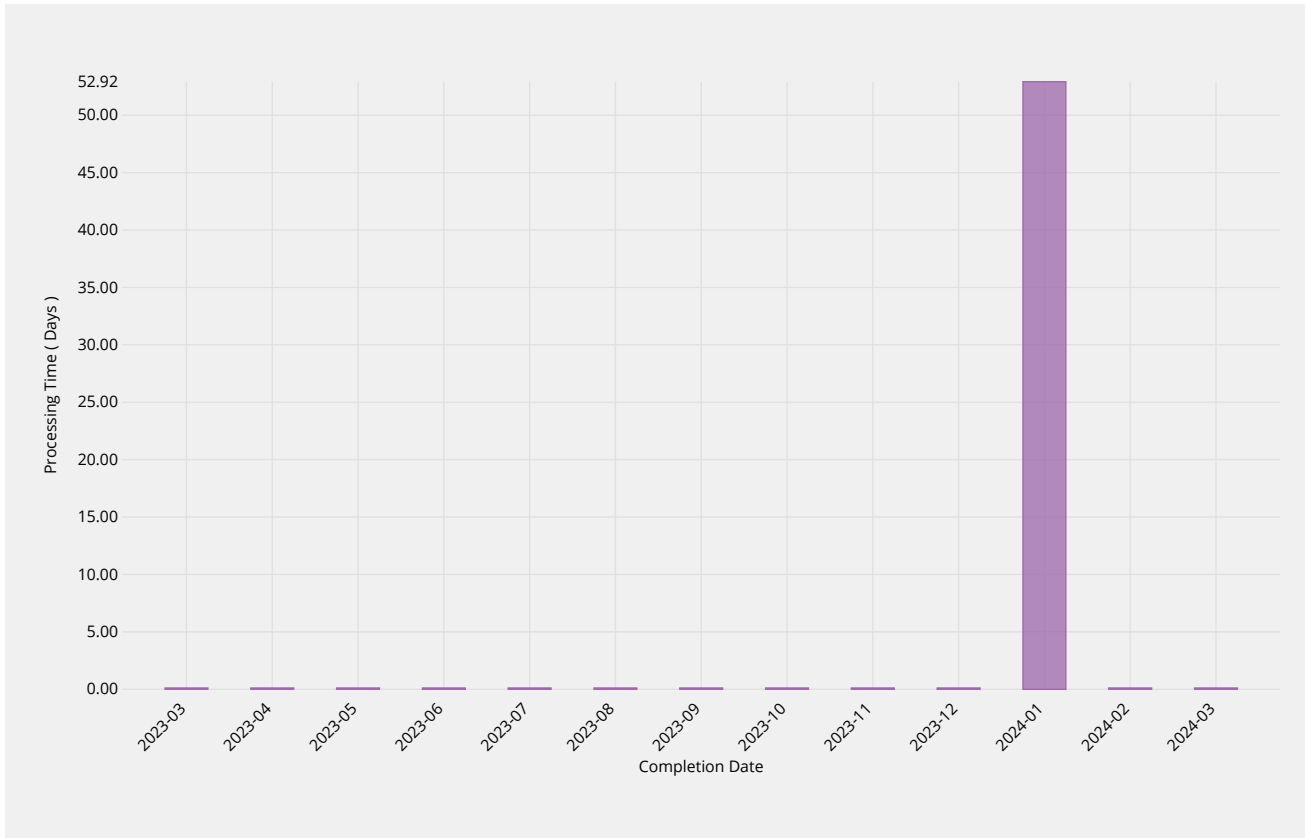
ccTLD Creation/Transfer	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Processing Time	—	—	—	—	—	—	—	—	—	—	48.14d	—	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	0	0	0	0	0	0	0	0	2	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	39.09d	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	30.04d	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	48.14d	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	39.09d	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	9.05d	—	—

Other Changes	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Processing Time	—	0.15d	—	0.13d	0.12d	0.72d	2.55d	0.13d	2.85d	0.37d	0.77d	0.27d	0.36d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	1	0	9	4	6	7	5	10	4	4	2	6
Mean Time	—	0.15d	—	0.09d	0.03d	0.34d	0.60d	0.08d	0.55d	0.14d	0.57d	0.27d	0.27d
Shortest Time	—	0.15d	—	0.04d	0.00d	0.00d	0.00d	0.03d	0.01d	0.00d	0.36d	0.27d	0.07d
Longest Time	—	0.15d	—	0.13d	0.12d	0.72d	2.55d	0.13d	2.85d	0.37d	0.77d	0.27d	0.36d
Median Time	—	0.15d	—	0.13d	0.00d	0.34d	0.26d	0.07d	0.14d	0.10d	0.58d	0.27d	0.30d
PStDev Time	—	0.00d	—	0.04d	0.05d	0.26d	0.84d	0.05d	0.82d	0.14d	0.20d	0.00d	0.10d

## 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	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Processing Time	—	—	—	—	—	—	—	—	—	—	52.92d	—	—
Request Count	0	0	0	0	0	0	0	0	0	0	2	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	44.92d	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	36.92d	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	52.92d	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	44.92d	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	8.00d	—	—

## ccTLD Creation/Transfer

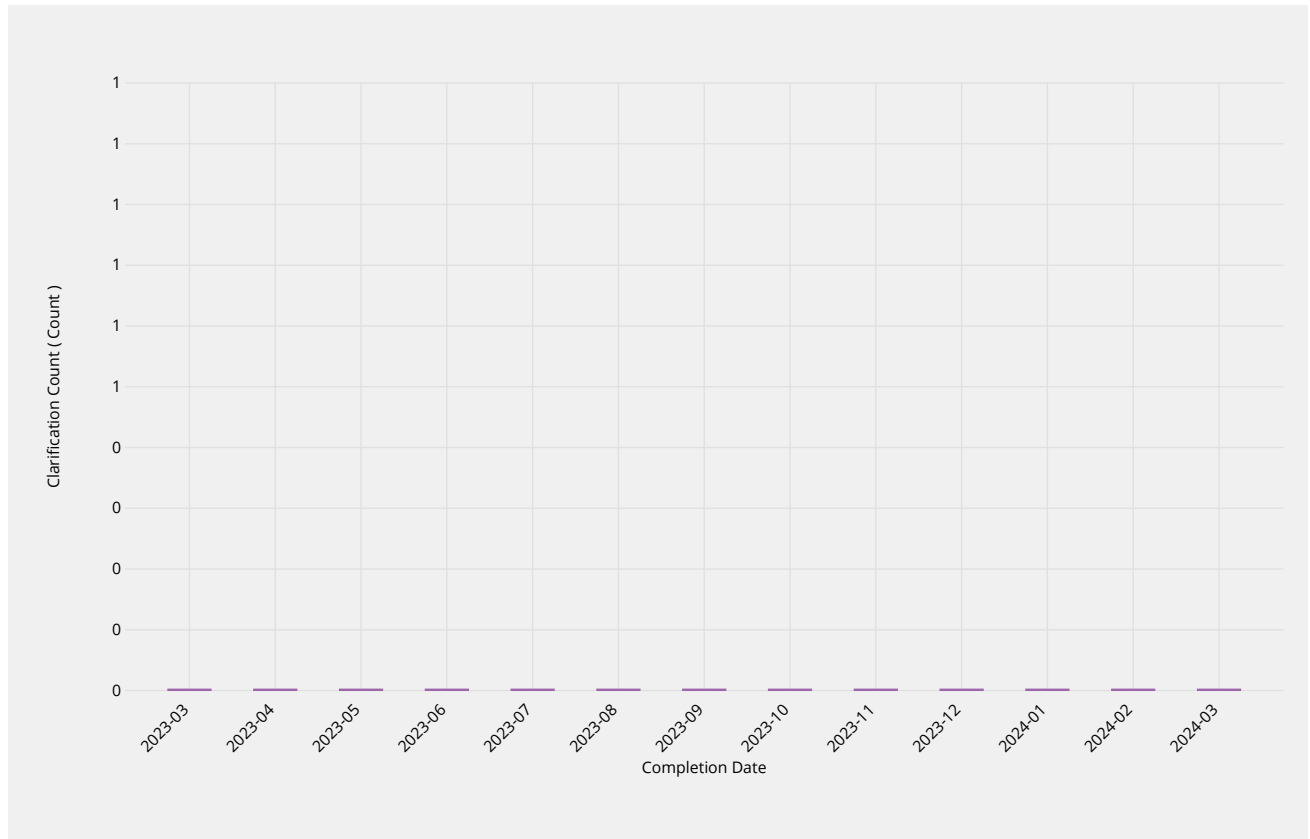
### Submission Review

Time it takes staff to process the information included in each documentation submission, and respond



## Requester Clarification

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

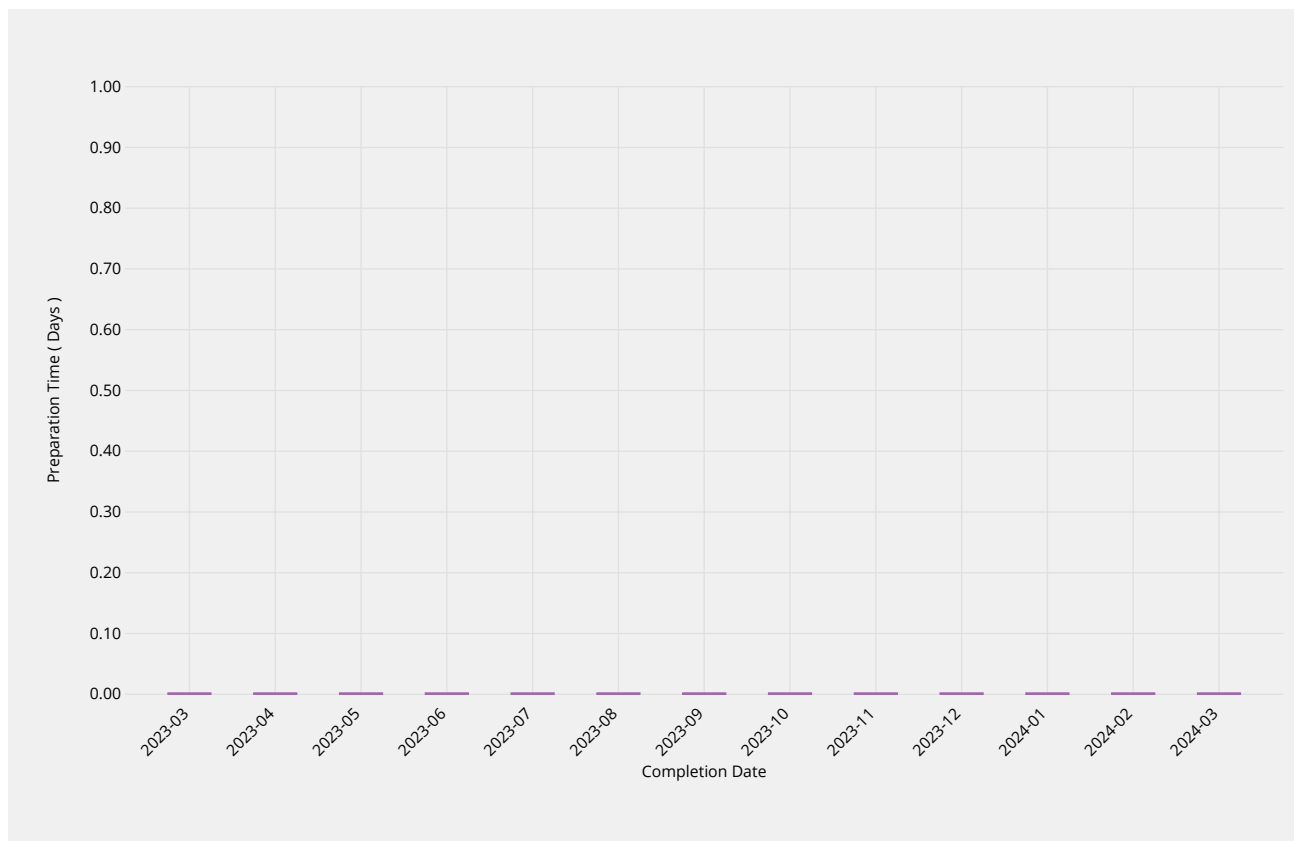


Requester Clarification	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Clarification Count	—	—	—	—	—	—	—	—	—	—	0	0	—
Request Count	0	0	0	0	0	0	0	0	0	0	2	1	0
Lowest Count	—	—	—	—	—	—	—	—	—	—	0	0	—
Highest Count	—	—	—	—	—	—	—	—	—	—	0	0	—

## Report Preparation

Time it takes for staff to prepare a delegation or transfer report to be submitted for review and

publication.



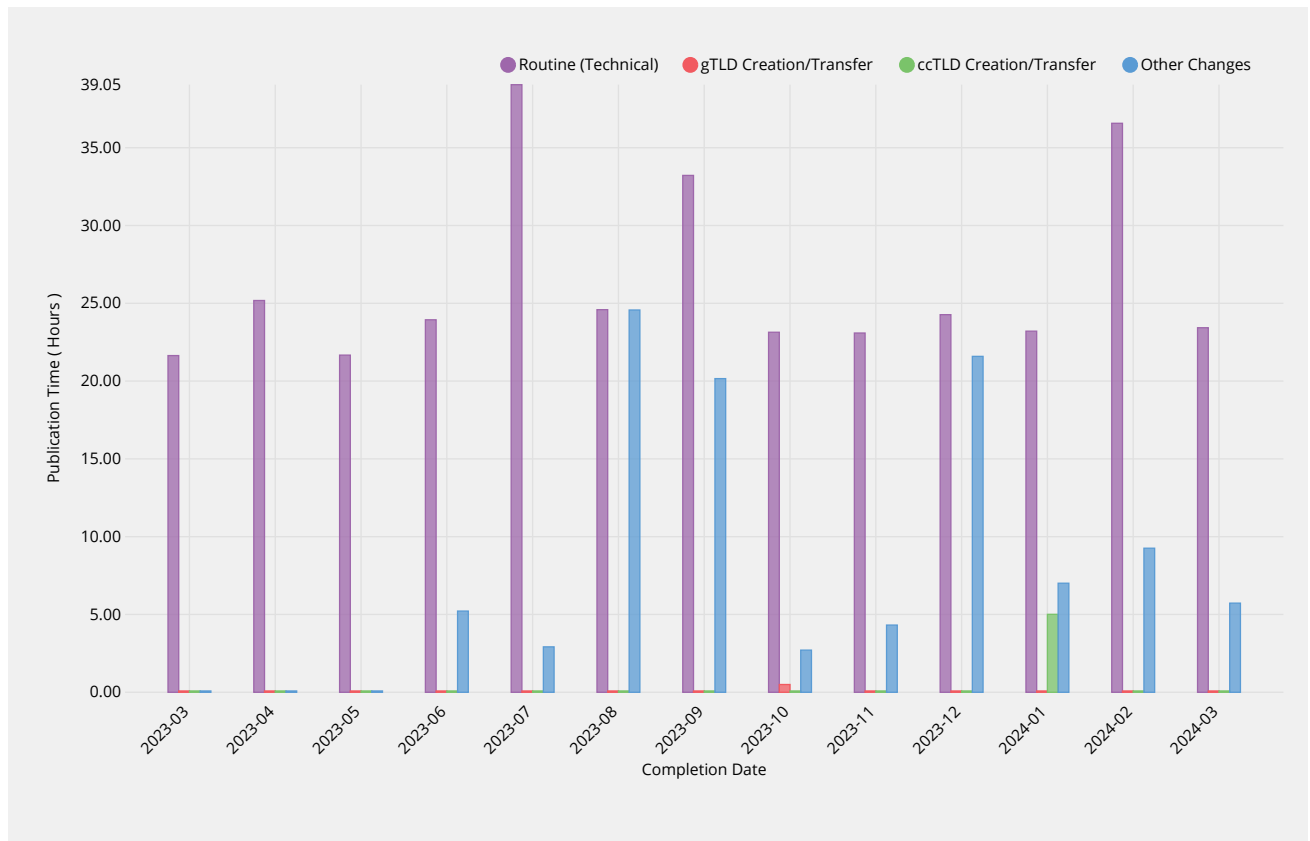
Report Preparation	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Preparation Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Report Count	0	0	0	0	0	0	0	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)	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Publication Time	21.64h	25.18h	21.67h	23.94h	39.05h	24.59h	33.22h	23.14h	23.09h	24.27h	23.21h	36.57h	23.43h
Monthly Threshold	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	28	22	66	44	106	211	64	48	119	208	49	52	89
Mean Time	6.28h	7.17h	4.05h	7.83h	4.42h	15.93h	8.56h	6.14h	6.79h	3.79h	5.53h	7.39h	7.52h
Shortest Time	0.60h	0.90h	0.61h	0.40h	0.50h	1.90h	0.60h	0.60h	0.50h	0.43h	0.51h	0.70h	1.00h
Longest Time	22.15h	25.60h	21.86h	23.99h	42.97h	28.79h	48.80h	23.14h	23.09h	25.33h	24.90h	36.63h	23.43h
Median Time	4.46h	3.93h	2.31h	3.51h	3.23h	17.68h	3.71h	4.63h	4.12h	2.02h	1.92h	4.11h	4.52h
PStDev Time	5.21h	7.10h	3.98h	7.74h	5.63h	5.83h	9.58h	6.53h	6.36h	4.75h	7.45h	8.12h	7.09h

gTLD Creation/Transfer	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Publication Time	—	—	—	—	—	—	—	0.50h	—	—	—	—	—
Monthly Threshold	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	0	0	0	0	0	0	0	1	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	0.50h	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	0.50h	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	0.50h	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	0.50h	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	0.00h	—	—	—	—	—

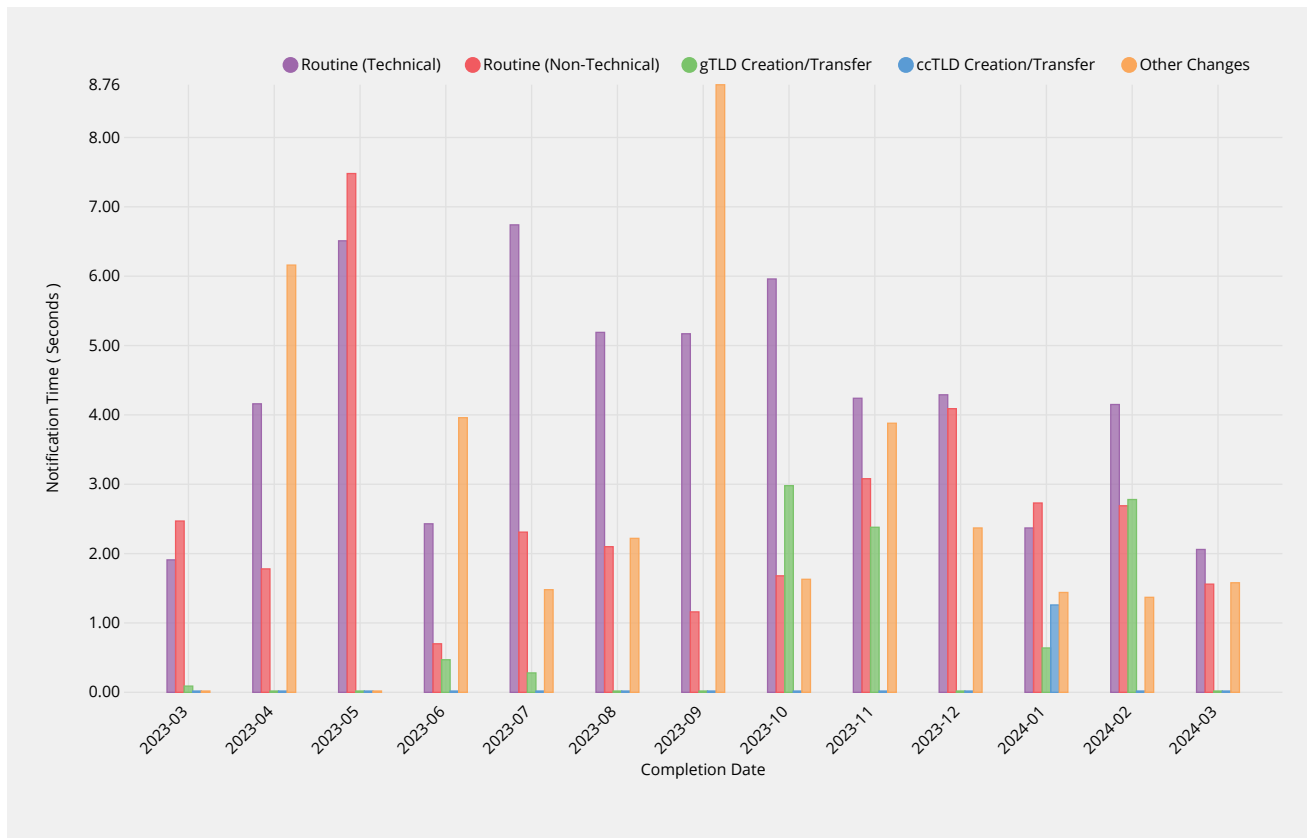
ccTLD Creation/Transfer	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Publication Time	—	—	—	—	—	—	—	—	—	—	5.01h	—	—
Monthly Threshold	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	0	0	0	0	0	0	0	0	0	0	1	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	5.01h	—	—

ccTLD Creation/Transfer	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Shortest Time	—	—	—	—	—	—	—	—	—	—	5.01h	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	5.01h	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	5.01h	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	0.00h	—	—

Other Changes	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Publication Time	—	—	—	5.22h	2.92h	24.57h	20.16h	2.71h	4.32h	21.59h	7.01h	9.26h	5.73h
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	0	0	0	9	4	3	5	5	8	3	4	2	4
Mean Time	—	—	—	3.26h	1.26h	15.32h	6.38h	2.17h	2.39h	10.17h	5.98h	9.21h	3.74h
Shortest Time	—	—	—	0.90h	0.70h	4.11h	1.91h	1.61h	0.60h	4.01h	5.19h	9.16h	0.50h
Longest Time	—	—	—	5.22h	2.92h	24.57h	20.16h	2.71h	4.32h	21.59h	7.01h	9.26h	5.73h
Median Time	—	—	—	5.12h	0.70h	17.30h	3.71h	1.91h	1.96h	4.90h	5.86h	9.21h	4.36h
PStDev Time	—	—	—	2.11h	0.96h	8.47h	6.93h	0.45h	1.30h	8.08h	0.81h	0.05h	1.95h

## Notification of Completion

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



Routine (Technical)	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Notification Time	1.91s	4.16s	6.51s	2.43s	6.74s	5.19s	5.17s	5.96s	4.24s	4.29s	2.37s	4.15s	2.06s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	28	22	66	44	106	211	64	49	119	208	49	52	89
Mean Time	1.36s	1.96s	2.39s	1.32s	1.91s	2.54s	1.82s	2.24s	1.75s	2.32s	1.23s	2.27s	1.06s
Shortest Time	0.16s	0.14s	0.28s	0.17s	0.07s	0.50s	0.06s	0.08s	0.05s	0.07s	0.06s	0.08s	0.07s
Longest Time	5.68s	9.28s	8.61s	2.51s	9.52s	7.20s	8.07s	10.09s	6.11s	4.77s	3.77s	30.16s	3.85s
Median Time	1.21s	1.42s	1.39s	1.26s	1.29s	2.16s	1.18s	1.35s	1.35s	2.25s	1.17s	1.25s	1.18s



Routine (Technical)	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
PStDev Time	0.90s	1.90s	1.87s	0.50s	1.74s	1.39s	1.68s	1.98s	1.22s	1.05s	0.69s	4.90s	0.73s

Routine (Non-Technical)	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Notification Time	2.47s	1.78s	7.48s	0.70s	2.31s	2.10s	1.16s	1.68s	3.08s	4.09s	2.73s	2.69s	1.56s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	45	11	33	61	14	180	298	26	86	21	115	62	48
Mean Time	0.45s	0.87s	1.27s	0.29s	0.72s	0.44s	0.29s	0.39s	0.69s	1.45s	0.52s	0.85s	0.42s
Shortest Time	0.07s	0.20s	0.12s	0.08s	0.14s	0.07s	0.06s	0.07s	0.09s	0.08s	0.06s	0.09s	0.07s
Longest Time	2.92s	1.83s	9.26s	3.19s	2.61s	4.21s	13.88s	2.97s	6.20s	7.08s	4.00s	3.83s	3.91s
Median Time	0.13s	0.33s	0.31s	0.12s	0.30s	0.12s	0.09s	0.16s	0.19s	0.63s	0.16s	0.30s	0.18s
PStDev Time	0.71s	0.69s	2.31s	0.46s	0.78s	0.78s	0.95s	0.65s	1.08s	1.75s	0.84s	0.97s	0.68s

gTLD Creation/Transfer	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Notification Time	0.09s	—	—	0.47s	0.28s	—	—	2.98s	2.38s	—	0.64s	2.78s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	1	0	0	6	1	0	0	2	1	0	7	12	0
Mean Time	0.09s	—	—	0.20s	0.28s	—	—	2.47s	2.38s	—	0.25s	0.97s	—
Shortest Time	0.09s	—	—	0.07s	0.28s	—	—	1.90s	2.38s	—	0.12s	0.12s	—
Longest Time	0.09s	—	—	0.52s	0.28s	—	—	3.04s	2.38s	—	0.78s	3.38s	—
Median Time	0.09s	—	—	0.10s	0.28s	—	—	2.47s	2.38s	—	0.13s	0.34s	—
PStDev Time	0.00s	—	—	0.16s	0.00s	—	—	0.57s	0.00s	—	0.23s	1.01s	—

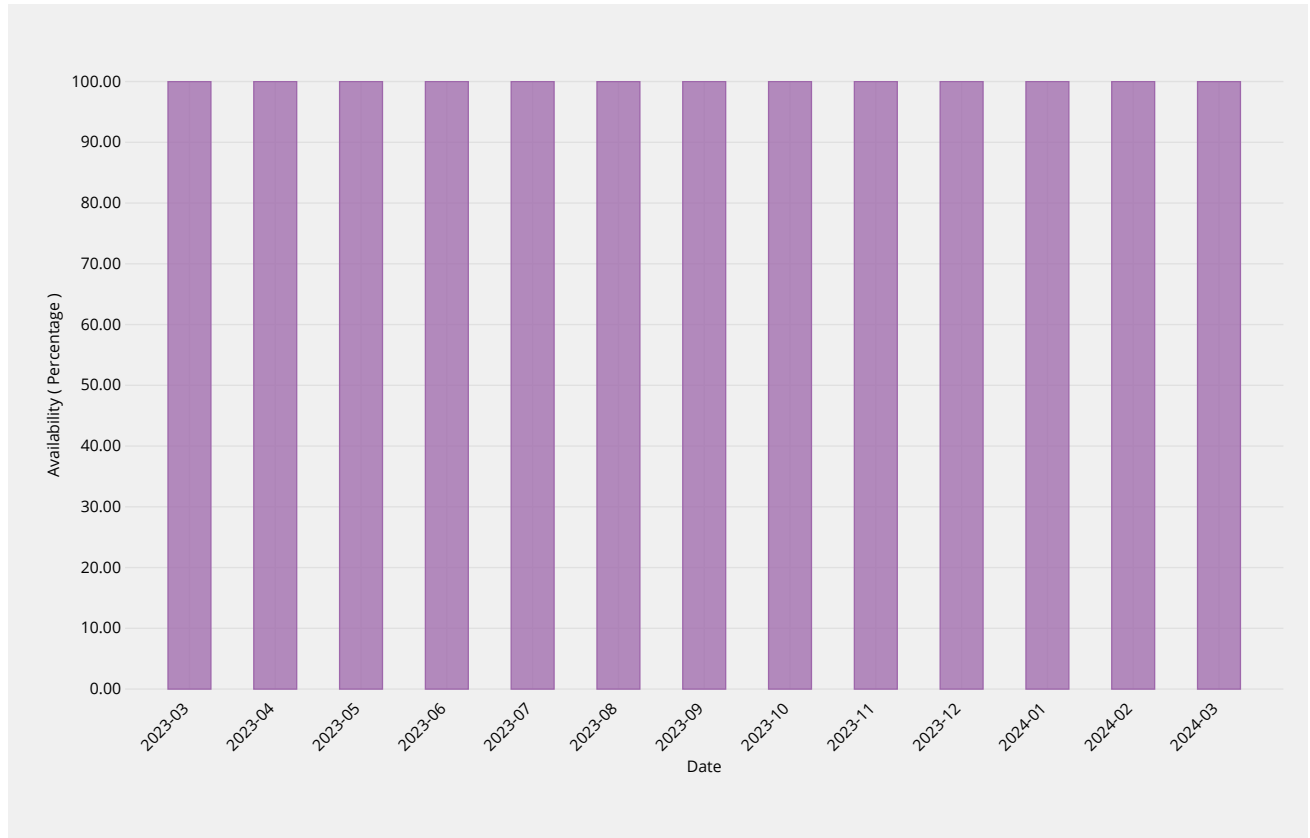
ccTLD Creation/Transfer	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Notification Time	—	—	—	—	—	—	—	—	—	—	1.26s	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	0	0	0	0	0	0	0	0	2	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	0.81s	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	0.32s	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	1.31s	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	0.81s	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	0.50s	—	—

Other Changes	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Notification Time	—	6.16s	—	3.96s	1.48s	2.22s	8.76s	1.63s	3.88s	2.37s	1.44s	1.37s	1.58s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	1	0	9	4	6	7	5	10	4	4	2	6
Mean Time	—	6.16s	—	1.79s	1.31s	1.08s	2.60s	1.43s	1.72s	0.98s	1.20s	1.35s	0.80s
Shortest Time	—	6.16s	—	0.76s	1.16s	0.18s	0.07s	1.25s	0.24s	0.21s	0.79s	1.32s	0.15s
Longest Time	—	6.16s	—	4.68s	1.51s	2.54s	11.02s	1.64s	3.94s	2.66s	1.46s	1.37s	1.65s
Median Time	—	6.16s	—	1.22s	1.29s	1.14s	1.19s	1.35s	1.34s	0.53s	1.28s	1.35s	0.73s
PStDev Time	—	0.00s	—	1.17s	0.13s	0.79s	3.59s	0.15s	1.21s	0.99s	0.25s	0.03s	0.61s

## System Availability

### IANA Website

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



IANA Site Availability	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Availability	99.99%	100.00%	100.00%	100.00%	100.00%	99.99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.99%
Monthly Threshold	99%	99%	99%	99%	99%	99%	99%	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

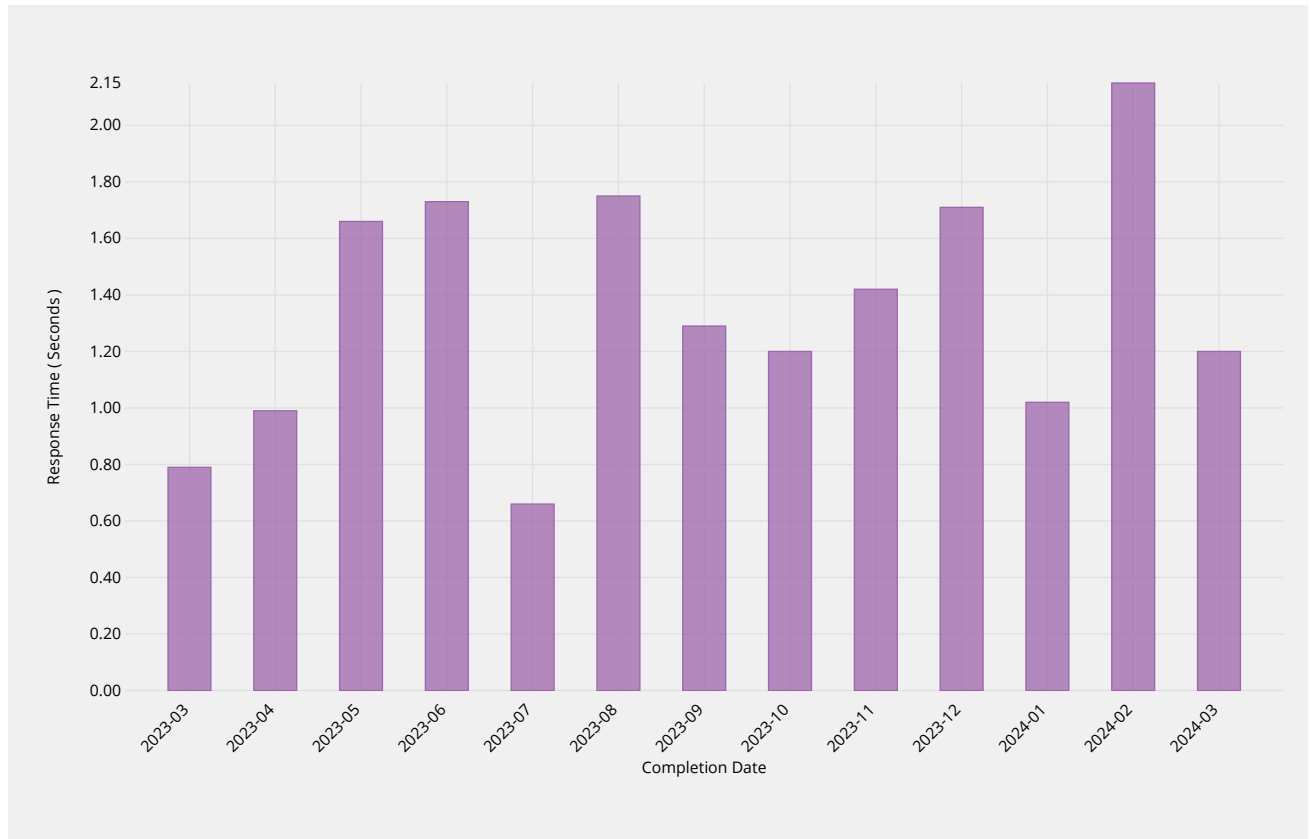






## Credential Recovery

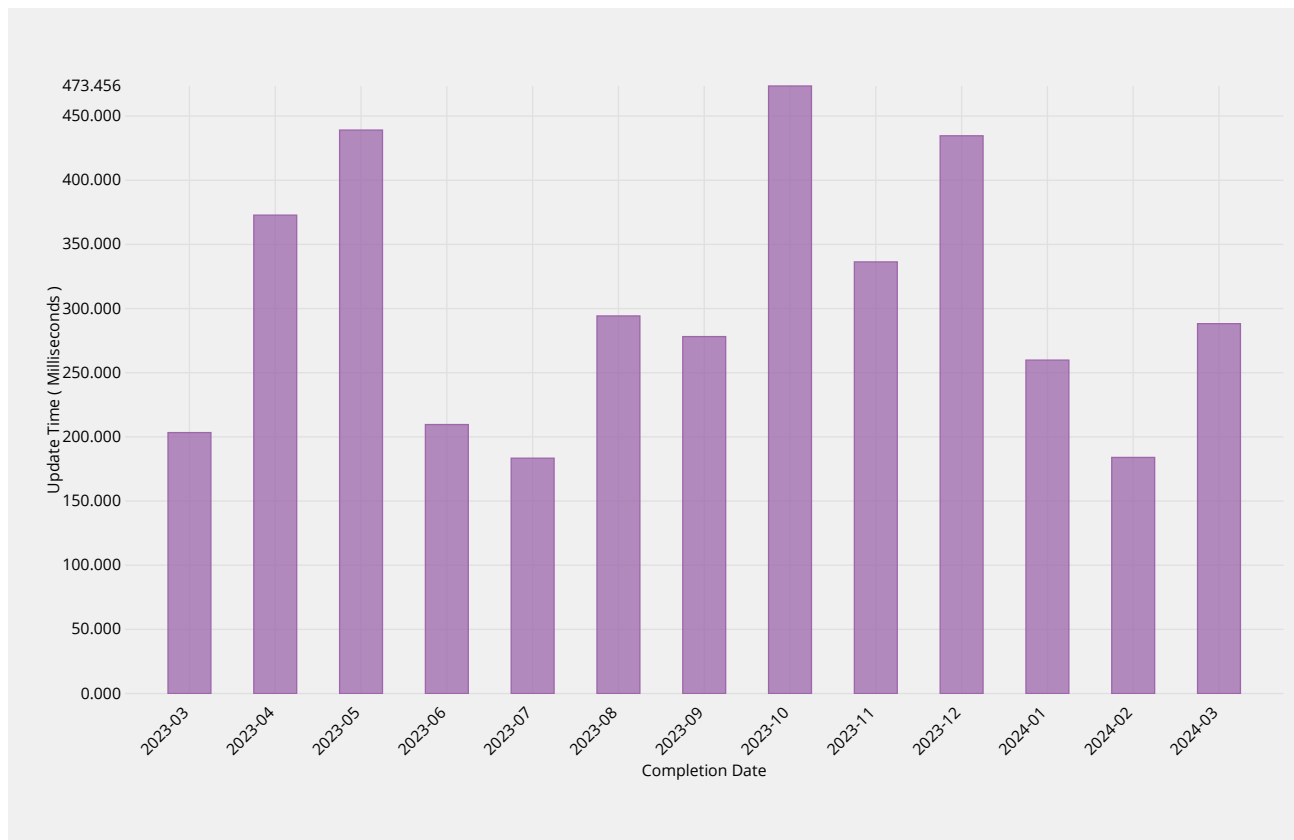
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Response Time	0.79s	0.99s	1.66s	1.73s	0.66s	1.75s	1.29s	1.20s	1.42s	1.71s	1.02s	2.15s	1.20s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Response Count	30	11	13	17	15	47	14	19	20	12	18	29	29
Mean Time	0.20s	0.58s	0.71s	0.52s	0.23s	0.37s	0.44s	0.46s	0.53s	0.86s	0.35s	0.54s	0.38s
Shortest Time	0.05s	0.06s	0.13s	0.05s	0.04s	0.02s	0.03s	0.03s	0.03s	0.16s	0.03s	0.03s	0.03s
Longest Time	1.03s	1.00s	2.24s	5.07s	1.00s	2.27s	1.69s	1.49s	4.33s	2.03s	1.14s	3.07s	1.73s
Median Time	0.12s	0.56s	0.66s	0.21s	0.19s	0.13s	0.22s	0.52s	0.20s	0.88s	0.22s	0.22s	0.21s
PStDev Time	0.24s	0.38s	0.60s	1.15s	0.23s	0.54s	0.47s	0.40s	0.94s	0.58s	0.33s	0.72s	0.41s

## Credential Change

Time to implement new password within the system.



Credential Change	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Update Time	587.500ms	1212.000ms	1296.275ms	676.389ms	516.274ms	962.438ms	884.377ms	1463.592ms	897.435ms	1367.866ms	839.065ms	596.323ms	1251.69ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Update Count	19	11	12	12	14	41	10	14	17	11	15	20	23
Mean Time	203.368ms	372.817ms	439.100ms	209.628ms	183.419ms	294.271ms	278.166ms	473.456ms	336.373ms	434.639ms	259.842ms	184.008ms	288.234ms
Shortest Time	78.000ms	92.696ms	88.862ms	86.985ms	80.311ms	78.387ms	80.596ms	77.112ms	78.443ms	83.153ms	76.928ms	83.950ms	80.571ms
Longest Time	952.000ms	1896.000ms	1455.310ms	932.409ms	778.180ms	1861.018ms	1224.042ms	1614.315ms	1376.322ms	1394.181ms	1174.468ms	801.033ms	1633.46ms
Median Time	94.000ms	119.264ms	118.197ms	113.657ms	99.763ms	100.470ms	92.645ms	103.008ms	112.129ms	160.990ms	100.558ms	107.222ms	96.113ms
PStDev Time	231.748ms	511.476ms	471.691ms	239.064ms	190.207ms	390.890ms	348.874ms	524.631ms	357.367ms	466.468ms	310.190ms	196.255ms	412.115ms







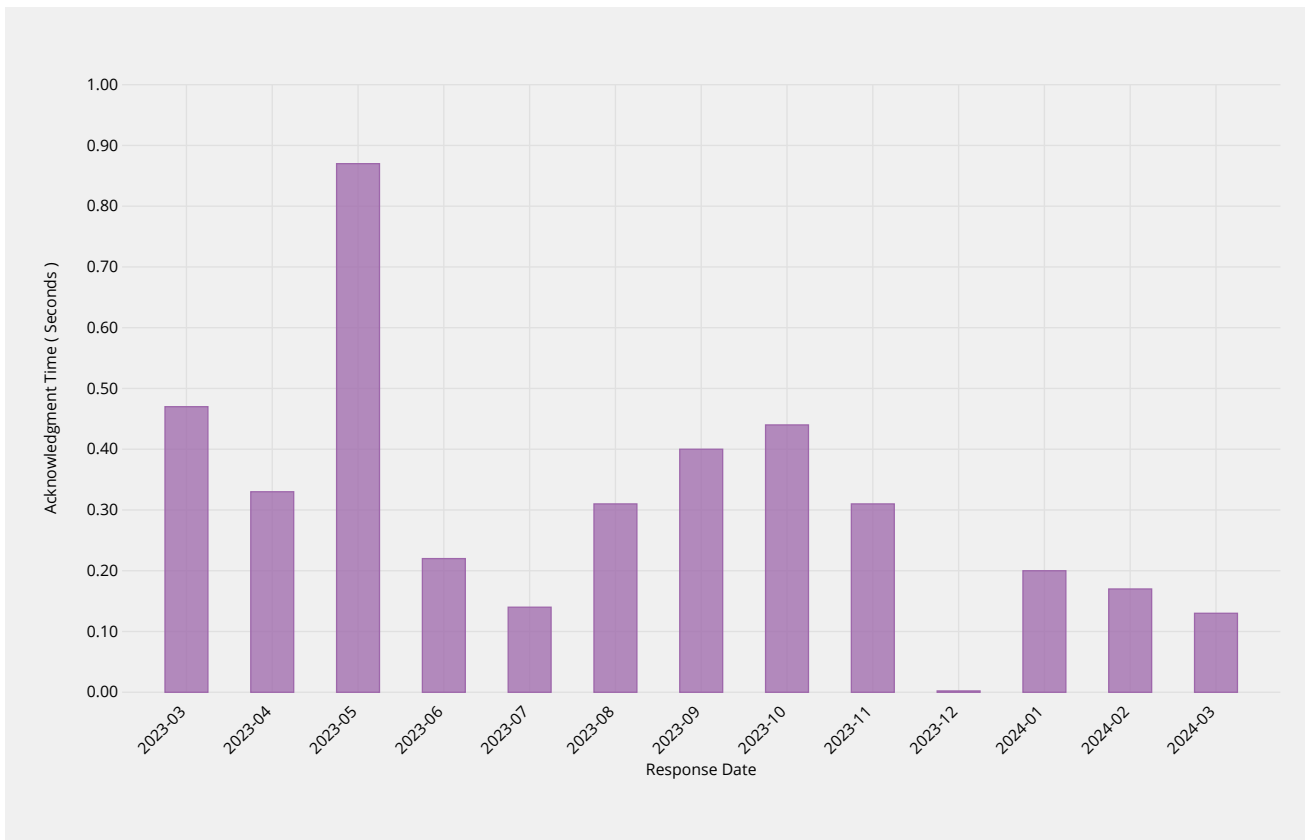
ccTLD Creation/Transfer	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	0	0	0	0	0	0	0	0	0	0	2	0	0

Other Changes	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	0	1	0	9	4	6	7	5	10	4	4	2	6

## Enquiry Processing

### Time to acknowledge

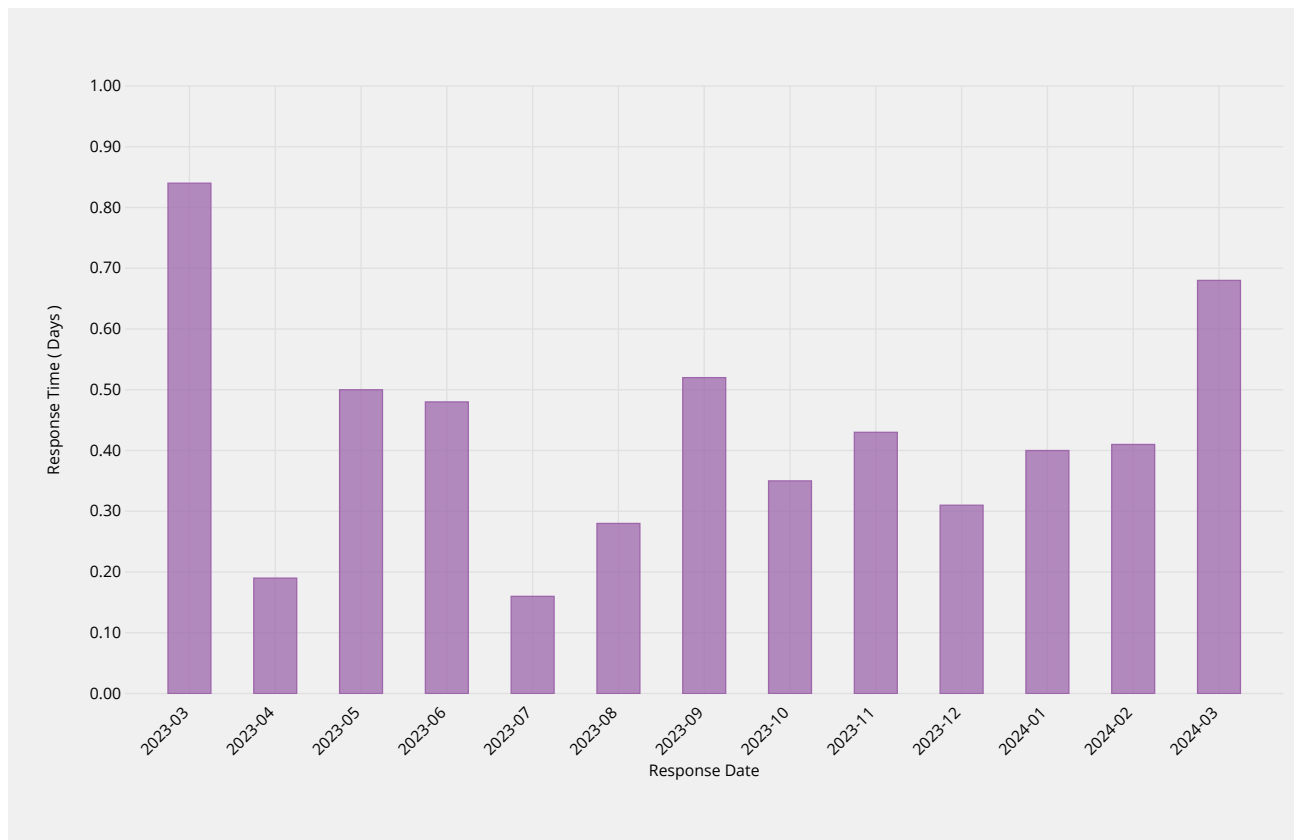
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Acknowledgment Time	1.30s	1.00s	4.10s	1.00s	0.70s	1.00s	1.00s	1.00s	1.00s	0.00s	1.00s	0.75s	1.00s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	15	6	15	9	7	32	10	9	13	7	10	6	15
Mean Time	0.47s	0.33s	0.87s	0.22s	0.14s	0.31s	0.40s	0.44s	0.31s	0.00s	0.20s	0.17s	0.13s
Shortest Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s
Longest Time	2.00s	1.00s	9.00s	1.00s	1.00s	2.00s	1.00s	1.00s	1.00s	0.00s	1.00s	1.00s	1.00s
Median Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s
PStDev Time	0.62s	0.47s	2.25s	0.42s	0.35s	0.53s	0.49s	0.50s	0.46s	0.00s	0.40s	0.37s	0.34s

## Time to initial response

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



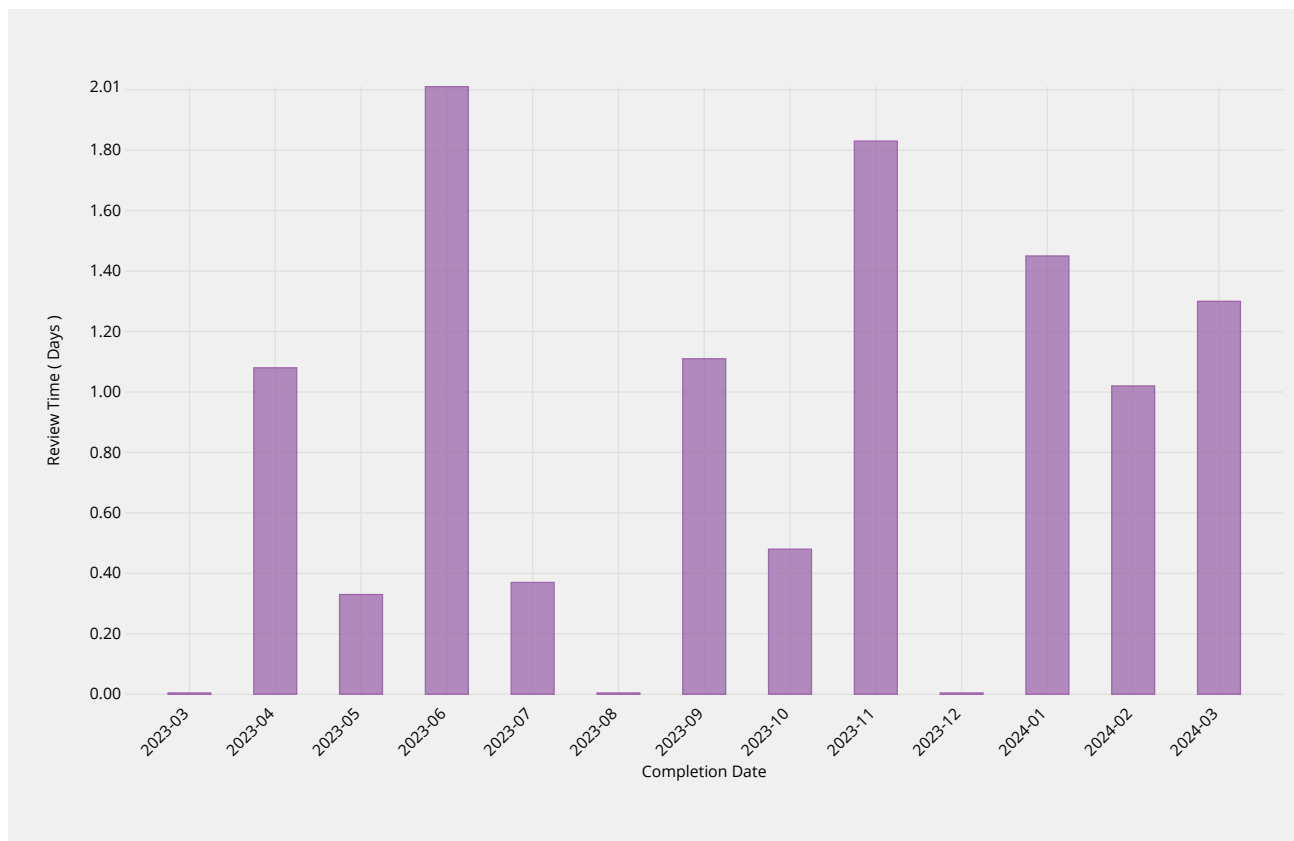
Manual Enquiries	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Response Time	2.22d	0.39d	1.32d	0.91d	0.33d	0.73d	0.86d	0.83d	0.50d	0.48d	0.98d	0.97d	1.75d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	16	5	13	9	6	31	10	8	13	6	8	6	13
Mean Time	0.84d	0.19d	0.50d	0.48d	0.16d	0.28d	0.52d	0.35d	0.43d	0.31d	0.40d	0.41d	0.68d
Shortest Time	0.01d	0.02d	0.01d	0.03d	0.02d	0.01d	0.03d	0.01d	0.01d	0.01d	0.00d	0.01d	0.03d
Longest Time	3.77d	0.53d	1.98d	1.11d	0.34d	1.19d	1.10d	1.99d	2.90d	0.51d	1.18d	1.19d	3.46d
Median Time	0.40d	0.15d	0.27d	0.38d	0.11d	0.17d	0.46d	0.10d	0.32d	0.35d	0.20d	0.25d	0.28d
PStDev Time	1.04d	0.18d	0.60d	0.36d	0.13d	0.29d	0.30d	0.63d	0.74d	0.17d	0.41d	0.43d	0.94d

## 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

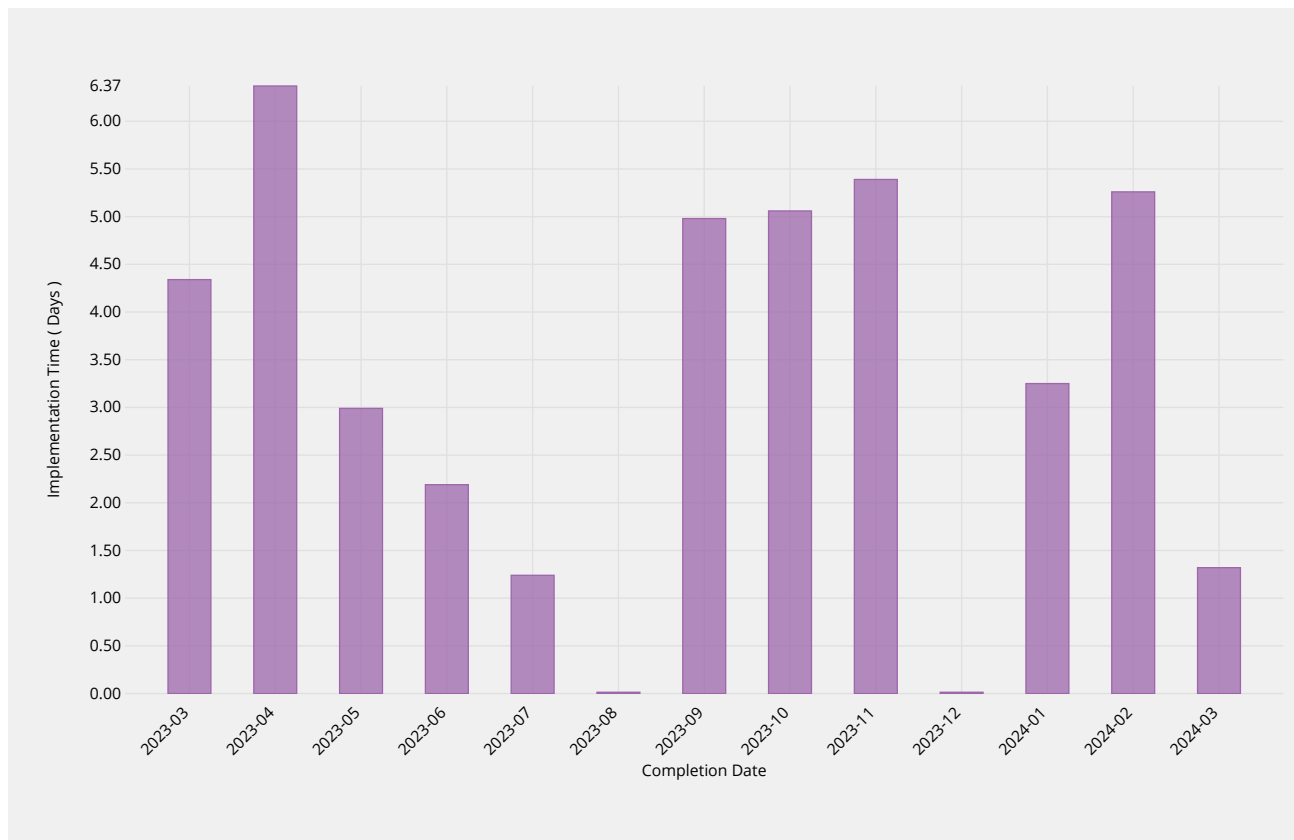
for remediation.



Review Time	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Review Time	0.00d	1.08d	0.33d	2.01d	0.37d	—	1.11d	0.48d	1.83d	—	1.45d	1.02d	1.30d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Review Count	1	1	3	1	2	0	2	8	2	0	2	5	1
Shortest Time	0.00d	1.08d	0.01d	2.01d	0.00d	—	0.00d	0.00d	0.00d	—	1.25d	0.00d	1.30d
Longest Time	0.00d	1.08d	0.39d	2.01d	0.41d	—	1.23d	1.02d	2.03d	—	1.48d	1.69d	1.30d
Median Time	0.00d	1.08d	0.08d	2.01d	0.20d	—	0.62d	0.00d	1.02d	—	1.36d	0.00d	1.30d
PStDev Time	0.00d	0.00d	0.17d	0.00d	0.20d	—	0.61d	0.33d	1.01d	—	0.11d	0.67d	0.00d

## Implementation Time

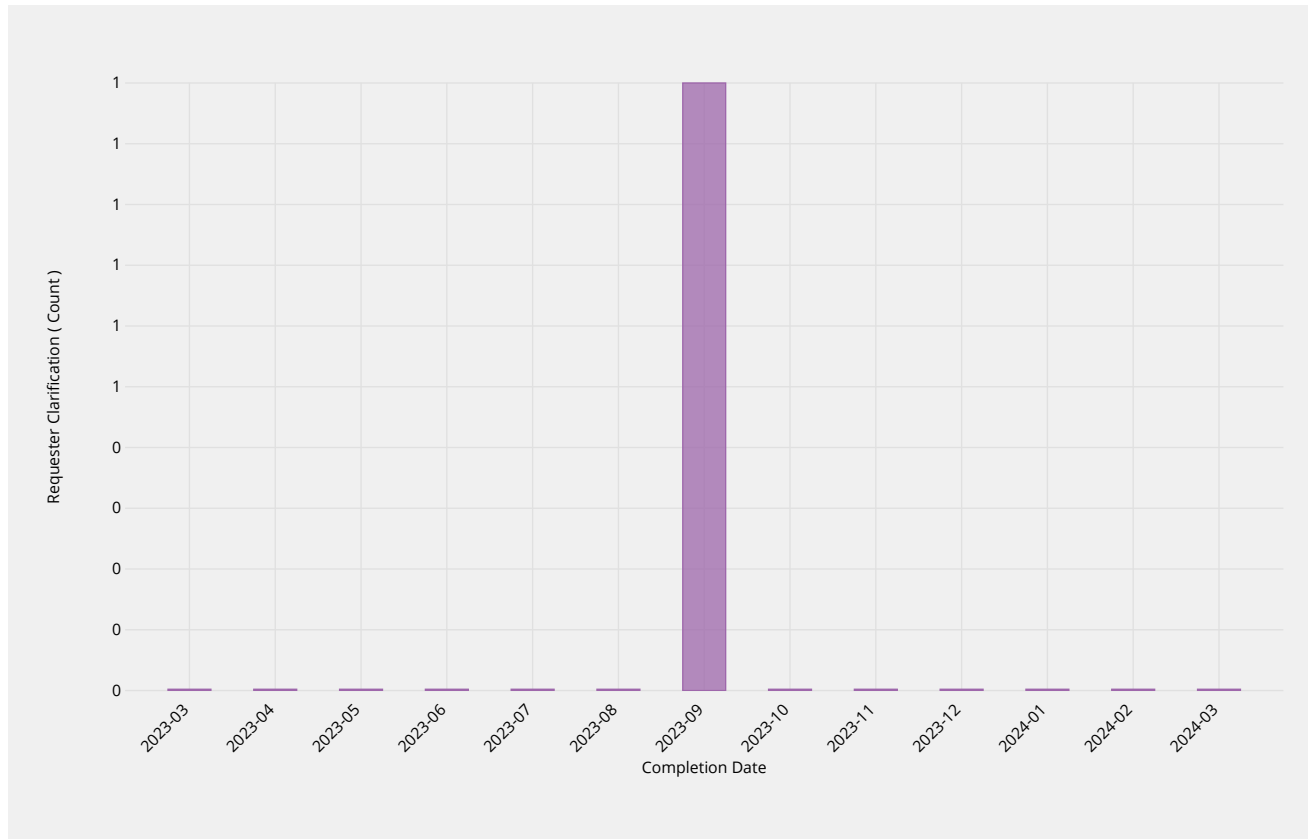
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Implementation Time	4.34d	6.37d	2.99d	2.19d	1.24d	—	4.98d	5.06d	5.39d	—	3.25d	5.26d	1.32d
Monthly Threshold	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	1	1	3	1	2	0	2	8	2	0	2	5	1
Shortest Time	4.34d	6.37d	1.19d	2.19d	1.17d	—	3.88d	0.22d	5.09d	—	2.79d	0.87d	1.32d
Longest Time	4.34d	6.37d	3.17d	2.19d	1.25d	—	5.11d	6.97d	5.42d	—	3.30d	6.72d	1.32d
Median Time	4.34d	6.37d	2.28d	2.19d	1.21d	—	4.49d	3.38d	5.25d	—	3.04d	3.07d	1.32d
PStDev Time	0.00d	0.00d	0.81d	0.00d	0.04d	—	0.62d	2.21d	0.17d	—	0.25d	1.98d	0.00d

## Requester Clarification

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



Requester Clarification	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Count	0	0	0	0	0	—	1	0	0	—	0	0	0
Request Count	1	1	3	1	2	0	2	8	2	0	2	5	1
Shortest Clarification	0	0	0	0	0	—	0	0	0	—	0	0	0
Longest Clarification	0	0	0	0	0	—	1	0	0	—	0	0	0

## Time per Actor

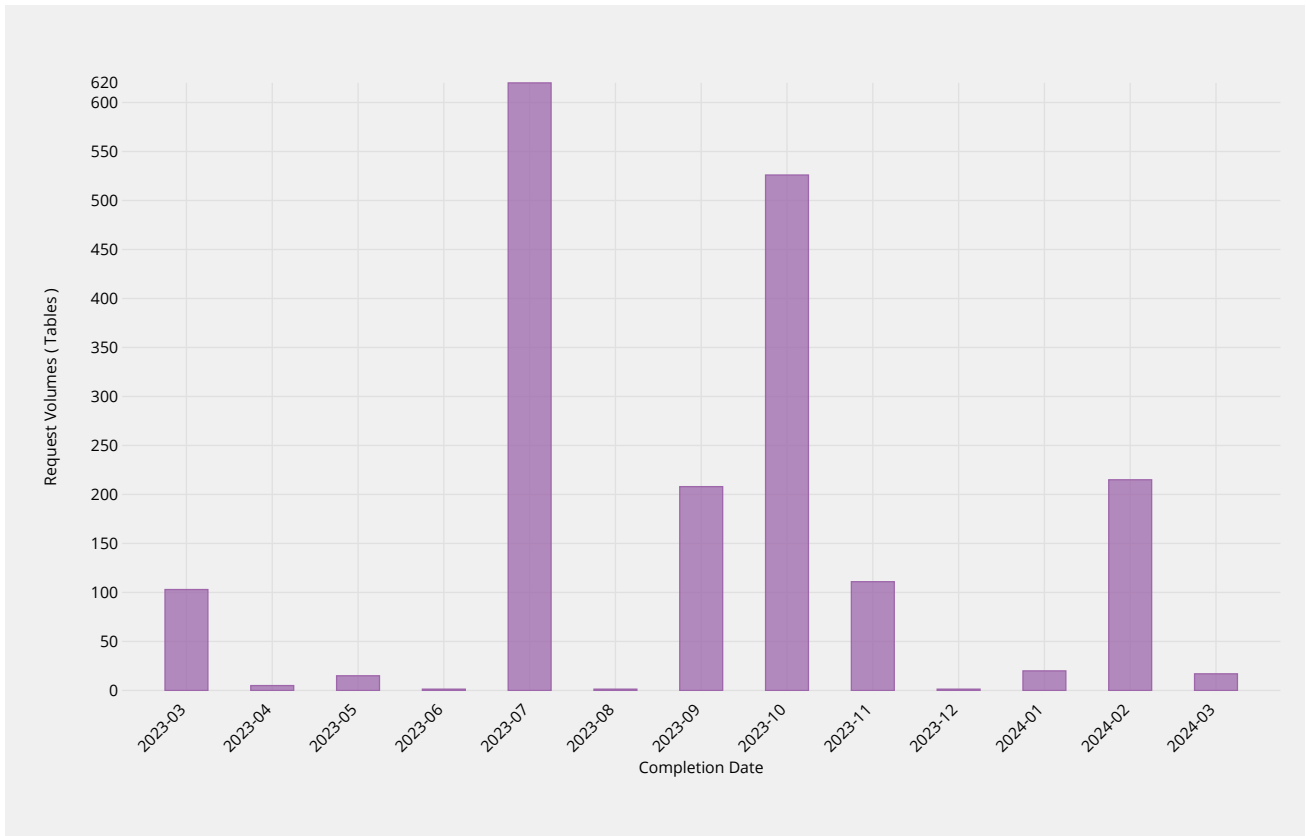
Average time taken for staff processing, requester clarification, administrative contact authorization and



Regulatory	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Longest Time	—	—	—	—	0.04d	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	0.04d	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	0.00d	—	—	—	—	—	—	—	—

## Request Volumes

Total number of LGRs added or modified.



Request Volumes	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03
Total LGRs Processed	103	5	15	1	620	—	208	526	111	—	20	215	17
Request Count	1	1	3	1	2	0	2	8	2	0	2	5	1
Average LGRs per Request	103	5	5	1	310	—	104	66	56	—	10	43	17
Smallest per Request	103	5	2	1	2	—	103	1	8	—	4	1	17
Largest per Request	103	5	8	1	618	—	105	206	103	—	16	103	17



# 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.