

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

October 2016

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## Introduction

On August 8, 2016, Design Team A of the Cross Community Working Group (CWG) produced a report providing analysis of the existing metrics associated with handling root zone change requests and made recommendations for establishment of service level agreements in a post-NTIA transition environment. The group based its analysis on two factors: the Service Level Agreements (SLAs) established under the 2012 NTIA-ICANN contract and an analysis of transaction activity provided by data logs of the requests from ccTLD registries to the IANA naming function.

Several assumptions were made in setting the SLAs for handling requests related to the IANA naming function. One of the assumptions documented in the August 2016 report describes the basis for setting the SLAs. SLAs for the IANA naming function are based on the form of "Transaction A must complete within X period Y percent of the time measured over Z". The example from the report used to demonstrate this metric is: "a root zone update must complete within 72 hours 95% of the time measured on a monthly basis". There are potential exceptions due to the infrequency of some types of requests, and when exceptions occur PTI has an obligation to explain it. The measurements produced will sum the processing time under the IANA naming function's control as well as the sum of the time in the end-to-end process that the action rests with the requester or the Root Zone Maintainer.

PTI will report monthly to the Customer Standing Committee (CSC) in its oversight role PTI's compliance with the SLAs. As well as the monthly report to the CSC, there is a real-time performance dashboard that is available to the public at <https://sle-dashboard.icann.org>. The service definitions for the categories of root zone change requests, as defined in the 2016 report, are appended to the monthly reports for reference.

## Summary of Performance

Metric	Category	Expected	Actual	Detail
<b>Submission</b>				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 1.87s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.3s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ 1.07s	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 1.6s	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ —	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.77d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✗ 3.04d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ —	p8
<b>Technical Checks</b>				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 13.31m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ 4.34m	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ 3.96m	p10
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ —	p10
Technical Check (Retest)	Routine (Technical)	≤3m (95.0%)	✗ 5.2m	p11
Technical Check (Retest)	gTLD Creation/Transfer	≤3m (95.0%)	✓ 0.11m	p11
Technical Check (Retest)	ccTLD Creation/Transfer	≤3m (95.0%)	✓ —	p12
Technical Check (Retest)	Other Changes	≤3m (95.0%)	✓ —	p12
Technical Check (Supplemental)	Routine (Technical)	≤1m (95.0%)	✗ 4.99m	p13
Technical Check (Supplemental)	gTLD Creation/Transfer	≤5m (95.0%)	✓ 0.17m	p13
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤5m (95.0%)	✗ 7.98m	p14
Technical Check (Supplemental)	Other Changes	≤5m (95.0%)	✓ —	p14
<b>Contact Confirmations</b>				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 1ms	p15
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1ms	p15
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1ms	p16
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1ms	p16
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 0.35ms	p17
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1ms	p17
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0ms	p18
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0ms	p18
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ —	p18
<b>Staff Processing</b>				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 3.53d	p19
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✗ 5.81d	p19
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 3.26d	p20
Validation and Reviews	ccTLD Creation/Transfer	≤60d (100.0%)	✗ 94.53d	p20
Third Party Approval	ccTLD Creation/Transfer	≤60d	✓ —	p21
<b>Implementation</b>				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 46.92h	p22
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ 51.13h	p22
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ 16h	p23
Root Zone Publication	Other Changes	≤72h (99.0%)	✓ —	p23
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.39s	p24
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.22s	p24

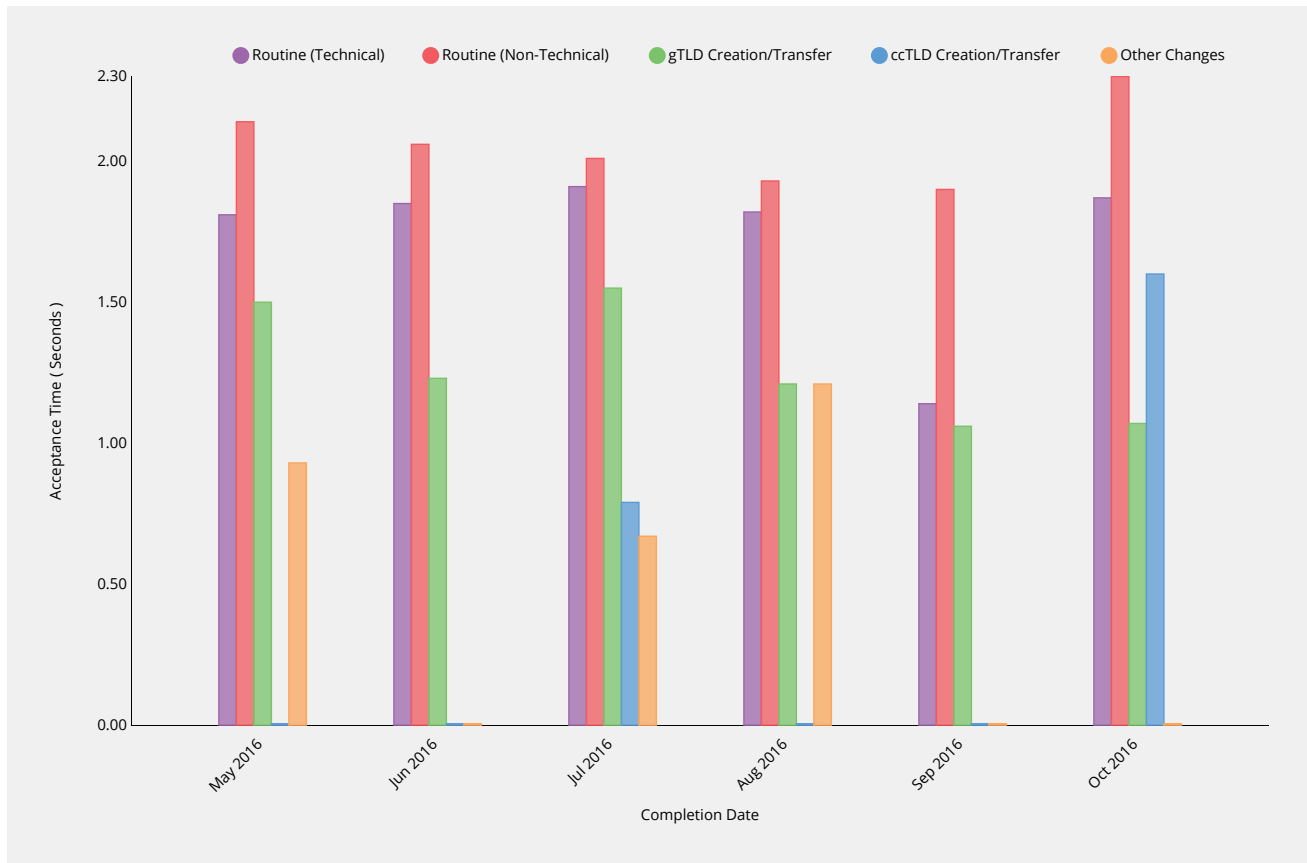
Metric	Category	Expected	Actual	Detail
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.57s	p25
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 0.43s	p25
Notification of Completion	Other Changes	≤60s (95.0%)	✓ —	p25
<b>System Availability</b>				
IANA Website	IANA Site Availability	≥99%	✓ 100%	p26
Root Zone Management System	RZM Availability	≥99%	✓ 100%	p27
Directory Service	WHOIS Availability	≥99%	✓ 100%	p28
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100%	p29
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.65s	p30
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 0ms	p31
<b>Accuracy</b>				
Root Zone File	Routine (Technical)	100%	✓ 100%	p32
Root Zone File	gTLD Creation/Transfer	100%	✓ 100%	p32
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100%	p32
Root Zone File	Other Changes	100%	✓ 100%	p32
Root Zone Database	Routine (Technical)	100%	✓ 100%	p33
Root Zone Database	Routine (Non-Technical)	100%	✓ 100%	p33
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100%	p33
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100%	p34
Root Zone Database	Other Changes	100%	✓ 100%	p34
<b>Enquiry Processing</b>				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 0.75s	p34
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 0.73d	p35

# 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)	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Acceptance Time	1.81s	1.85s	1.91s	1.82s	1.14s	1.87s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	25	35	35	47	78	59
Mean Time	1.01s	1.12s	1.09s	0.94s	0.83s	1.07s
Shortest Time	0.58s	0.57s	0.6s	0.64s	0.56s	0.55s
Longest Time	2.01s	1.87s	2.57s	2.05s	1.92s	2.66s
Median Time	0.84s	0.9s	0.86s	0.79s	0.78s	0.88s
PStDev Time	0.4s	0.47s	0.48s	0.37s	0.24s	0.44s

Routine (Non-Technical)	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Acceptance Time	2.14s	2.06s	2.01s	1.93s	1.9s	2.3s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	22	35	56	55	24	16
Mean Time	1.36s	1.38s	1.23s	1.19s	1.32s	1.66s

Routine (Non-Technical)	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Shortest Time	0.98s	0.96s	1.03s	0.96s	1.04s	1.14s
Longest Time	2.49s	3.21s	2.26s	2.4s	2.18s	2.46s
Median Time	1.25s	1.22s	1.15s	1.09s	1.22s	1.46s
PStDev Time	0.38s	0.41s	0.27s	0.29s	0.27s	0.42s

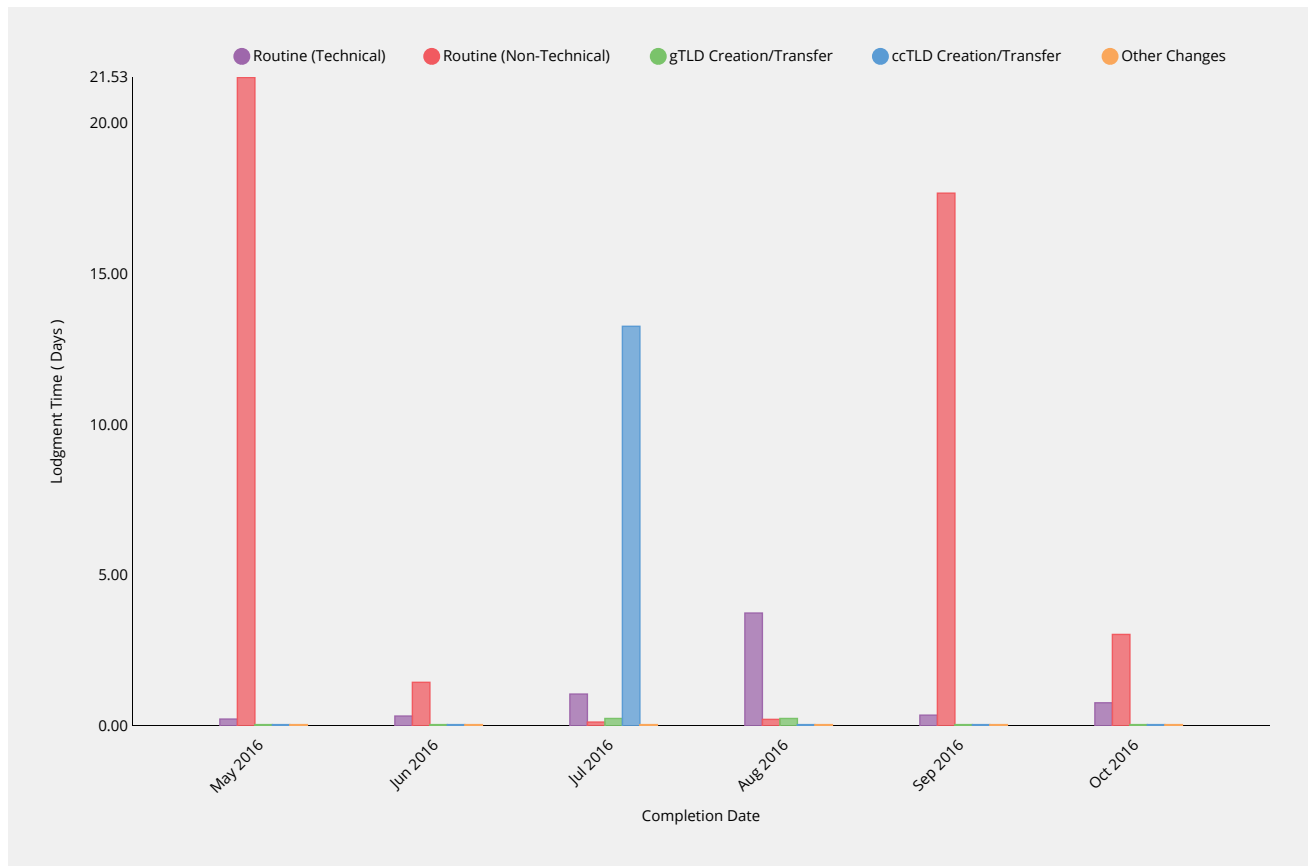
gTLD Creation/Transfer	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Acceptance Time	1.5s	1.23s	1.55s	1.21s	1.06s	1.07s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	30	52	90	57	8	8
Mean Time	1.01s	0.94s	1.04s	0.99s	0.96s	0.98s
Shortest Time	0.79s	0.79s	0.79s	0.65s	0.88s	0.91s
Longest Time	1.78s	1.32s	3.29s	1.41s	1.09s	1.07s
Median Time	0.93s	0.9s	0.96s	0.97s	0.96s	0.96s
PStDev Time	0.22s	0.12s	0.32s	0.13s	0.06s	0.06s

ccTLD Creation/Transfer	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Acceptance Time	—	—	0.79s	—	—	1.6s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	0	0	1	0	0	1
Mean Time	—	—	0.79s	—	—	1.6s
Shortest Time	—	—	0.79s	—	—	1.6s
Longest Time	—	—	0.79s	—	—	1.6s
Median Time	—	—	0.79s	—	—	1.6s
PStDev Time	—	—	0s	—	—	0s

Other Changes	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Acceptance Time	0.93s	—	0.67s	1.21s	—	—
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	1	1	0	0
Mean Time	0.93s	—	0.67s	1.21s	—	—
Shortest Time	0.93s	—	0.67s	1.21s	—	—
Longest Time	0.93s	—	0.67s	1.21s	—	—
Median Time	0.93s	—	0.67s	1.21s	—	—
PStDev Time	0s	—	0s	0s	—	—

## Manual Lodgment Time

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



Routine (Technical)	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Lodgment Time	0.23d	0.33d	1.06d	3.75d	0.36d	0.77d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	2	3	3	5	4	4
Mean Time	0.22d	0.24d	0.44d	1.28d	0.14d	0.42d
Shortest Time	0.21d	0.08d	0.02d	0d	0d	0.13d
Longest Time	0.23d	0.33d	1.16d	4.37d	0.39d	0.81d
Median Time	0.22d	0.32d	0.14d	0.58d	0.09d	0.37d
PStDev Time	0.01d	0.12d	0.51d	1.61d	0.16d	0.27d

Routine (Non-Technical)	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Lodgment Time	21.53d	1.45d	0.13d	0.22d	17.69d	3.04d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	7	1	2	2	5	7
Mean Time	6.71d	1.45d	0.08d	0.14d	5.14d	1.3d
Shortest Time	0.02d	1.45d	0.02d	0.05d	0.01d	0.25d
Longest Time	25.96d	1.45d	0.14d	0.23d	20.99d	3.41d
Median Time	1.34d	1.45d	0.08d	0.14d	0.24d	1.32d
PStDev Time	8.87d	0d	0.06d	0.09d	8.1d	1.1d

**Exception Narrative**  
 Primary cause: Spanned non-business days

Analysis/Comments: Result of a single request that was received on Friday, reviewed on Tuesday. Monday was a National Holiday.

gTLD Creation/Transfer	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Lodgment Time	—	—	0.25d	0.25d	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	1	3	0	0
Mean Time	—	—	0.25d	0.25d	—	—
Shortest Time	—	—	0.25d	0.24d	—	—
Longest Time	—	—	0.25d	0.25d	—	—
Median Time	—	—	0.25d	0.25d	—	—
PStDev Time	—	—	0d	0d	—	—

ccTLD Creation/Transfer	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Lodgment Time	—	—	13.27d	—	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	1	0	0	0
Mean Time	—	—	13.27d	—	—	—
Shortest Time	—	—	13.27d	—	—	—
Longest Time	—	—	13.27d	—	—	—
Median Time	—	—	13.27d	—	—	—
PStDev Time	—	—	0d	—	—	—

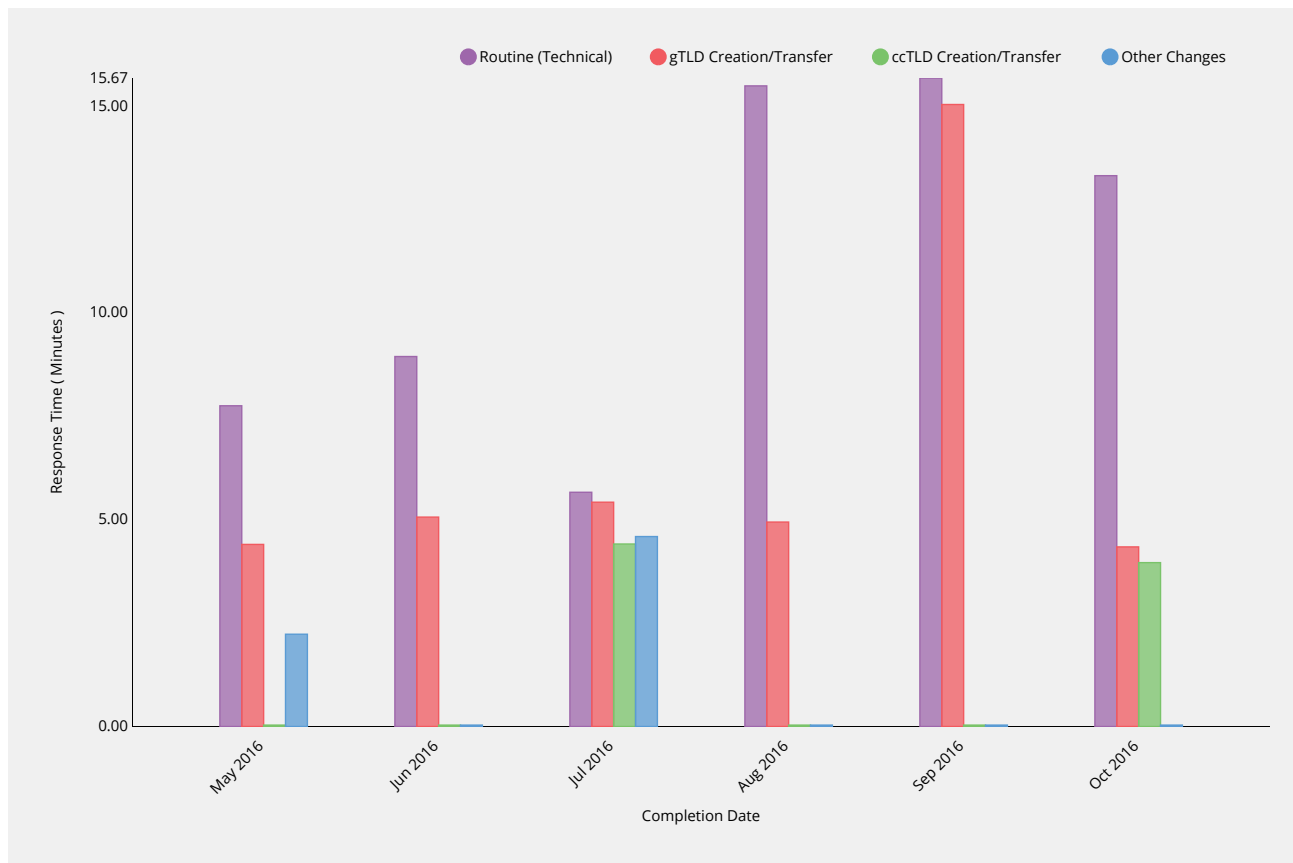
Other Changes	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Lodgment Time	—	—	—	—	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—



## Technical Checks

### Technical Check (First)

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



Routine (Technical)	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Response Time	7.75m	8.94m	5.66m	15.48m	15.67m	13.31m
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	25	35	35	47	78	59
Mean Time	3.71m	5.44m	3.51m	5.3m	5.99m	5.49m
Shortest Time	0.56m	0.51m	0.33m	0.54m	0.29m	0.31m
Longest Time	9.03m	64.46m	8.77m	21.34m	19.85m	18m
Median Time	3.9m	3.5m	3.83m	3.71m	4.53m	4.53m
PStDev Time	2.23m	10.35m	1.85m	4.8m	4.36m	4.14m

gTLD Creation/Transfer	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Response Time	4.4m	5.06m	5.42m	4.94m	15.03m	4.34m
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	30	52	90	57	8	8
Mean Time	2.45m	3.05m	3.02m	2.61m	6m	2.65m
Shortest Time	0.34m	0.28m	0.31m	0.16m	0.85m	0.17m
Longest Time	5.1m	17.13m	6.88m	7.41m	20.4m	4.42m
Median Time	2.55m	2.62m	3.01m	2.64m	4.56m	2.67m

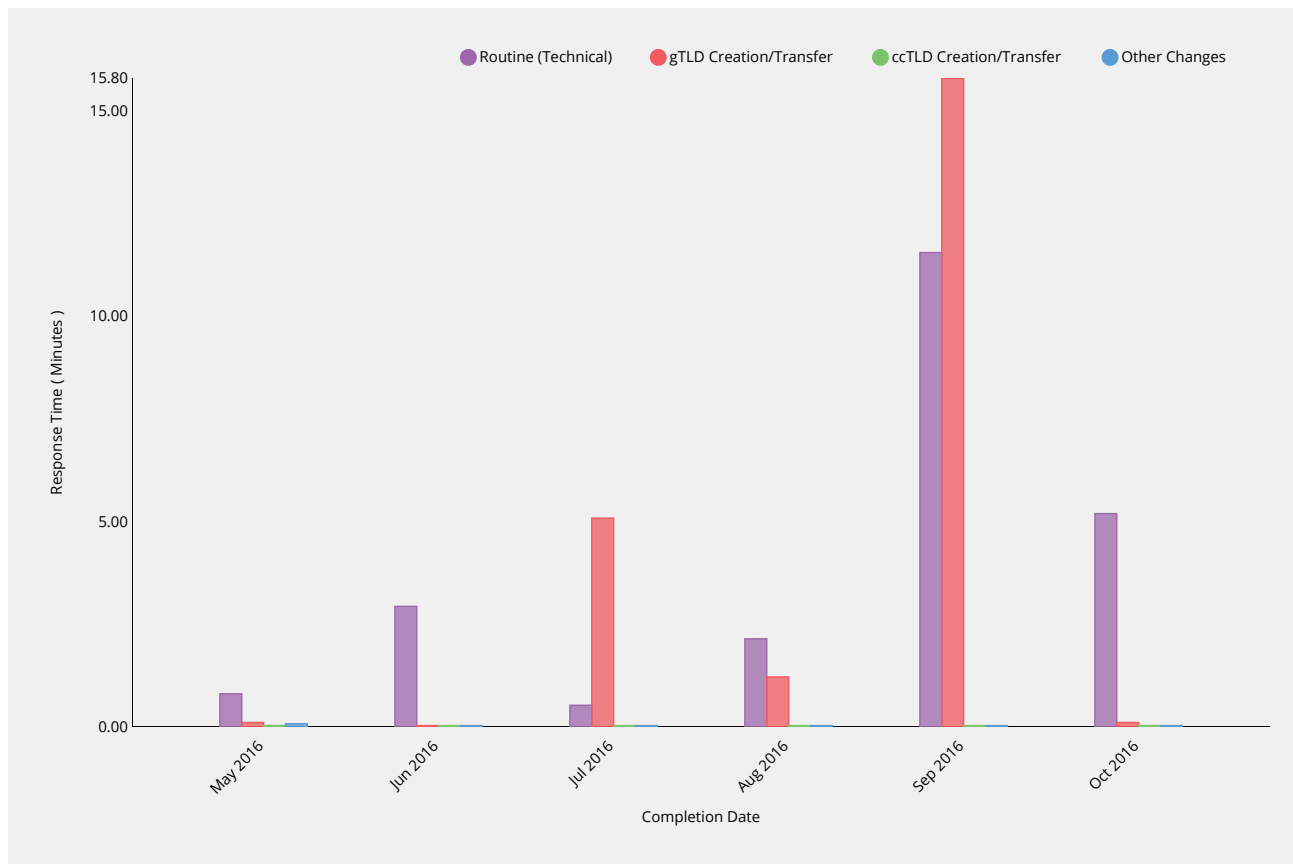
gTLD Creation/Transfer	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
PStDev Time	1.35m	2.42m	1.49m	1.68m	5.58m	1.36m

ccTLD Creation/Transfer	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Response Time	—	—	4.41m	—	—	3.96m
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	1	0	0	1
Mean Time	—	—	4.41m	—	—	3.96m
Shortest Time	—	—	4.41m	—	—	3.96m
Longest Time	—	—	4.41m	—	—	3.96m
Median Time	—	—	4.41m	—	—	3.96m
PStDev Time	—	—	0m	—	—	0m

Other Changes	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Response Time	2.23m	—	4.59m	—	—	—
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	1	0	0	0
Mean Time	2.23m	—	4.59m	—	—	—
Shortest Time	2.23m	—	4.59m	—	—	—
Longest Time	2.23m	—	4.59m	—	—	—
Median Time	2.23m	—	4.59m	—	—	—
PStDev Time	0m	—	0m	—	—	—

## Technical Check (Retest)

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



Routine (Technical)	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Response Time	0.81m	2.94m	0.53m	2.15m	11.56m	5.2m
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	9	192	101	286	128	51
Mean Time	0.55m	7.28m	0.32m	0.99m	1.65m	1.86m
Shortest Time	0.26m	0.13m	0.1m	0.06m	0.09m	0.16m
Longest Time	0.82m	317.88m	0.6m	2.45m	19.75m	6.22m
Median Time	0.43m	0.79m	0.31m	1.14m	0.25m	0.49m
PStDev Time	0.21m	40.69m	0.09m	0.83m	3.81m	1.95m

### Exception Narrative

Primary cause: Software analysis required  
 Analysis/Comments: Technical checks are fully automated. Requested software development analysis to see if process can be further optimized.

gTLD Creation/Transfer	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Response Time	0.11m	—	5.09m	1.22m	15.8m	0.11m
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	1	0	61	6	5	1
Mean Time	0.11m	—	0.82m	0.69m	15.8m	0.11m
Shortest Time	0.11m	—	0.11m	0.31m	15.79m	0.11m

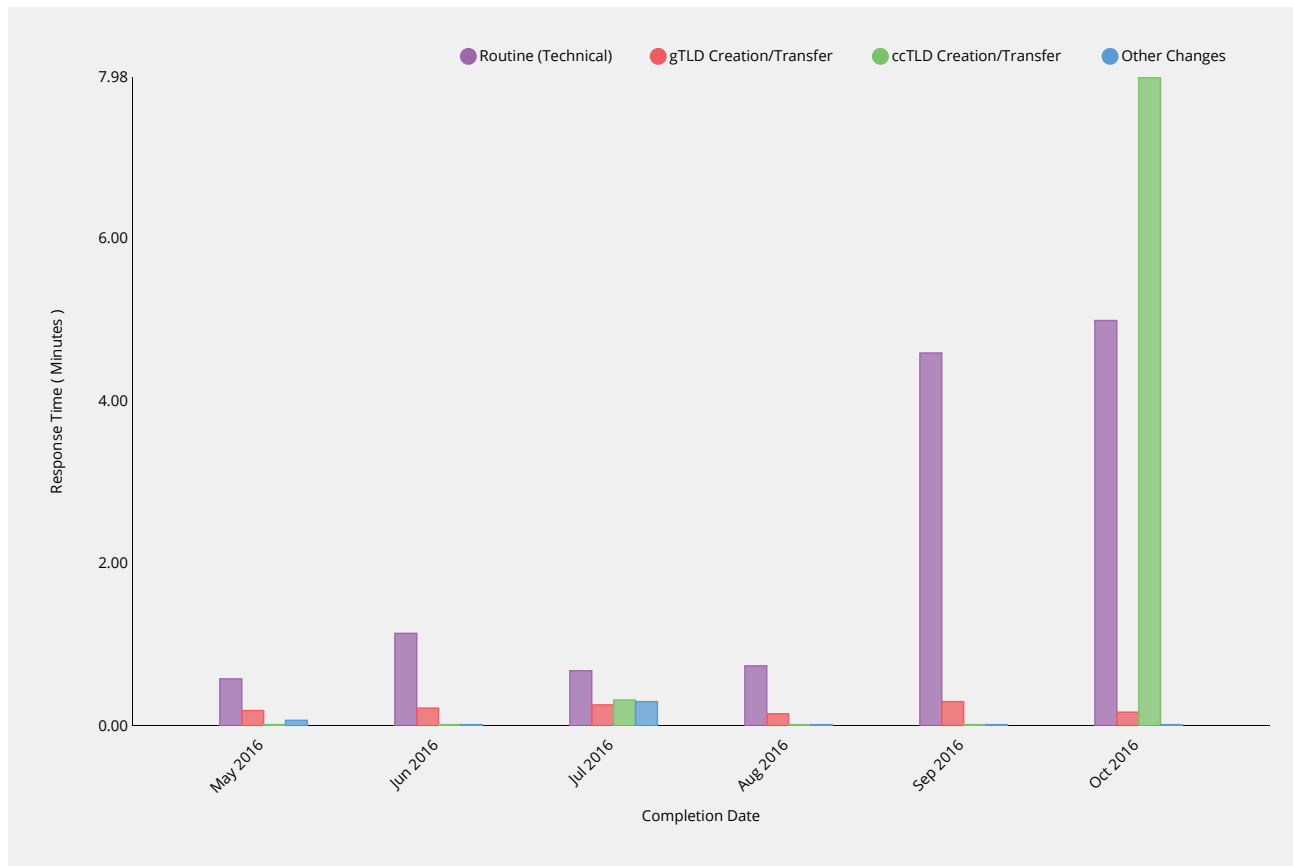
gTLD Creation/Transfer	2016-05	2016-06	2016-07	2016-08	2016-09	<b>2016-10</b>
Longest Time	0.11m	—	5.21m	1.36m	15.8m	0.11m
Median Time	0.11m	—	0.3m	0.67m	15.79m	0.11m
PStDev Time	0m	—	1.35m	0.36m	0m	0m

ccTLD Creation/Transfer	2016-05	2016-06	2016-07	2016-08	2016-09	<b>2016-10</b>
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	—	—	—	—	—	—

Other Changes	2016-05	2016-06	2016-07	2016-08	2016-09	<b>2016-10</b>
Response Time	0.08m	—	—	—	—	—
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	1	0	0	0	0	0
Mean Time	0.08m	—	—	—	—	—
Shortest Time	0.08m	—	—	—	—	—
Longest Time	0.08m	—	—	—	—	—
Median Time	0.08m	—	—	—	—	—
PStDev Time	0m	—	—	—	—	—

## Technical Check (Supplemental)

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



Routine (Technical)	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Response Time	0.58m	1.14m	0.68m	0.74m	4.59m	4.99m
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	23	35	31	57	78	67
Mean Time	0.27m	0.47m	0.33m	0.34m	1.1m	0.97m
Shortest Time	0.1m	0.12m	0.09m	0.06m	0.09m	0.13m
Longest Time	0.69m	1.69m	0.73m	2.08m	6.97m	7.09m
Median Time	0.2m	0.38m	0.31m	0.27m	0.29m	0.33m
PStDev Time	0.16m	0.34m	0.17m	0.35m	1.65m	1.57m

### Exception Narrative

Primary cause: Software analysis required  
 Analysis/Comments: Technical checks are fully automated. Requested software development analysis to see if process can be further optimized.

gTLD Creation/Transfer	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Response Time	0.19m	0.22m	0.26m	0.15m	0.3m	0.17m
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	29	43	79	50	7	8
Mean Time	0.13m	0.14m	0.17m	0.12m	0.15m	0.14m
Shortest Time	0.1m	0.08m	0.1m	0.1m	0.08m	0.1m
Longest Time	0.21m	0.36m	2.16m	0.16m	0.34m	0.18m

gTLD Creation/Transfer	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Median Time	0.12m	0.13m	0.14m	0.11m	0.11m	0.14m
PStDev Time	0.03m	0.05m	0.23m	0.02m	0.08m	0.03m

ccTLD Creation/Transfer	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Response Time	—	—	0.32m	—	—	7.98m
Monthly Threshold	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	1	0	0	6
Mean Time	—	—	0.32m	—	—	6.65m
Shortest Time	—	—	0.32m	—	—	0.23m
Longest Time	—	—	0.32m	—	—	7.99m
Median Time	—	—	0.32m	—	—	7.92m
PStDev Time	—	—	0m	—	—	2.87m

#### Exception Narrative

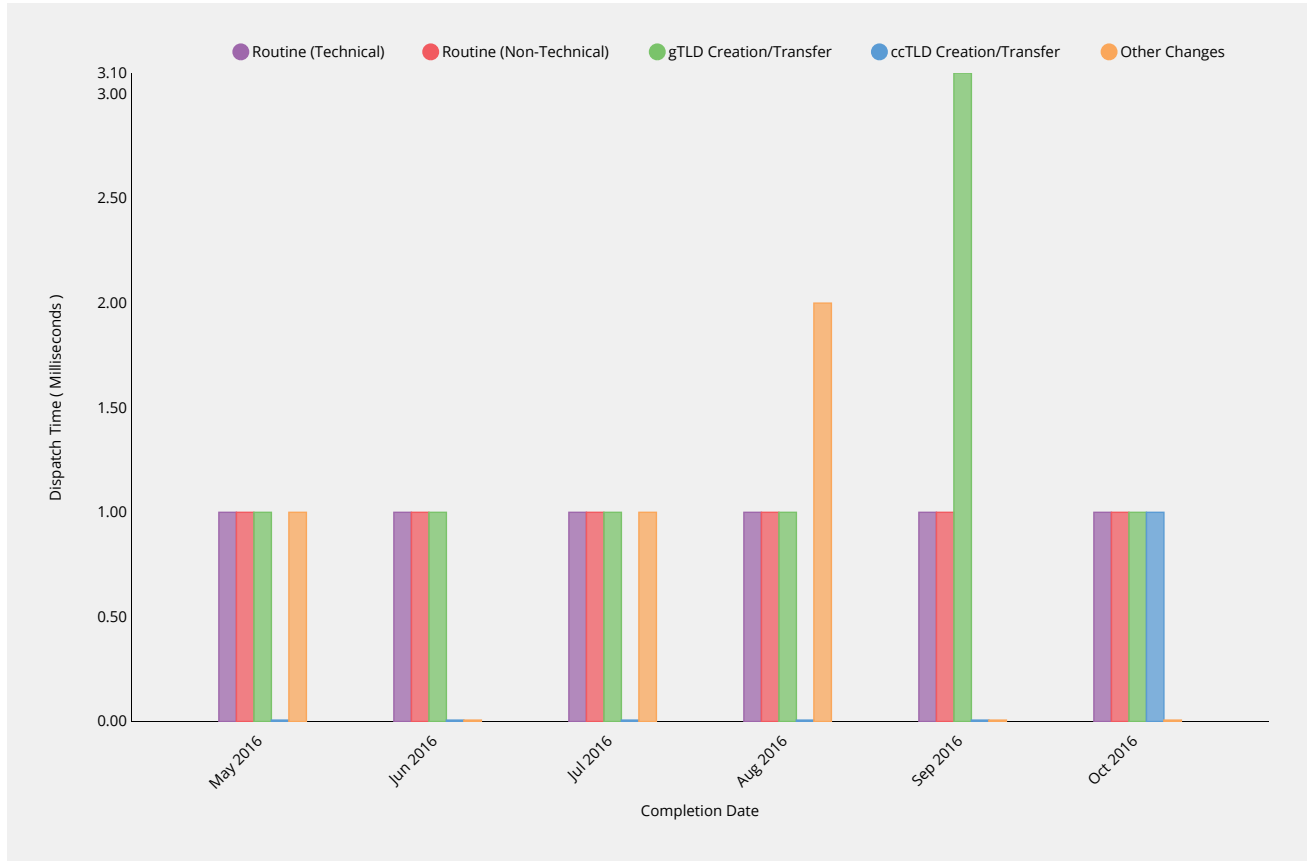
Primary cause: Software analysis required  
 Analysis/Comments: Technical checks are fully automated. Requested software development analysis to see if process can be further optimized.

Other Changes	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Response Time	0.07m	—	0.3m	—	—	—
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	1	0	0	0
Mean Time	0.07m	—	0.3m	—	—	—
Shortest Time	0.07m	—	0.3m	—	—	—
Longest Time	0.07m	—	0.3m	—	—	—
Median Time	0.07m	—	0.3m	—	—	—
PStDev Time	0m	—	0m	—	—	—

# Contact Confirmations

## Email Dispatch

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



Routine (Technical)	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Dispatch Time	1ms	1ms	1ms	1ms	1ms	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	25	29	31	39	70	56
Mean Time	0.56ms	0.52ms	0.52ms	0.64ms	0.67ms	0.66ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	1ms	1ms	1ms	2ms
Median Time	1ms	1ms	1ms	1ms	1ms	1ms
PStDev Time	0.5ms	0.5ms	0.5ms	0.48ms	0.47ms	0.54ms

Routine (Non-Technical)	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Dispatch Time	1ms	1ms	1ms	1ms	1ms	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	22	35	56	55	24	16
Mean Time	0.73ms	0.63ms	0.61ms	0.96ms	0.75ms	0.88ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	1ms	5ms	2ms	1ms
Median Time	1ms	1ms	1ms	1ms	1ms	1ms

Routine (Non-Technical)	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
PStDev Time	0.45ms	0.48ms	0.49ms	0.66ms	0.52ms	0.33ms

gTLD Creation/Transfer	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Dispatch Time	1ms	1ms	1ms	1ms	3.1ms	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	29	51	83	56	7	8
Mean Time	0.69ms	0.61ms	0.7ms	0.8ms	0.71ms	1ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	1ms
Longest Time	1ms	1ms	5ms	1ms	4ms	1ms
Median Time	1ms	1ms	1ms	1ms	0ms	1ms
PStDev Time	0.46ms	0.49ms	0.67ms	0.4ms	1.39ms	0ms

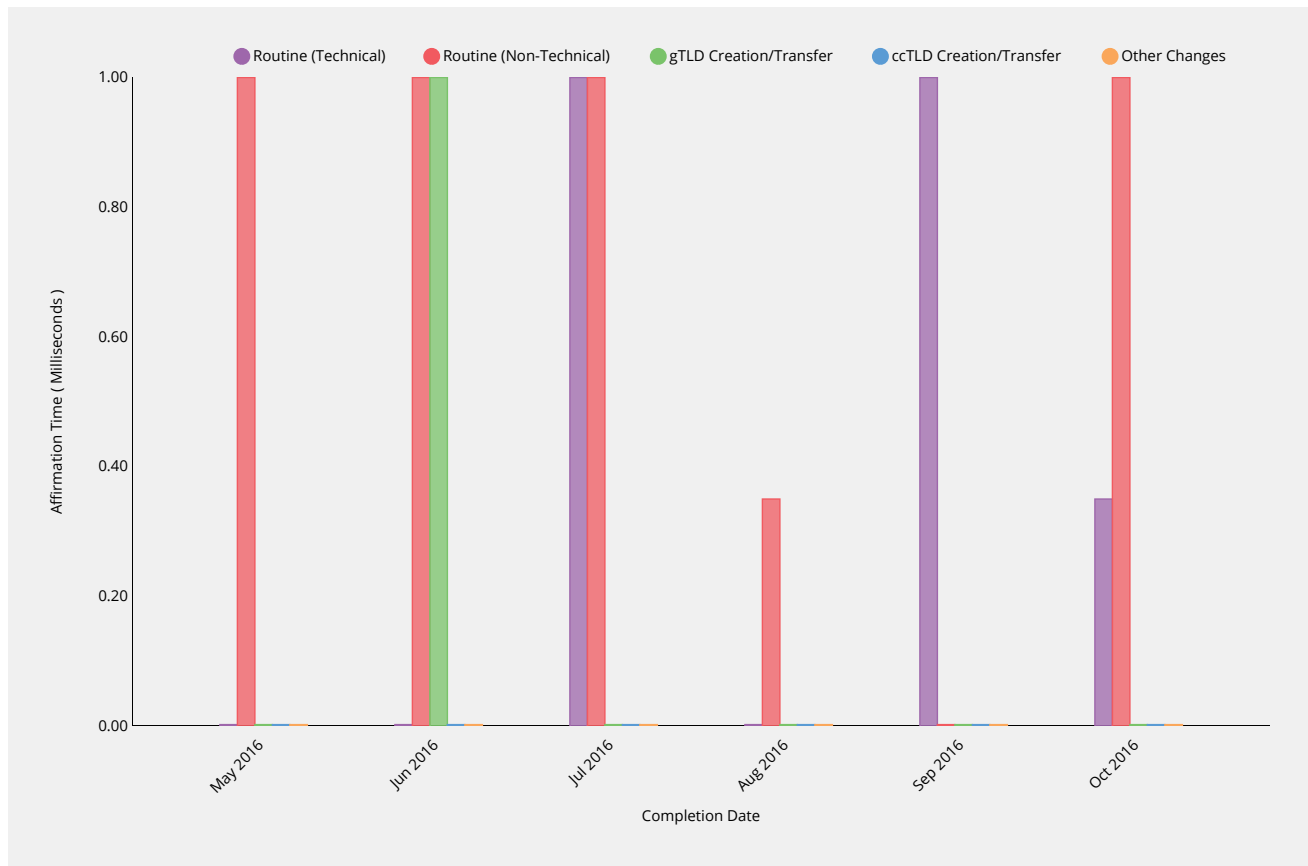
ccTLD Creation/Transfer	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Dispatch Time	—	—	0ms	—	—	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	0	1	0	0	1
Mean Time	—	—	0ms	—	—	1ms
Shortest Time	—	—	0ms	—	—	1ms
Longest Time	—	—	0ms	—	—	1ms
Median Time	—	—	0ms	—	—	1ms
PStDev Time	—	—	0ms	—	—	0ms

Other Changes	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Dispatch Time	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	1	1	0	0
Mean Time	1ms	—	1ms	2ms	—	—
Shortest Time	1ms	—	1ms	2ms	—	—
Longest Time	1ms	—	1ms	2ms	—	—
Median Time	1ms	—	1ms	2ms	—	—
PStDev Time	0ms	—	0ms	0ms	—	—



## Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Affirmation Time	0ms	0ms	1ms	0ms	1ms	0.35ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	22	29	31	39	70	54
Mean Time	0ms	0.03ms	0.1ms	0.03ms	0.1ms	0.06ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	0ms	1ms	1ms	1ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0ms	0.18ms	0.3ms	0.16ms	0.3ms	0.23ms

Routine (Non-Technical)	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Affirmation Time	1ms	1ms	1ms	0.35ms	0ms	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	20	32	55	54	22	13
Mean Time	0.1ms	0.19ms	0.07ms	0.06ms	0.05ms	0.23ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	1ms	1ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.3ms	0.39ms	0.26ms	0.23ms	0.21ms	0.42ms

gTLD Creation/Transfer	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Affirmation Time	0ms	1ms	0ms	0ms	0ms	0ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	29	43	79	53	7	8
Mean Time	0ms	0.12ms	0.03ms	0ms	0ms	0ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	0ms	1ms	1ms	0ms	0ms	0ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0ms	0.32ms	0.16ms	0ms	0ms	0ms

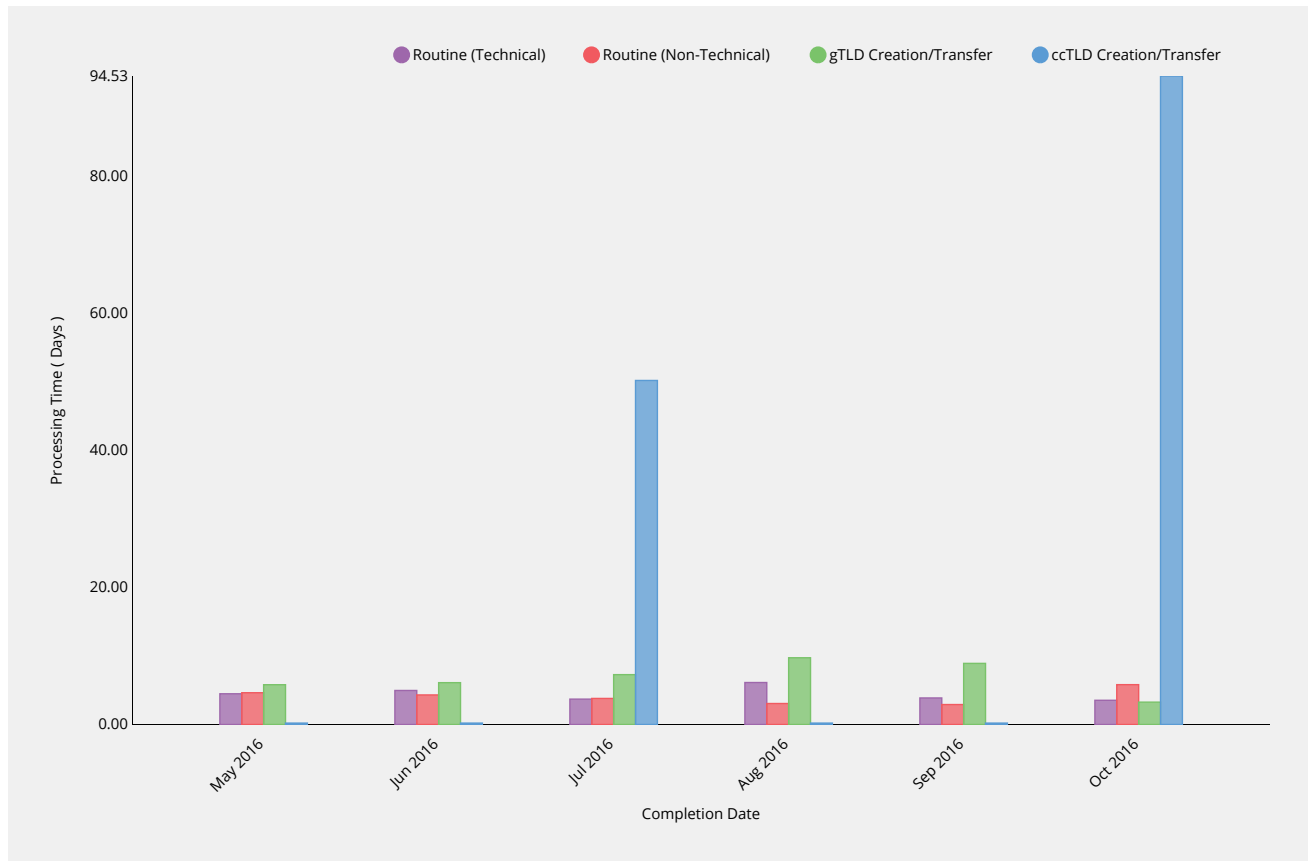
ccTLD Creation/Transfer	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Affirmation Time	—	—	0ms	—	—	0ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	0	1	0	0	1
Mean Time	—	—	0ms	—	—	0ms
Shortest Time	—	—	0ms	—	—	0ms
Longest Time	—	—	0ms	—	—	0ms
Median Time	—	—	0ms	—	—	0ms
PStDev Time	—	—	0ms	—	—	0ms

Other Changes	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Affirmation Time	0ms	—	0ms	0ms	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	1	0	1	1	0	0
Mean Time	0ms	—	0ms	0ms	—	—
Shortest Time	0ms	—	0ms	0ms	—	—
Longest Time	0ms	—	0ms	0ms	—	—
Median Time	0ms	—	0ms	0ms	—	—
PStDev Time	0ms	—	0ms	0ms	—	—

# Staff Processing

## Validation and Reviews

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



Routine (Technical)	2016-05	2016-06	2016-07	2016-08	2016-09	<b>2016-10</b>
Processing Time	4.48d	4.96d	3.7d	6.12d	3.87d	3.53d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	22	29	31	39	70	54
Mean Time	2.78d	3.3d	2.58d	3.17d	1.66d	1.22d
Shortest Time	1.2d	1.16d	0.31d	0.02d	0.01d	0.02d
Longest Time	5.4d	5.23d	7.62d	8.78d	5.84d	12.91d
Median Time	2.25d	3.21d	2.42d	2.28d	1.37d	0.57d
PStDev Time	1.35d	1.37d	1.42d	2.46d	1.41d	2d

Routine (Non-Technical)	2016-05	2016-06	2016-07	2016-08	2016-09	<b>2016-10</b>
Processing Time	4.63d	4.31d	3.8d	3.06d	2.91d	5.81d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	18	32	54	54	22	12
Mean Time	2.81d	2.1d	3.19d	0.87d	2.57d	1.82d
Shortest Time	1d	0.16d	0.01d	0d	1.03d	0d
Longest Time	4.97d	5.42d	7.1d	9.26d	7.11d	7.2d
Median Time	2.77d	1.85d	3.79d	0.03d	2.77d	0.73d

Routine (Non-Technical)	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
PStDev Time	1.22d	1.74d	1.49d	1.94d	1.16d	2.33d

#### Exception Narrative

Primary cause: Spanned non-business days & miscategorized change type  
 Analysis/Comments: One request was filed as a routine change but the requested changes constituted a redelegation. The request did not proceed as a redelegation and was administratively closed. A second request was delayed during regulatory checking which also spanned over a weekend.

gTLD Creation/Transfer	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Processing Time	5.8d	6.1d	7.27d	9.73d	8.91d	3.26d
Monthly Threshold	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	29	43	79	53	7	8
Mean Time	4.19d	3.74d	4.66d	5.42d	6.46d	1.06d
Shortest Time	1.38d	1.11d	0.02d	0.98d	2.87d	0d
Longest Time	17.13d	11.03d	8.28d	12.26d	9.14d	3.92d
Median Time	3.78d	3.99d	5.17d	5.28d	6.16d	0.24d
PStDev Time	2.85d	2d	1.91d	2.56d	2.3d	1.44d

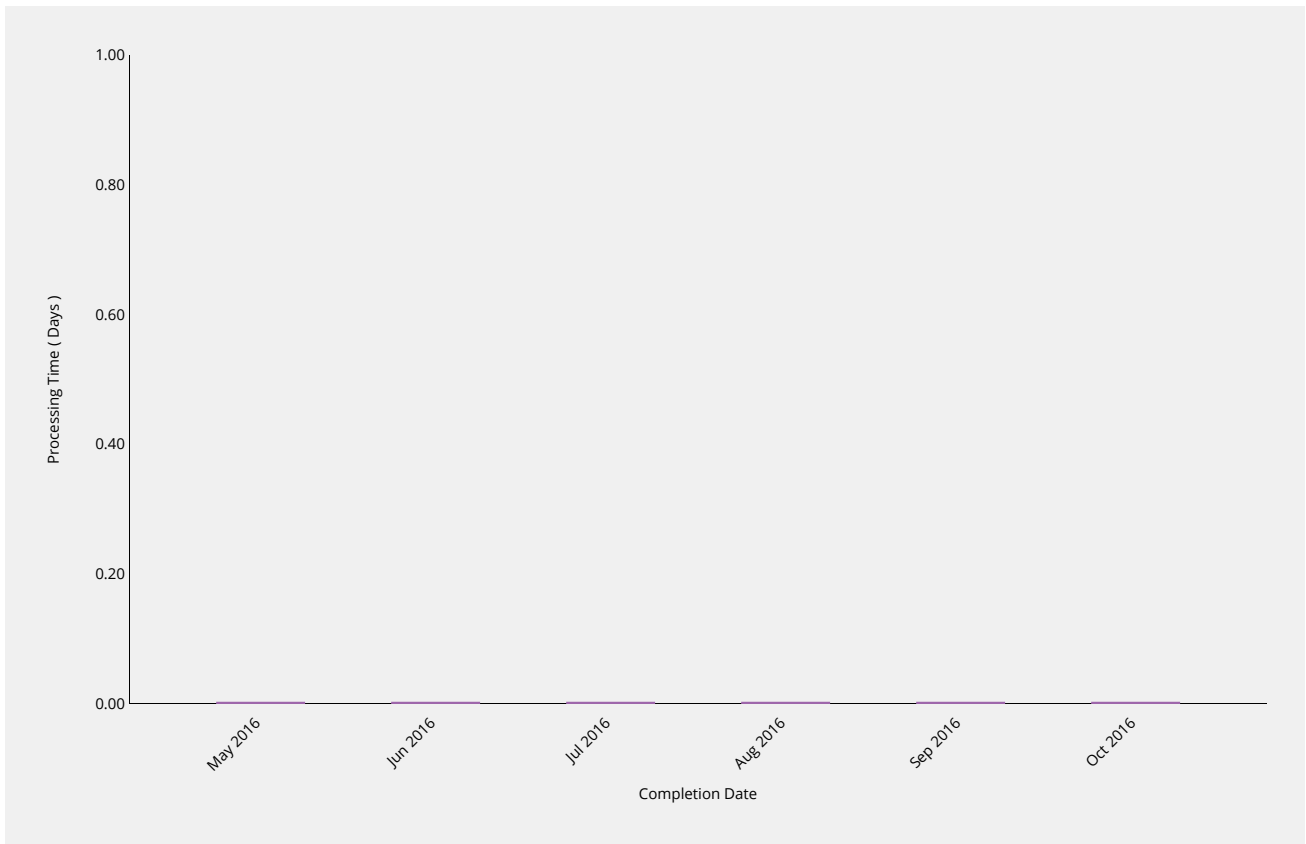
ccTLD Creation/Transfer	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Processing Time	—	—	50.15d	—	—	94.53d
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Request Count	0	0	1	0	0	1
Mean Time	—	—	50.15d	—	—	94.53d
Shortest Time	—	—	50.15d	—	—	94.53d
Longest Time	—	—	50.15d	—	—	94.53d
Median Time	—	—	50.15d	—	—	94.53d
PStDev Time	—	—	0d	—	—	0d

#### Exception Narrative

Primary cause: Aspirational target  
 Analysis/Comments: This is an IDN ccTLD delegation request. The request was lodged in March 2016, prior to the new service levels. A ccTLD delegation request requires extensive amount of communications with the requestor. In this particular case, the staff were extra cautious in their review because the supporting materials gave some confusion about who is the proposed operator of the TLD. In addition, the requesting entity also operates the ASCII ccTLD for the country and there were some issues that existed for the ASCII ccTLD that we wanted to make sure are mitigated in the delegation of the IDN ccTLD.

### Third Party Approval

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

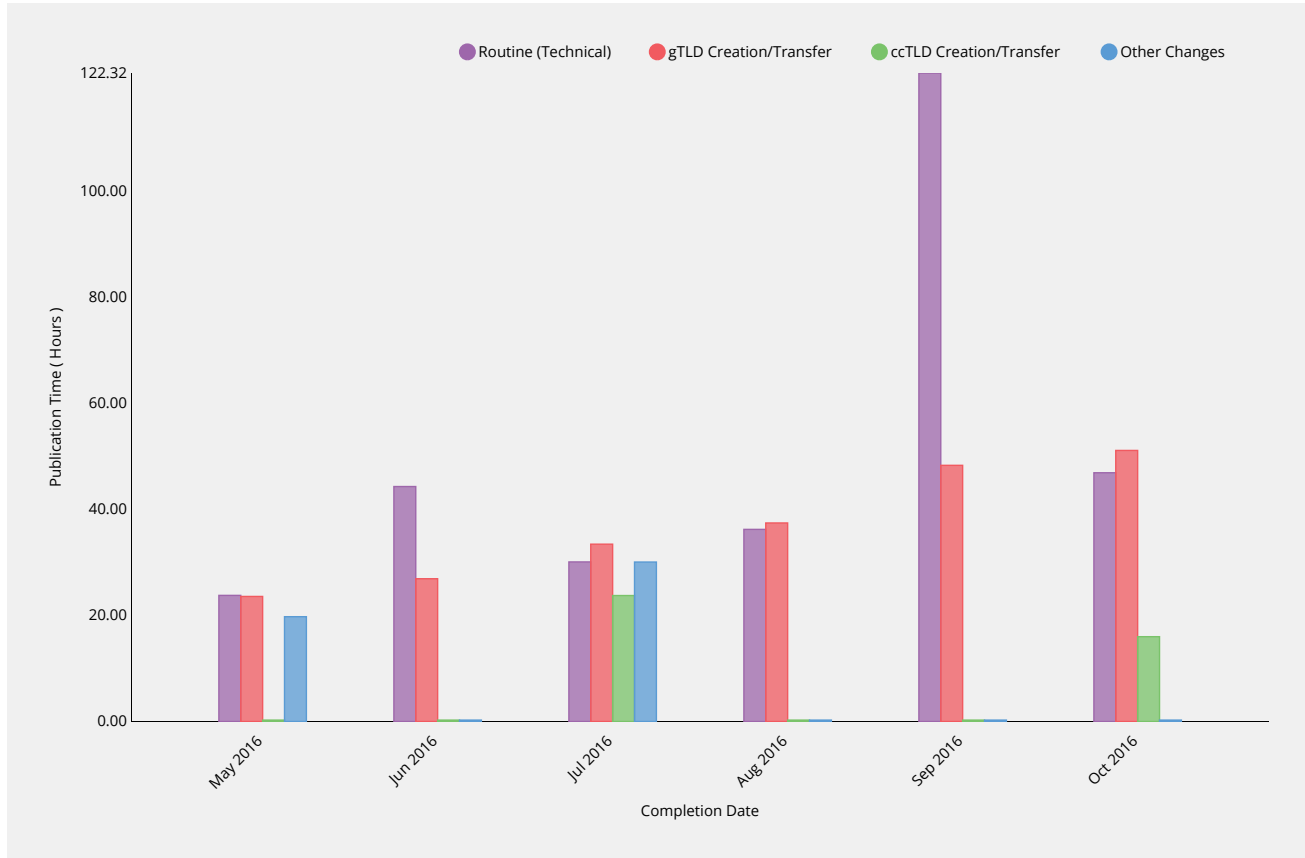


ccTLD Creation/Transfer	2016-05	2016-06	2016-07	2016-08	2016-09	<b>2016-10</b>
Processing Time	—	—	—	—	—	—
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	—	—	—	—	—	—
Request Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
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)	2016-05	2016-06	2016-07	2016-08	2016-09	<b>2016-10</b>
Publication Time	23.79h	44.32h	30.1h	36.24h	122.32h	46.92h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	22	29	31	38	70	53
Mean Time	14.77h	18.34h	18.74h	15.66h	23.31h	25.17h
Shortest Time	1.91h	2.82h	3h	4.87h	2.2h	0.86h
Longest Time	24.15h	44.32h	30.1h	40.91h	143.81h	46.92h
Median Time	19.27h	19.16h	19.97h	14.73h	22.97h	23.72h
PStDev Time	7.36h	11.84h	7.15h	7.89h	22.06h	10.38h

gTLD Creation/Transfer	2016-05	2016-06	2016-07	2016-08	2016-09	<b>2016-10</b>
Publication Time	23.59h	26.93h	33.45h	37.45h	48.32h	51.13h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	29	43	78	50	7	8
Mean Time	17.89h	21.95h	21.27h	17.78h	21.83h	37.81h
Shortest Time	1.91h	13.72h	5.39h	6.24h	3.41h	1.34h
Longest Time	23.59h	26.93h	33.45h	40.89h	49.8h	51.13h
Median Time	19.78h	21.18h	20.93h	16.98h	21.9h	48.05h

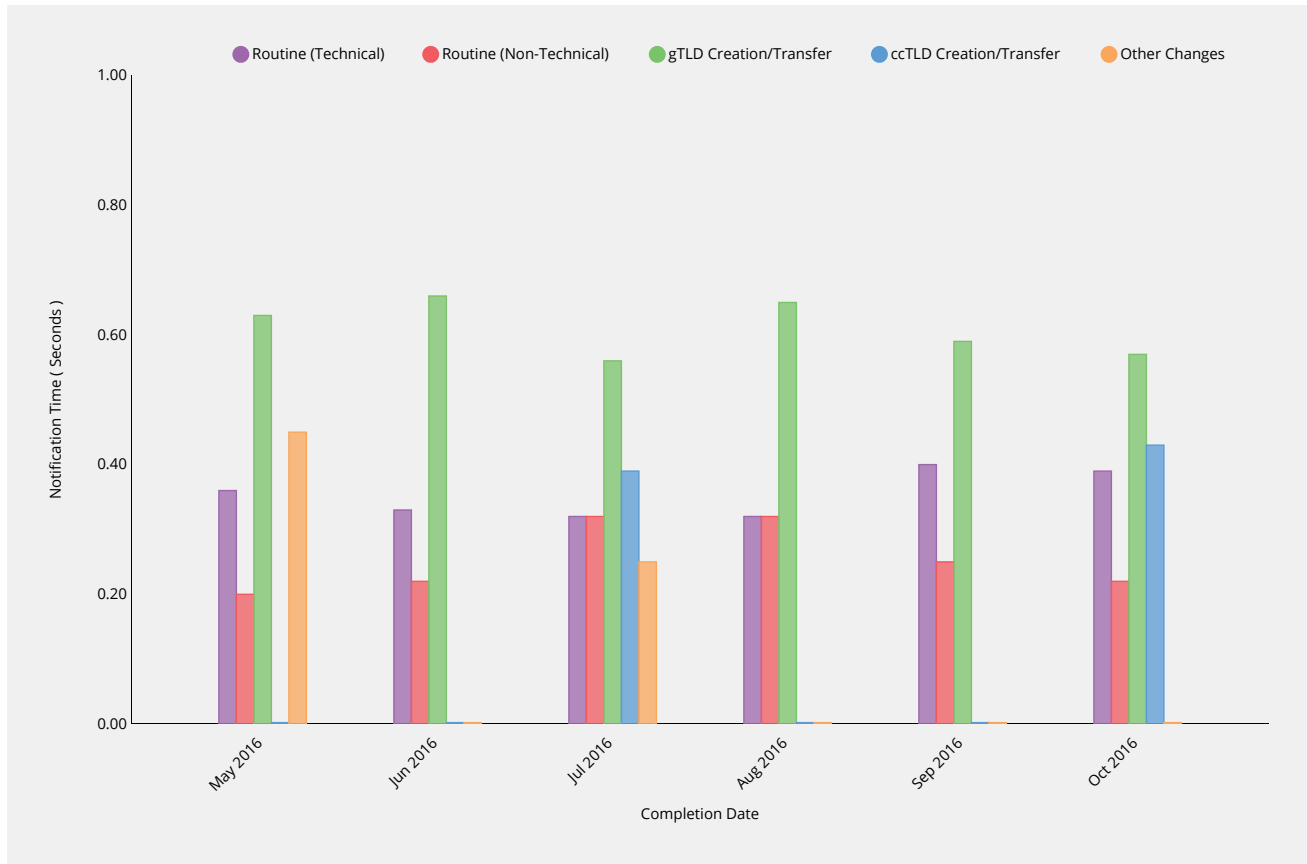
gTLD Creation/Transfer	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
PStDev Time	6.22h	4.5h	4.79h	6.37h	13.84h	17.26h

ccTLD Creation/Transfer	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Publication Time	—	—	23.76h	—	—	16h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	0	0	1	0	0	1
Mean Time	—	—	23.76h	—	—	16h
Shortest Time	—	—	23.76h	—	—	16h
Longest Time	—	—	23.76h	—	—	16h
Median Time	—	—	23.76h	—	—	16h
PStDev Time	—	—	0h	—	—	0h

Other Changes	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Publication Time	19.77h	—	30.08h	—	—	—
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	1	0	0	0
Mean Time	19.77h	—	30.08h	—	—	—
Shortest Time	19.77h	—	30.08h	—	—	—
Longest Time	19.77h	—	30.08h	—	—	—
Median Time	19.77h	—	30.08h	—	—	—
PStDev Time	0h	—	0h	—	—	—

## Notification of Completion

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



Routine (Technical)	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Notification Time	0.36s	0.33s	0.32s	0.32s	0.4s	0.39s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	22	29	31	38	69	53
Mean Time	0.23s	0.21s	0.21s	0.21s	0.26s	0.25s
Shortest Time	0.18s	0.15s	0.15s	0.14s	0.16s	0.17s
Longest Time	0.43s	0.34s	0.4s	0.4s	0.72s	0.52s
Median Time	0.19s	0.2s	0.19s	0.19s	0.2s	0.2s
PStDev Time	0.07s	0.05s	0.05s	0.06s	0.12s	0.09s

Routine (Non-Technical)	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Notification Time	0.2s	0.22s	0.32s	0.32s	0.25s	0.22s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	18	31	54	53	22	11
Mean Time	0.19s	0.19s	0.2s	0.21s	0.2s	0.2s
Shortest Time	0.17s	0.16s	0.15s	0.16s	0.16s	0.17s
Longest Time	0.21s	0.23s	0.33s	0.37s	0.28s	0.22s
Median Time	0.18s	0.19s	0.18s	0.19s	0.19s	0.2s
PStDev Time	0.01s	0.02s	0.05s	0.06s	0.03s	0.02s



gTLD Creation/Transfer	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Notification Time	0.63s	0.66s	0.56s	0.65s	0.59s	0.57s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	29	43	78	50	7	8
Mean Time	0.5s	0.53s	0.49s	0.49s	0.52s	0.49s
Shortest Time	0.43s	0.46s	0.42s	0.42s	0.47s	0.43s
Longest Time	0.64s	1.7s	1.17s	0.7s	0.61s	0.58s
Median Time	0.48s	0.49s	0.47s	0.48s	0.51s	0.48s
PStDev Time	0.05s	0.19s	0.09s	0.06s	0.05s	0.05s

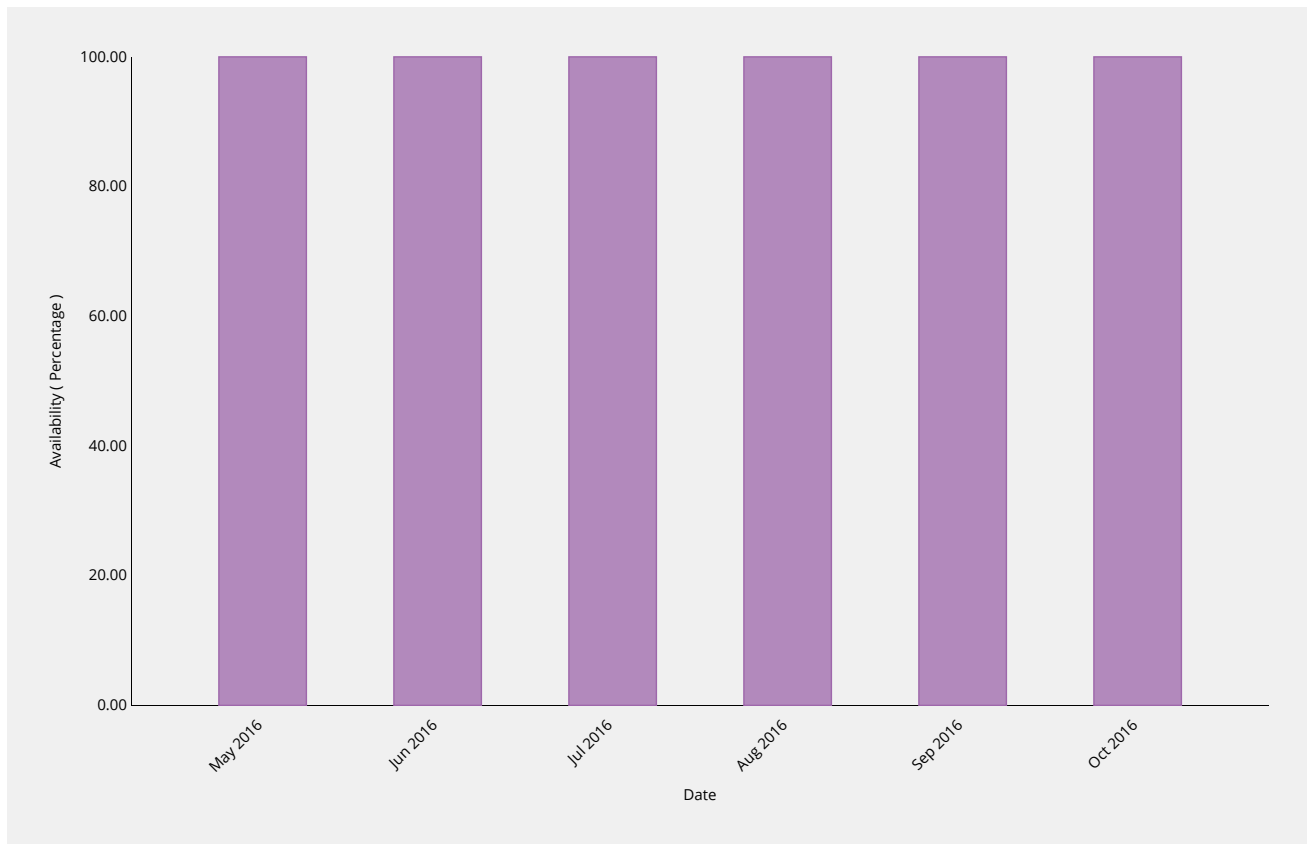
ccTLD Creation/Transfer	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Notification Time	—	—	0.39s	—	—	0.43s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	1	0	0	1
Mean Time	—	—	0.39s	—	—	0.43s
Shortest Time	—	—	0.39s	—	—	0.43s
Longest Time	—	—	0.39s	—	—	0.43s
Median Time	—	—	0.39s	—	—	0.43s
PStDev Time	—	—	0s	—	—	0s

Other Changes	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Notification Time	0.45s	—	0.25s	—	—	—
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	1	0	0	0
Mean Time	0.45s	—	0.25s	—	—	—
Shortest Time	0.45s	—	0.25s	—	—	—
Longest Time	0.45s	—	0.25s	—	—	—
Median Time	0.45s	—	0.25s	—	—	—
PStDev Time	0s	—	0s	—	—	—

## System Availability

### IANA Website

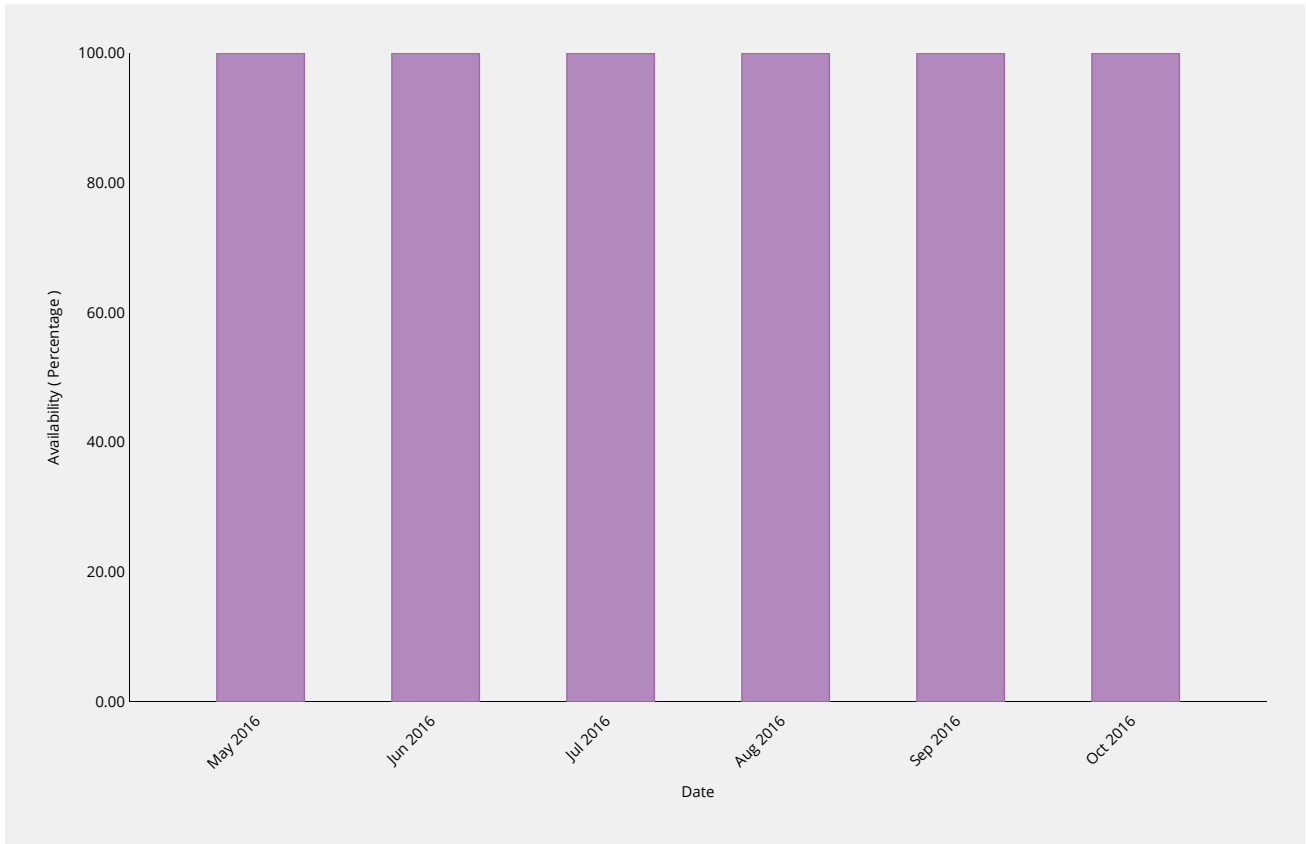
Percentage availability of IANA website for consulting documentations and other posted materials.



IANA Site Availability	2016-05	2016-06	2016-07	2016-08	2016-09	<b>2016-10</b>
Availability	100%	100%	100%	100%	100%	<b>100%</b>
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Root Zone Management System

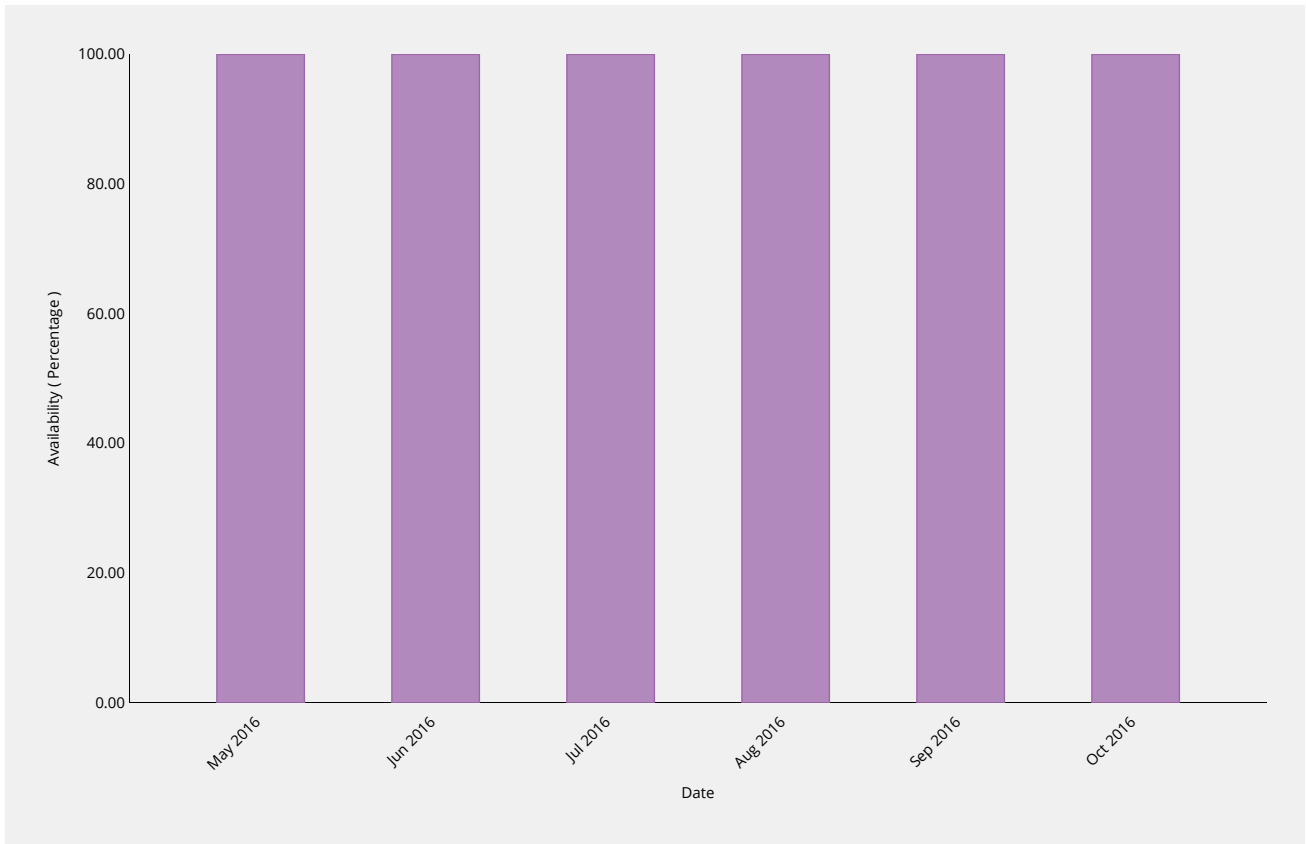
Percentage availability of the RZMS to allow customers to perform self-service operations via the web interface.



RZM Availability	2016-05	2016-06	2016-07	2016-08	2016-09	<b>2016-10</b>
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Directory Service

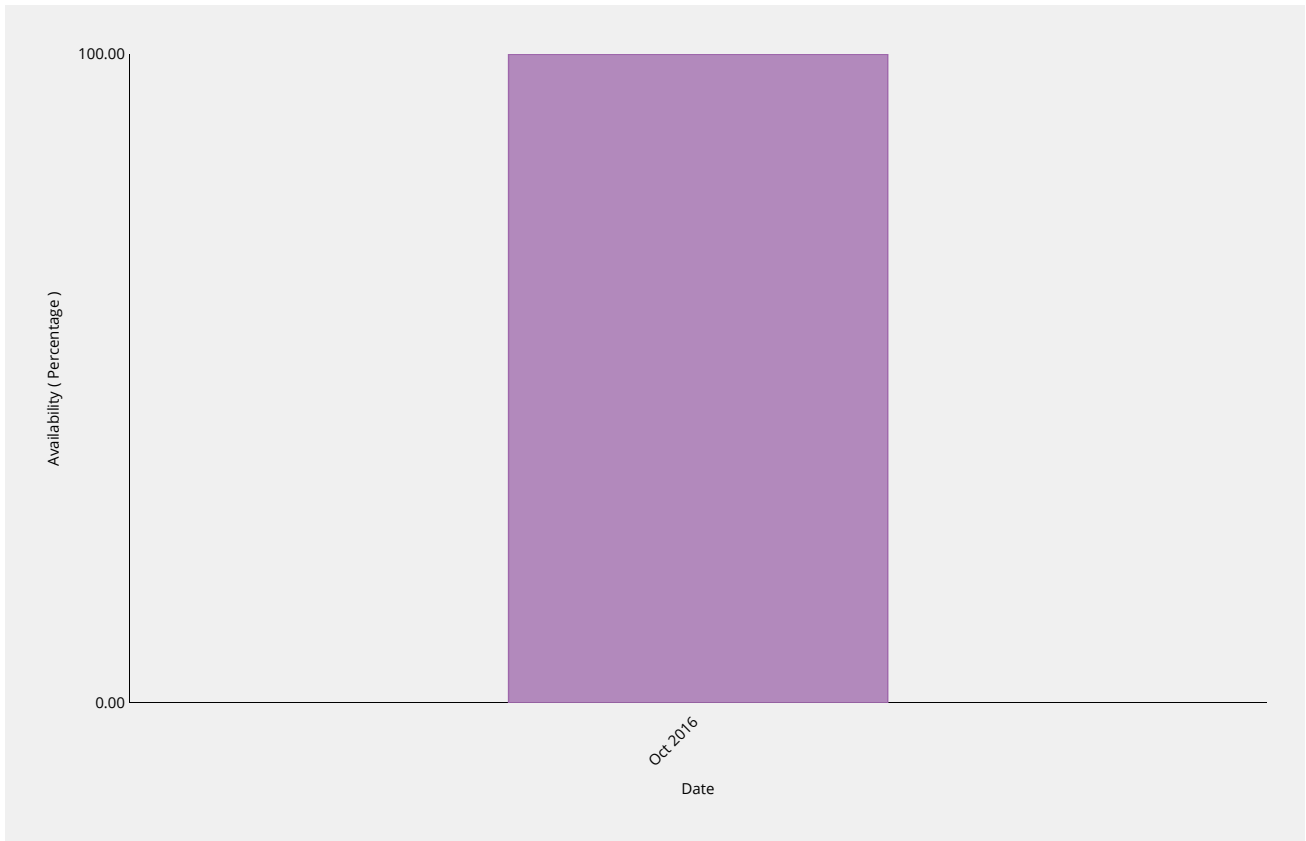
Percentage availability of WHOIS server and other registration data publication services.



WHOIS Availability	2016-05	2016-06	2016-07	2016-08	2016-09	<b>2016-10</b>
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Root Zone Service Level Dashboard

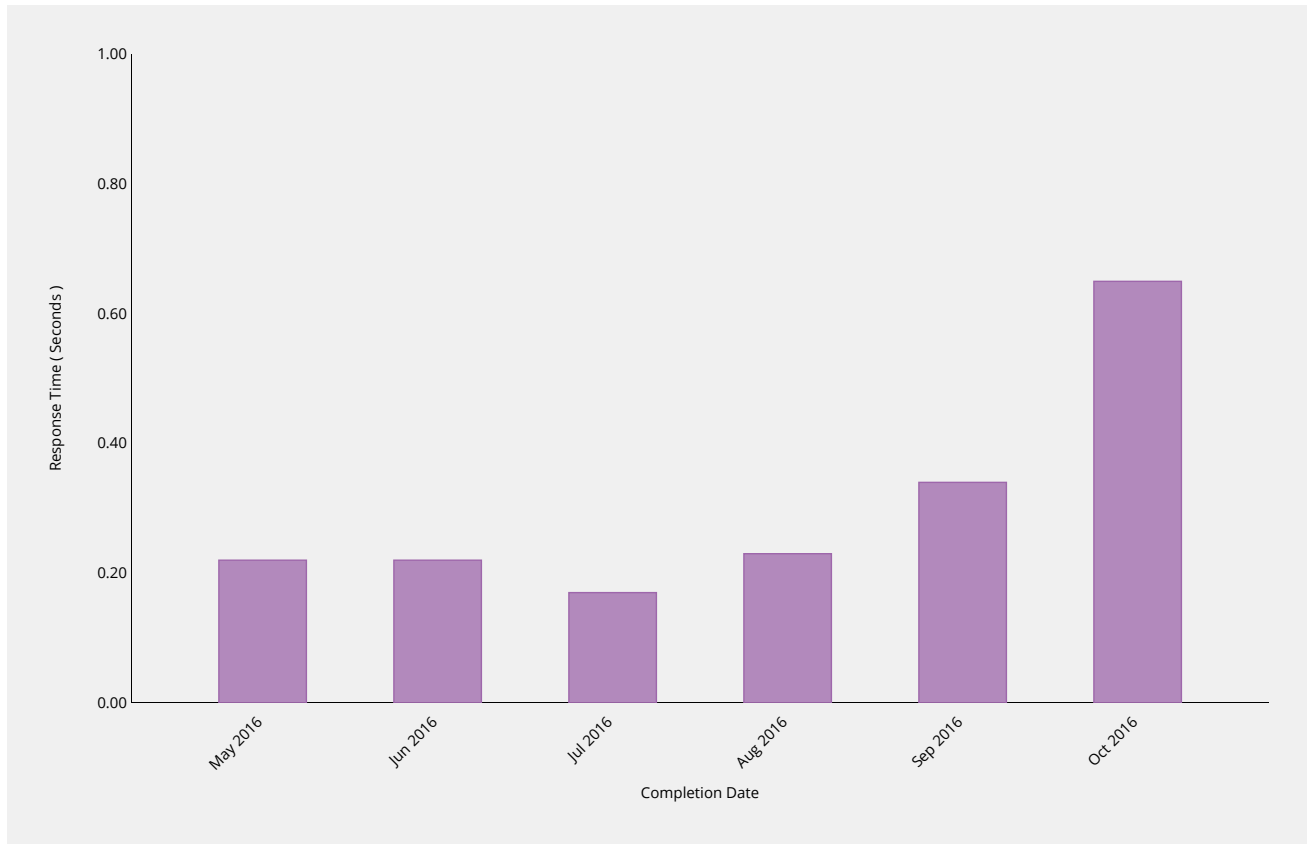
Availability of accurate, timely reporting to these standards via dashboard and other mechanisms.



Dashboard Availability	2016-10
Availability	100%
Monthly Threshold	99%

## Credential Recovery

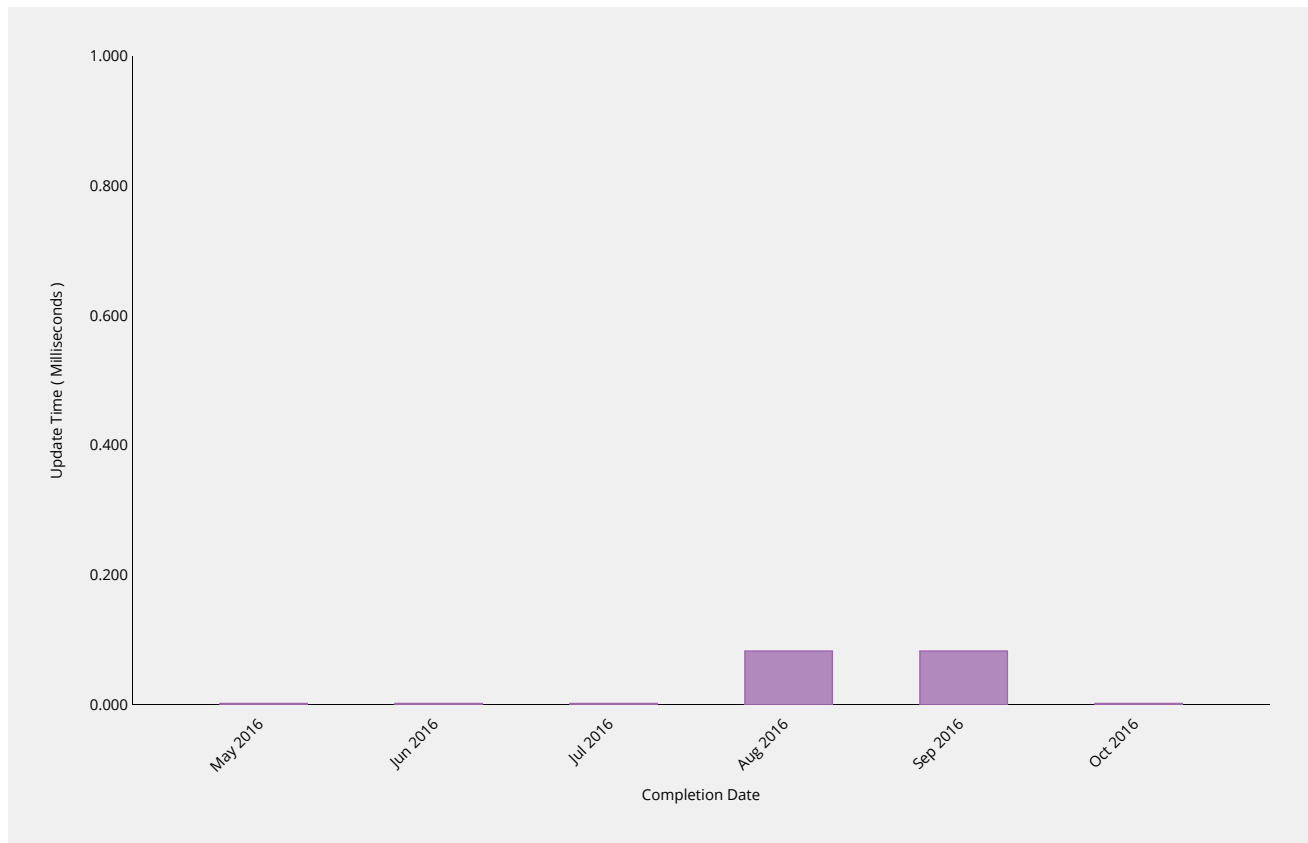
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Response Time	0.22s	0.22s	0.17s	0.23s	0.34s	0.65s
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	38	28	45	18	9
Mean Time	0.12s	0.09s	0.08s	0.09s	0.1s	0.18s
Shortest Time	0.03s	0.01s	0.01s	0.01s	0.01s	0.03s
Longest Time	0.23s	0.84s	0.25s	0.26s	0.38s	1.01s
Median Time	0.14s	0.05s	0.06s	0.05s	0.06s	0.08s
PStDev Time	0.07s	0.14s	0.05s	0.07s	0.1s	0.29s

## Credential Change

Time to implement new password within the system.



Credential Change	2016-05	2016-06	2016-07	2016-08	2016-09	<b>2016-10</b>
Update Time	—	—	—	0.85ms	0.45ms	0ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Update Count	0	0	0	24	12	5
Mean Time	—	—	—	0.083ms	0.083ms	0ms
Shortest Time	—	—	—	0ms	0ms	0ms
Longest Time	—	—	—	1ms	1ms	0ms
Median Time	—	—	—	0ms	0ms	0ms
PStDev Time	—	—	—	0.276ms	0.276ms	0ms

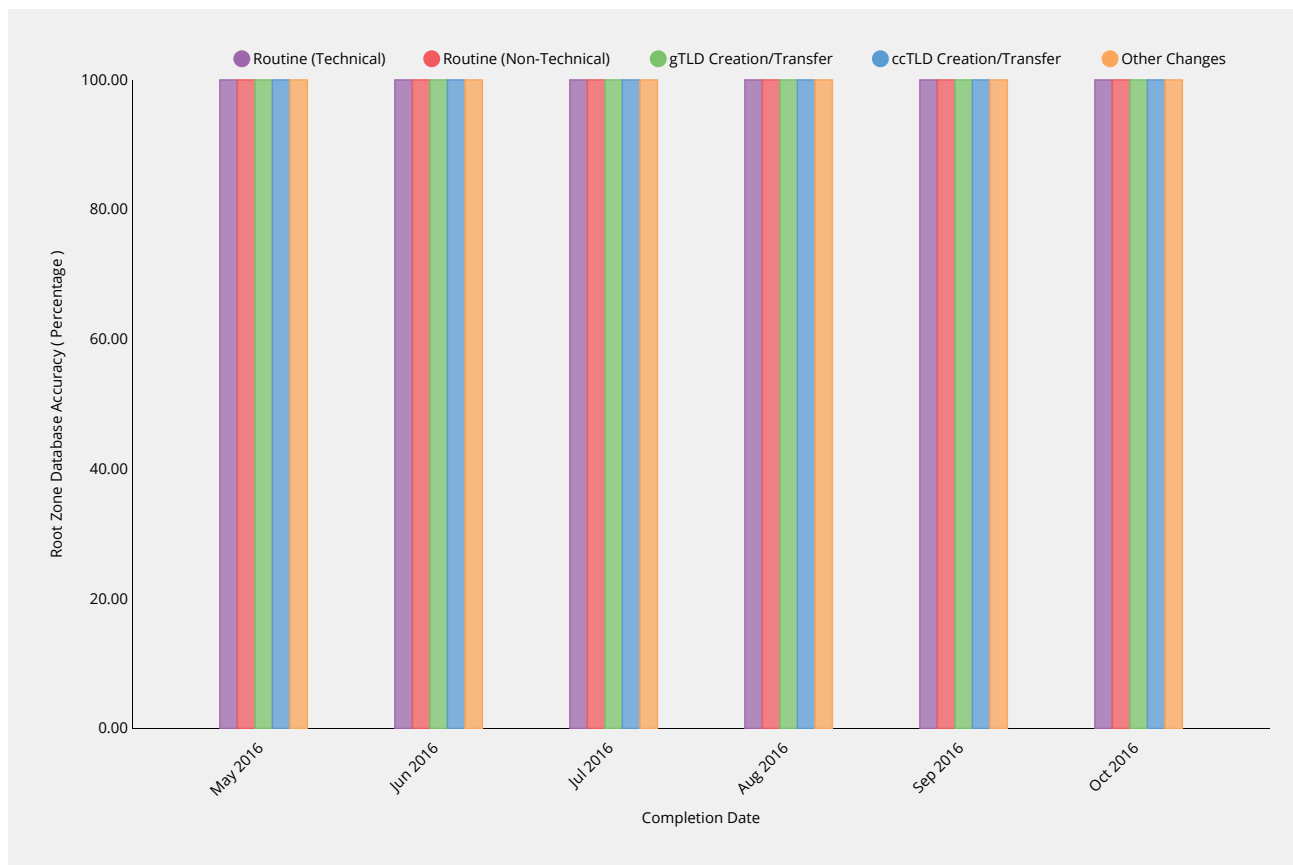




Other Changes	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	1	0	1	0	0	0

## Root Zone Database

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



Routine (Technical)	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	22	29	31	38	69	53

Routine (Non-Technical)	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	18	31	54	53	22	11

gTLD Creation/Transfer	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	29	43	78	50	7	8

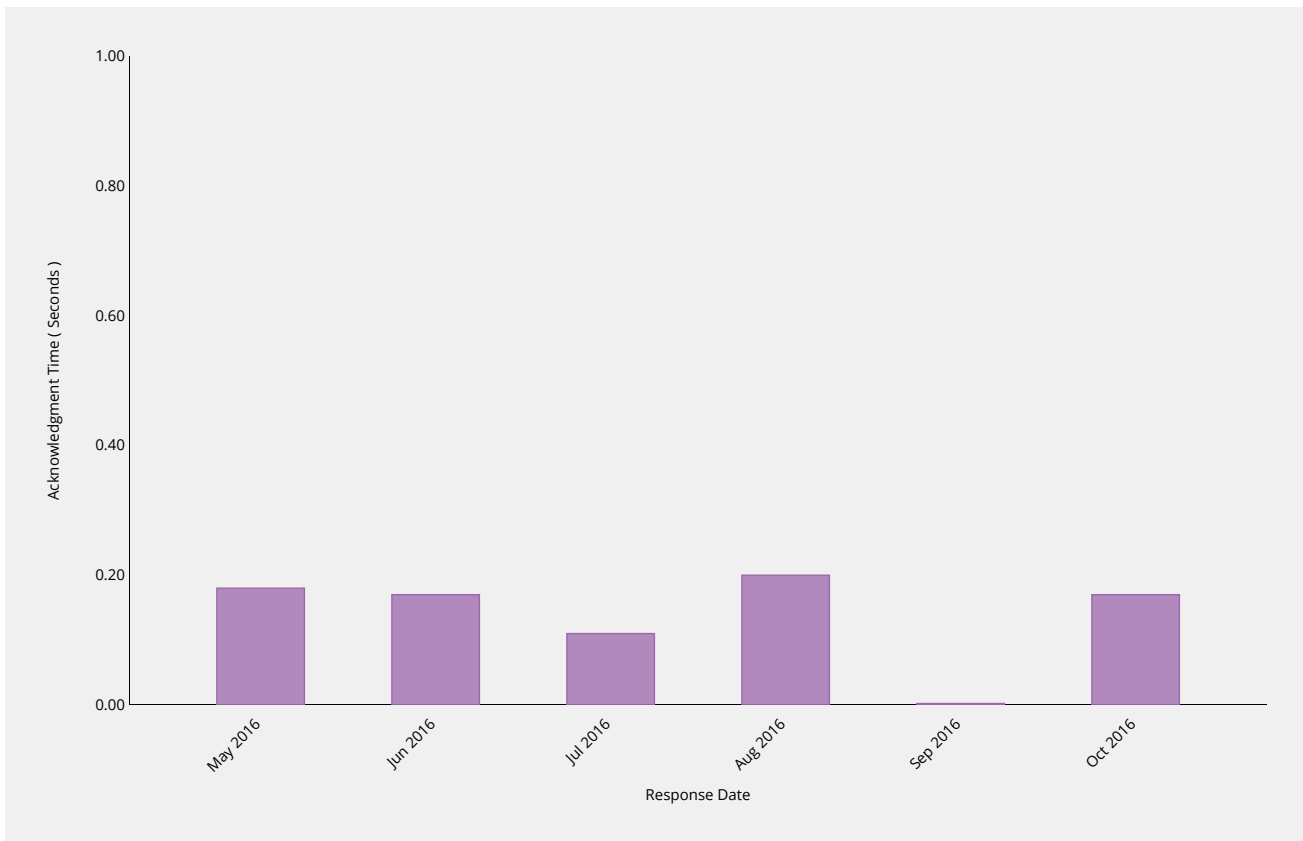
ccTLD Creation/Transfer	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	0	0	1	0	0	1

Other Changes	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	1	0	1	0	0	0

## 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.

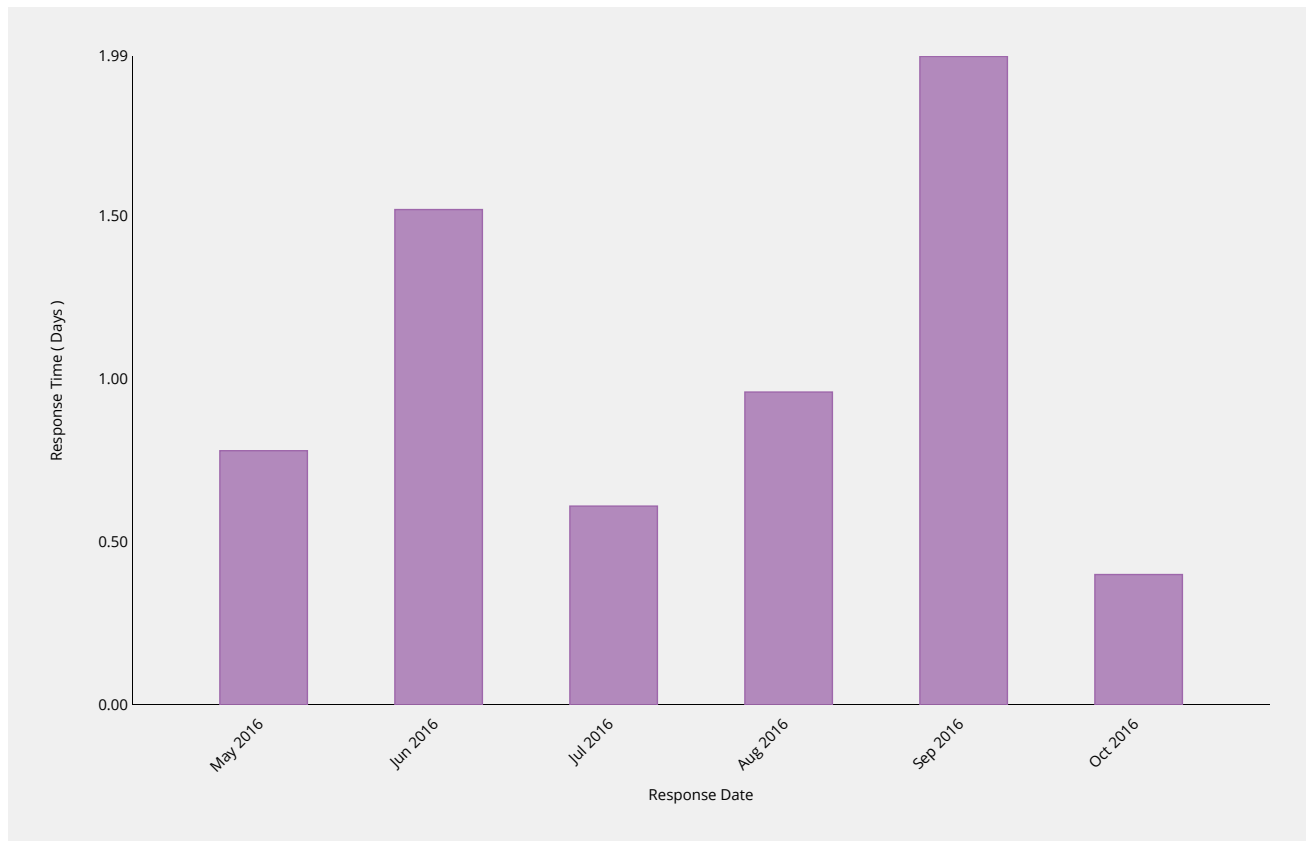


Manual Enquiries	2016-05	2016-06	2016-07	2016-08	2016-09	2016-10
Acknowledgment Time	1s	0.75s	0.6s	1s	0s	0.75s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	11	6	9	15	7	6
Mean Time	0.18s	0.17s	0.11s	0.2s	0s	0.17s
Shortest Time	0s	0s	0s	0s	0s	0s
Longest Time	1s	1s	1s	1s	0s	1s

Manual Enquiries	2016-05	2016-06	2016-07	2016-08	2016-09	<b>2016-10</b>
Median Time	0s	0s	0s	0s	0s	0s
PStDev Time	0.39s	0.37s	0.31s	0.4s	0s	0.37s

## Time to initial response

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



Manual Enquiries	2016-05	2016-06	2016-07	2016-08	2016-09	<b>2016-10</b>
Response Time	1.5d	3.49d	1.54d	1.8d	5.36d	0.73d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	10	4	9	12	6	5
Mean Time	0.78d	1.52d	0.61d	0.96d	1.99d	0.4d
Shortest Time	0.1d	0d	0.07d	0.02d	0.04d	0.09d
Longest Time	2.33d	4.37d	2.02d	7.05d	7.34d	0.81d
Median Time	0.51d	0.85d	0.32d	0.19d	0.44d	0.36d
PStDev Time	0.69d	1.73d	0.65d	1.91d	2.64d	0.27d

# 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.