

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

June 2017

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Summary of Performance

Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 3.72s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 4.01s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ 3.11s	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 1.77s	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 4.01s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 1.1d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.4d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ 0.76d	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ —	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 16.71m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ 5.13m	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ 4.9m	p10
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ 1.61m	p10
Technical Check (Retest)	Routine (Technical)	≤3m (95.0%)	✓ 0.88m	p11
Technical Check (Retest)	gTLD Creation/Transfer	≤3m (95.0%)	✓ —	p11
Technical Check (Retest)	ccTLD Creation/Transfer	≤3m (95.0%)	✓ 0.44m	p12
Technical Check (Retest)	Other Changes	≤3m (95.0%)	✓ 0.47m	p12
Technical Check (Supplemental)	Routine (Technical)	≤1m (95.0%)	✓ 0.68m	p13
Technical Check (Supplemental)	gTLD Creation/Transfer	≤5m (95.0%)	✓ 0.22m	p13
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤5m (95.0%)	✓ 0.38m	p13
Technical Check (Supplemental)	Other Changes	≤5m (95.0%)	✓ 0.26m	p13
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 2ms	p14
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 2ms	p14
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 2ms	p15
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 2ms	p15
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ 2ms	p15
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 1ms	p16
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1ms	p16
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1ms	p17
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0.6ms	p17
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 0.85ms	p17
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 1.4d	p18
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 1.2d	p18
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 0.53d	p19
Validation and Reviews	ccTLD Creation/Transfer	≤60d (100.0%)	✓ 29.08d	p19
Validation and Reviews	Other Changes	≤0d	✓ 2.9d	p19
Third Party Approval	ccTLD Creation/Transfer	≤60d	✓ 18.75d	p20
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 28.1h	p21
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ 19.82h	p21
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ 32.32h	p22
Root Zone Publication	Other Changes	≤0h	✓ 139.48h	p22
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.71s	p23

Metric	Category	Expected	Actual	Detail
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.49s	p23
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 1.2s	p24
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 0.94s	p24
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 0.51s	p24
System Availability				
IANA Website	IANA Site Availability	≥99%	✓ 100%	p25
Root Zone Management System	RZM Availability	≥99%	✓ 100%	p26
Directory Service	WHOIS Availability	≥99%	✓ 100%	p27
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100%	p28
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.24s	p29
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 1ms	p30
Accuracy				
Root Zone File	Routine (Technical)	100%	✓ 100%	p31
Root Zone File	gTLD Creation/Transfer	100%	✓ 100%	p31
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100%	p31
Root Zone File	Other Changes	100%	✓ 100%	p31
Root Zone Database	Routine (Technical)	100%	✓ 100%	p32
Root Zone Database	Routine (Non-Technical)	100%	✓ 100%	p32
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100%	p32
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100%	p33
Root Zone Database	Other Changes	100%	✓ 100%	p33
Enquiry Processing				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 1.55s	p33
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 0.8d	p34

Percentage of SLA thresholds met of those defined	100.0%
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Exceptions and Narrative for Reporting Period

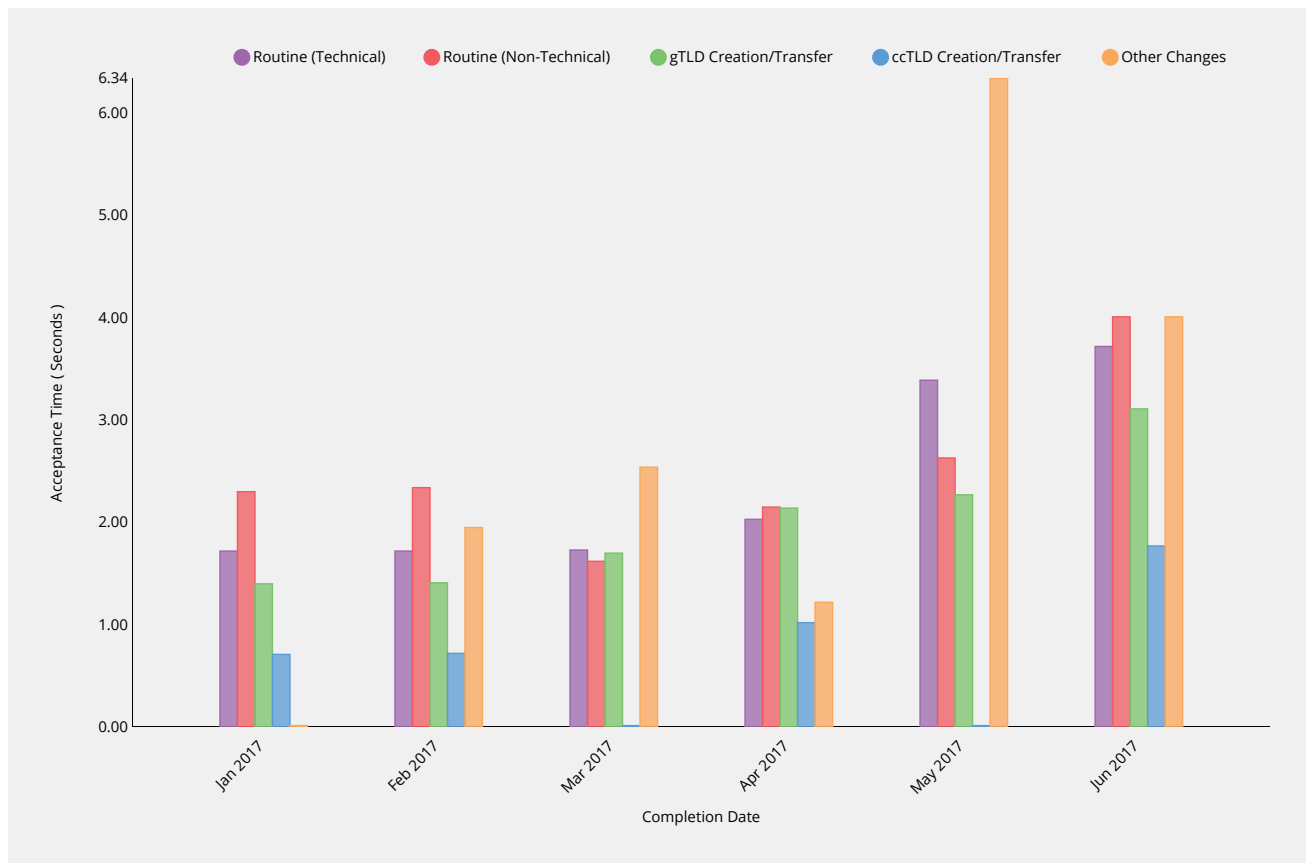
There were no exceptions for the reporting period.

Detailed Performance for Reporting Period

Submission

Acceptance Recognition

Time for ticket confirmation to be sent to requester following receipt of change request via automated submission interface.



Routine (Technical)	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Acceptance Time	1.72s	1.72s	1.73s	2.03s	3.39s	3.72s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	36	55	65	22	51	42
Mean Time	0.86s	0.88s	0.92s	1.12s	1.52s	2.16s
Shortest Time	0.56s	0.6s	0.61s	0.58s	0.61s	1.2s
Longest Time	1.9s	1.84s	1.95s	3.27s	4.25s	4.13s
Median Time	0.75s	0.76s	0.82s	0.86s	1.41s	1.67s
PStDev Time	0.34s	0.32s	0.34s	0.63s	0.78s	0.9s

Routine (Non-Technical)	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Acceptance Time	2.3s	2.34s	1.62s	2.15s	2.63s	4.01s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	15	35	12	31	231	22
Mean Time	1.6s	1.57s	1.36s	1.49s	1.87s	2.91s

Routine (Non-Technical)	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Shortest Time	1.13s	1.14s	1.06s	1.04s	1s	1.12s
Longest Time	2.36s	3.35s	1.65s	3.08s	3.29s	4.88s
Median Time	1.45s	1.46s	1.37s	1.36s	1.86s	2.93s
PStDev Time	0.37s	0.46s	0.16s	0.38s	0.35s	0.83s

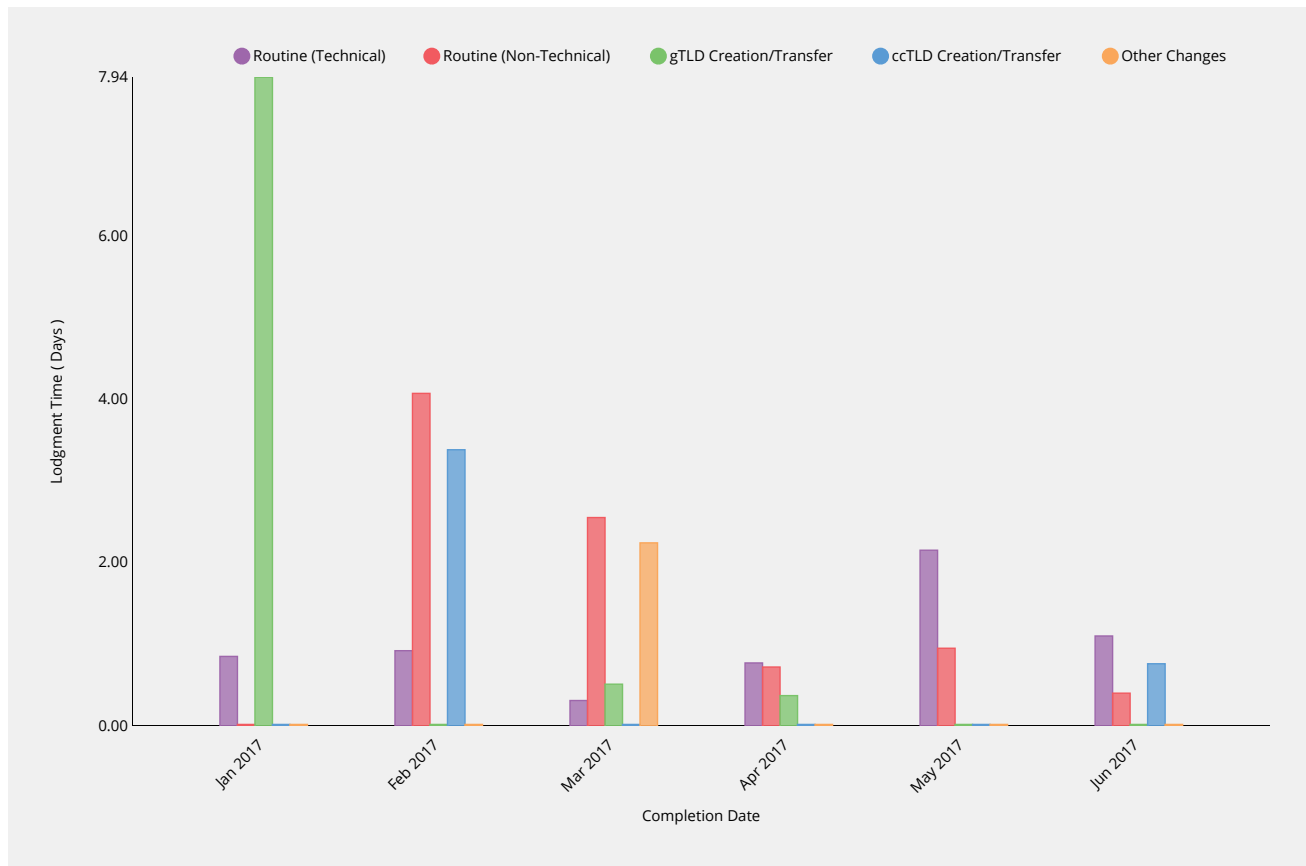
gTLD Creation/Transfer	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Acceptance Time	1.4s	1.41s	1.7s	2.14s	2.27s	3.11s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	1	3	2	2	4	8
Mean Time	1.4s	1.22s	1.43s	1.66s	2.02s	2.33s
Shortest Time	1.4s	1.07s	1.13s	1.13s	1.73s	1.99s
Longest Time	1.4s	1.44s	1.73s	2.2s	2.28s	3.4s
Median Time	1.4s	1.15s	1.43s	1.66s	2.03s	2.12s
PStDev Time	0s	0.16s	0.3s	0.53s	0.24s	0.44s

ccTLD Creation/Transfer	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Acceptance Time	0.71s	0.72s	—	1.02s	—	1.77s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	1	1	0	4	0	9
Mean Time	0.71s	0.72s	—	0.92s	—	1.62s
Shortest Time	0.71s	0.72s	—	0.84s	—	1.38s
Longest Time	0.71s	0.72s	—	1.04s	—	1.79s
Median Time	0.71s	0.72s	—	0.91s	—	1.71s
PStDev Time	0s	0s	—	0.08s	—	0.14s

Other Changes	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Acceptance Time	—	1.95s	2.54s	1.22s	6.34s	4.01s
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	1	2	1	1	4
Mean Time	—	1.95s	1.68s	1.22s	6.34s	3.12s
Shortest Time	—	1.95s	0.73s	1.22s	6.34s	1.54s
Longest Time	—	1.95s	2.63s	1.22s	6.34s	4.03s
Median Time	—	1.95s	1.68s	1.22s	6.34s	3.45s
PStDev Time	—	0s	0.95s	0s	0s	0.99s

Manual Lodgment Time

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



Routine (Technical)	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Lodgment Time	0.85d	0.92d	0.31d	0.77d	2.15d	1.1d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	8	4	3	4	3	4
Mean Time	0.37d	0.36d	0.25d	0.38d	0.99d	0.43d
Shortest Time	0.01d	0.02d	0.22d	0.08d	0.21d	0.03d
Longest Time	1.05d	1.02d	0.32d	0.85d	2.34d	1.26d
Median Time	0.47d	0.21d	0.22d	0.3d	0.42d	0.21d
PStDev Time	0.33d	0.4d	0.05d	0.28d	0.96d	0.49d

Routine (Non-Technical)	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Lodgment Time	—	4.07d	2.55d	0.72d	0.95d	0.4d
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	4	3	2	1	1
Mean Time	—	1.44d	1.19d	0.5d	0.95d	0.4d
Shortest Time	—	0.12d	0.35d	0.25d	0.95d	0.4d
Longest Time	—	4.63d	2.78d	0.74d	0.95d	0.4d
Median Time	—	0.51d	0.44d	0.5d	0.95d	0.4d
PStDev Time	—	1.87d	1.13d	0.25d	0d	0d

gTLD Creation/Transfer	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Lodgment Time	7.94d	—	0.51d	0.37d	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	1	0	1	1	0	0
Mean Time	7.94d	—	0.51d	0.37d	—	—
Shortest Time	7.94d	—	0.51d	0.37d	—	—
Longest Time	7.94d	—	0.51d	0.37d	—	—
Median Time	7.94d	—	0.51d	0.37d	—	—
PStDev Time	0d	—	0d	0d	—	—

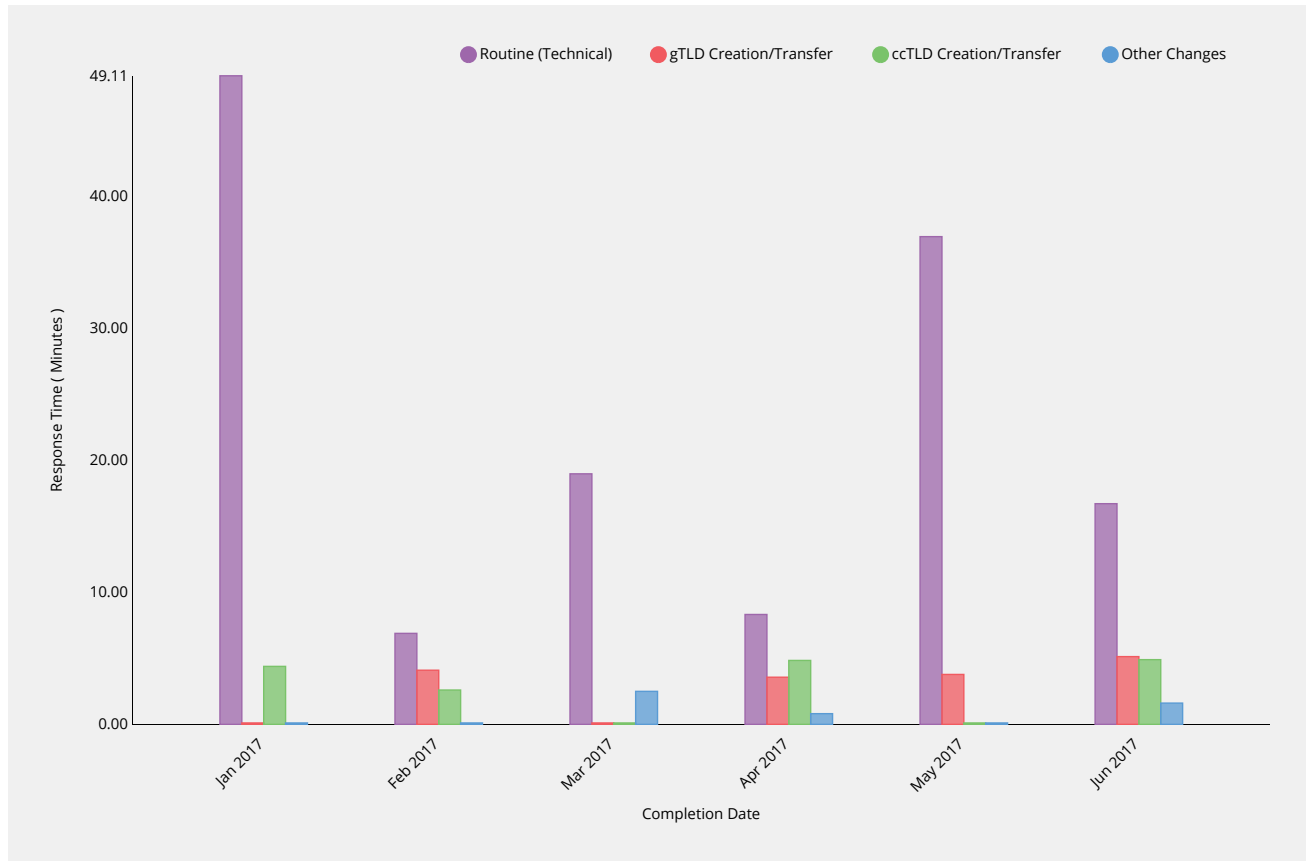
ccTLD Creation/Transfer	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Lodgment Time	0.01d	3.38d	—	—	—	0.76d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	1	1	0	0	0	8
Mean Time	0.01d	3.38d	—	—	—	0.67d
Shortest Time	0.01d	3.38d	—	—	—	0.1d
Longest Time	0.01d	3.38d	—	—	—	0.76d
Median Time	0.01d	3.38d	—	—	—	0.74d
PStDev Time	0d	0d	—	—	—	0.21d

Other Changes	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Lodgment Time	—	—	2.24d	—	—	—
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	2	0	0	0
Mean Time	—	—	1.93d	—	—	—
Shortest Time	—	—	1.58d	—	—	—
Longest Time	—	—	2.28d	—	—	—
Median Time	—	—	1.93d	—	—	—
PStDev Time	—	—	0.35d	—	—	—

Technical Checks

Technical Check (First)

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



Routine (Technical)	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Response Time	49.11m	6.89m	18.97m	8.32m	36.93m	16.71m
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	36	55	65	22	51	42
Mean Time	13.22m	3.46m	6.32m	3.32m	10.6m	5.79m
Shortest Time	0.14m	0.15m	0.35m	0.16m	0.48m	0.41m
Longest Time	137.92m	12.82m	19.89m	10.37m	44.28m	31.6m
Median Time	3.62m	3.31m	3.88m	2.65m	4.96m	4.09m
PStDev Time	25.22m	2.21m	5.55m	2.38m	11.77m	6.03m

gTLD Creation/Transfer	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Response Time	—	4.1m	—	3.57m	3.78m	5.13m
Monthly Threshold	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	1	0	2	3	6
Mean Time	—	4.1m	—	3.15m	2.69m	3.62m
Shortest Time	—	4.1m	—	2.7m	1.75m	1.88m
Longest Time	—	4.1m	—	3.61m	3.94m	5.13m
Median Time	—	4.1m	—	3.15m	2.38m	3.5m

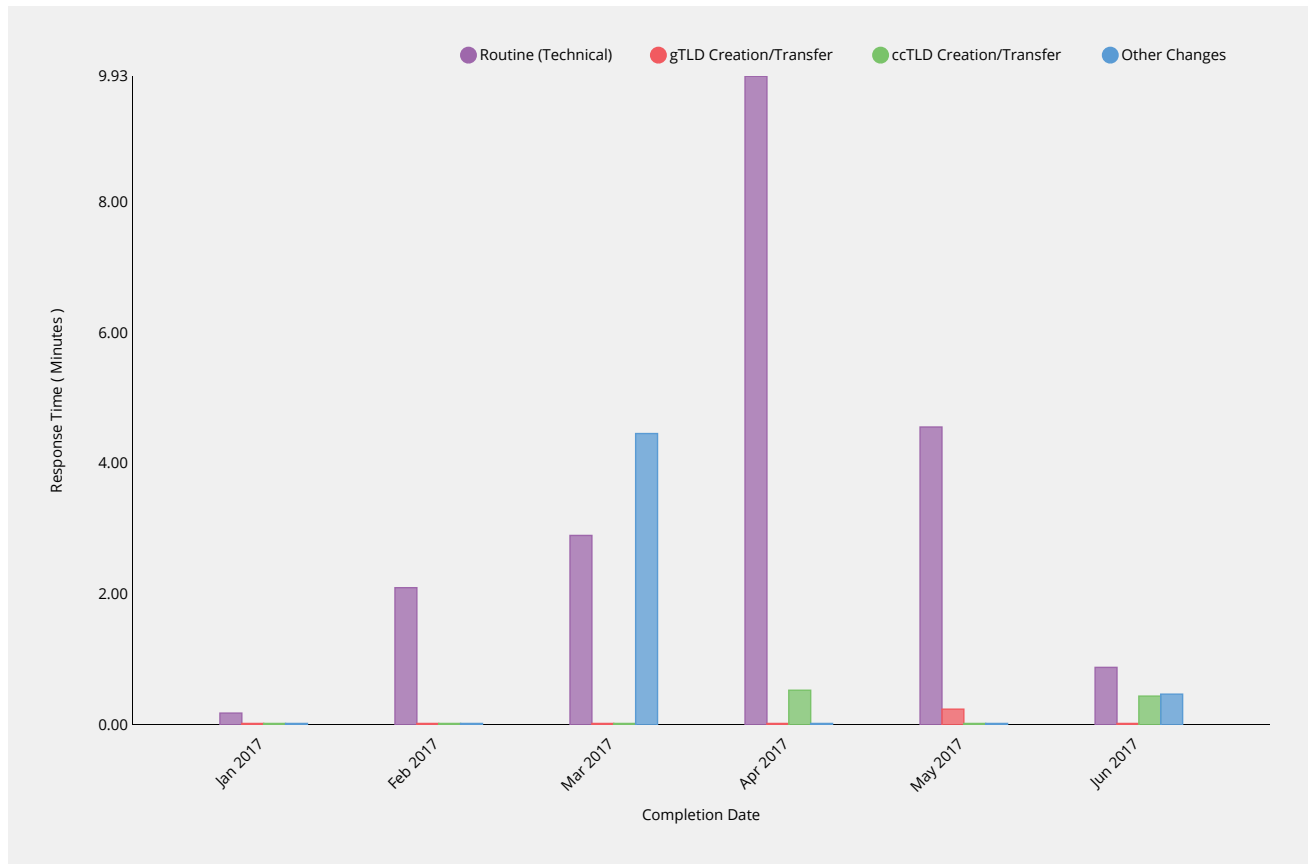
gTLD Creation/Transfer	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
PStDev Time	—	0m	—	0.46m	0.92m	1.2m

ccTLD Creation/Transfer	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Response Time	4.39m	2.6m	—	4.84m	—	4.9m
Monthly Threshold	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	1	1	0	4	0	8
Mean Time	4.39m	2.6m	—	2.7m	—	3.23m
Shortest Time	4.39m	2.6m	—	0.62m	—	1.4m
Longest Time	4.39m	2.6m	—	5.04m	—	4.94m
Median Time	4.39m	2.6m	—	2.57m	—	2.87m
PStDev Time	0m	0m	—	1.76m	—	1.27m

Other Changes	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Response Time	—	—	2.5m	0.81m	—	1.61m
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	1	0	3
Mean Time	—	—	2.5m	0.81m	—	1.26m
Shortest Time	—	—	2.5m	0.81m	—	0.63m
Longest Time	—	—	2.5m	0.81m	—	1.62m
Median Time	—	—	2.5m	0.81m	—	1.53m
PStDev Time	—	—	0m	0m	—	0.45m

Technical Check (Retest)

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



Routine (Technical)	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Response Time	0.18m	2.1m	2.9m	9.93m	4.56m	0.88m
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	21	131	93	154	343	88
Mean Time	0.2m	1.01m	1.14m	3.69m	1.34m	0.76m
Shortest Time	0.06m	0.11m	0.12m	0.13m	0.12m	0.05m
Longest Time	0.96m	2.14m	4.21m	10.05m	5.76m	14.15m
Median Time	0.17m	0.59m	1.09m	2.87m	0.69m	0.58m
PStDev Time	0.17m	0.72m	0.8m	3.3m	1.4m	1.59m

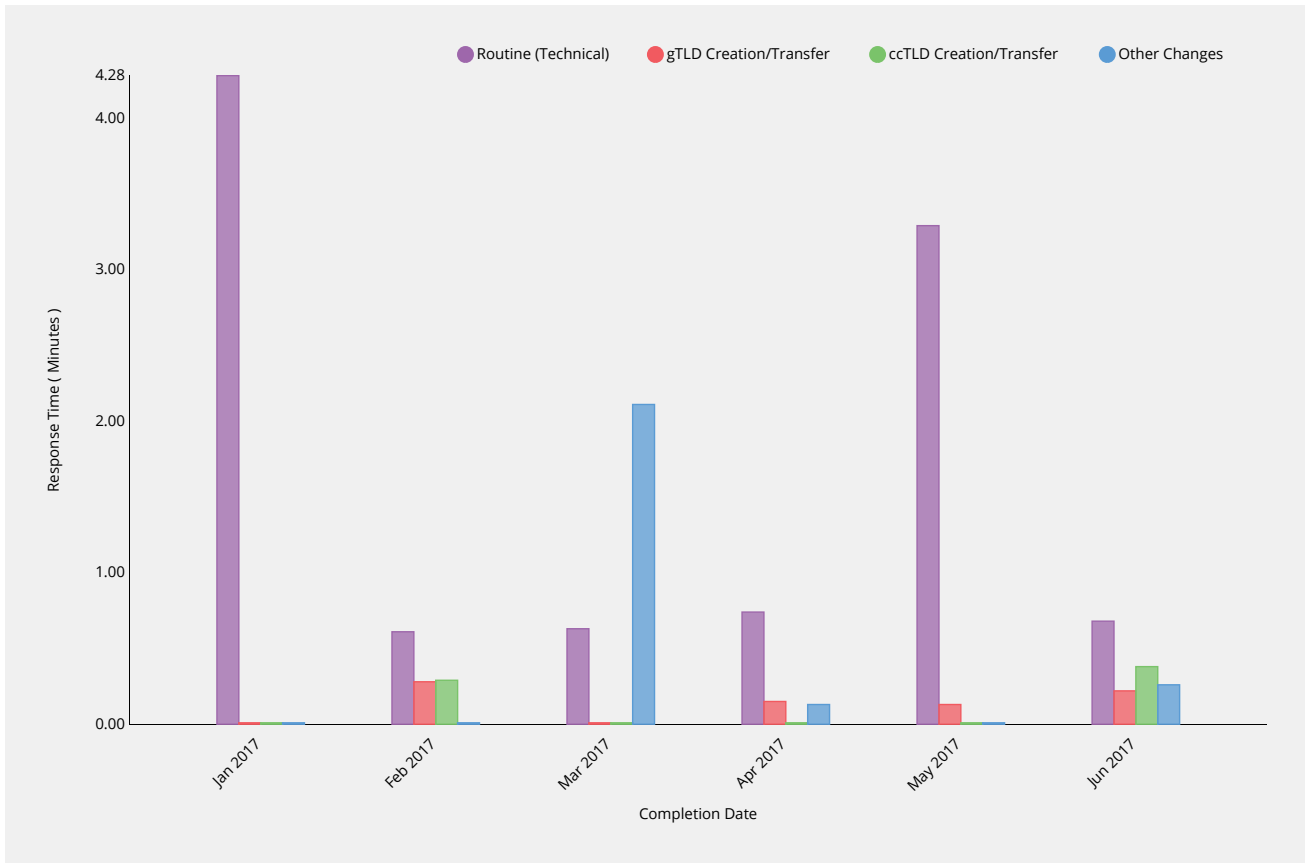
gTLD Creation/Transfer	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Response Time	—	—	—	—	0.24m	—
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	0	0	0	44	0
Mean Time	—	—	—	—	0.15m	—
Shortest Time	—	—	—	—	0.08m	—
Longest Time	—	—	—	—	1.11m	—
Median Time	—	—	—	—	0.14m	—
PStDev Time	—	—	—	—	0.15m	—

ccTLD Creation/Transfer	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Response Time	—	—	—	0.53m	—	0.44m
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	0	0	52	0	4
Mean Time	—	—	—	0.32m	—	0.39m
Shortest Time	—	—	—	0.26m	—	0.36m
Longest Time	—	—	—	0.73m	—	0.46m
Median Time	—	—	—	0.28m	—	0.37m
PStDev Time	—	—	—	0.1m	—	0.04m

Other Changes	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Response Time	—	—	4.46m	—	—	0.47m
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	32	0	0	6
Mean Time	—	—	1.75m	—	—	0.32m
Shortest Time	—	—	0.26m	—	—	0.15m
Longest Time	—	—	4.67m	—	—	0.48m
Median Time	—	—	0.51m	—	—	0.34m
PStDev Time	—	—	1.91m	—	—	0.13m

Technical Check (Supplemental)

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



Routine (Technical)	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Response Time	4.28m	0.61m	0.63m	0.74m	3.29m	0.68m
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	44	57	58	19	56	45
Mean Time	4.91m	0.59m	0.23m	0.29m	0.63m	0.26m
Shortest Time	0.06m	0.06m	0.06m	0.09m	0.1m	0.06m
Longest Time	137.45m	19.35m	0.88m	1.09m	4.19m	1.18m
Median Time	0.34m	0.12m	0.17m	0.19m	0.24m	0.21m
PStDev Time	20.31m	2.53m	0.17m	0.25m	0.99m	0.21m

gTLD Creation/Transfer	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Response Time	—	0.28m	—	0.15m	0.13m	0.22m
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	1	0	2	2	8
Mean Time	—	0.28m	—	0.12m	0.12m	0.13m
Shortest Time	—	0.28m	—	0.08m	0.11m	0.08m
Longest Time	—	0.28m	—	0.16m	0.14m	0.26m
Median Time	—	0.28m	—	0.12m	0.12m	0.13m
PStDev Time	—	0m	—	0.04m	0.01m	0.05m

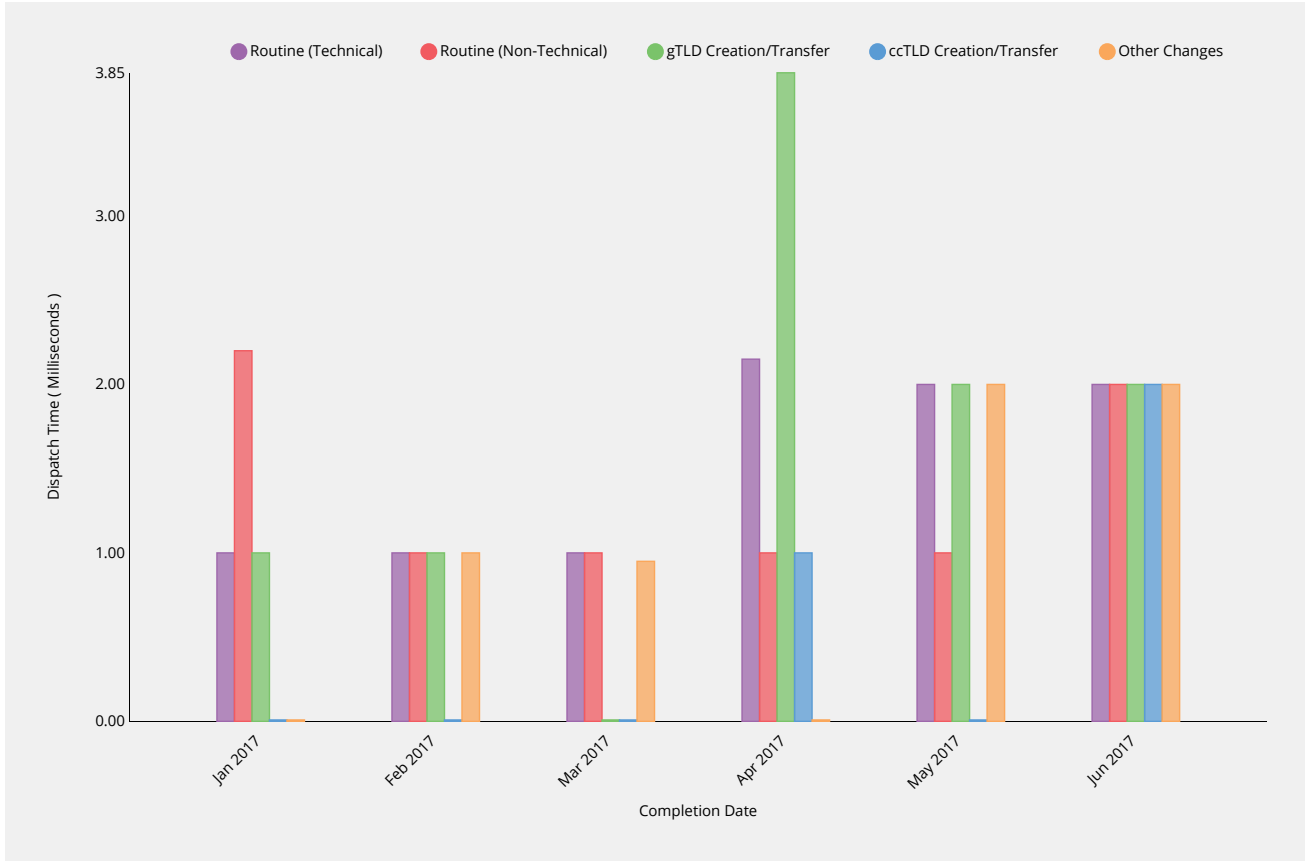
ccTLD Creation/Transfer	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Response Time	—	0.29m	—	—	—	0.38m
Monthly Threshold	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	1	0	0	0	8
Mean Time	—	0.29m	—	—	—	0.36m
Shortest Time	—	0.29m	—	—	—	0.34m
Longest Time	—	0.29m	—	—	—	0.38m
Median Time	—	0.29m	—	—	—	0.35m
PStDev Time	—	0m	—	—	—	0.01m

Other Changes	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Response Time	—	—	2.11m	0.13m	—	0.26m
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	13	1	0	3
Mean Time	—	—	0.84m	0.13m	—	0.18m
Shortest Time	—	—	0.26m	0.13m	—	0.11m
Longest Time	—	—	2.13m	0.13m	—	0.27m
Median Time	—	—	0.47m	0.13m	—	0.16m
PStDev Time	—	—	0.73m	0m	—	0.07m

Contact Confirmations

Email Dispatch

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



Routine (Technical)	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Dispatch Time	1ms	1ms	1ms	2.15ms	2ms	2ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	34	50	61	18	46	38
Mean Time	0.65ms	0.66ms	0.69ms	0.83ms	1.37ms	1.61ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	1ms
Longest Time	2ms	2ms	2ms	3ms	2ms	2ms
Median Time	1ms	1ms	1ms	1ms	1ms	2ms
PStDev Time	0.54ms	0.51ms	0.53ms	0.76ms	0.6ms	0.49ms

Routine (Non-Technical)	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Dispatch Time	2.2ms	1ms	1ms	1ms	1ms	2ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	15	35	12	31	231	22
Mean Time	1.2ms	0.97ms	0.83ms	0.94ms	0.88ms	1.68ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	1ms
Longest Time	5ms	2ms	1ms	2ms	2ms	2ms
Median Time	1ms	1ms	1ms	1ms	1ms	2ms

Routine (Non-Technical)	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
PStDev Time	1.05ms	0.29ms	0.37ms	0.35ms	0.4ms	0.47ms

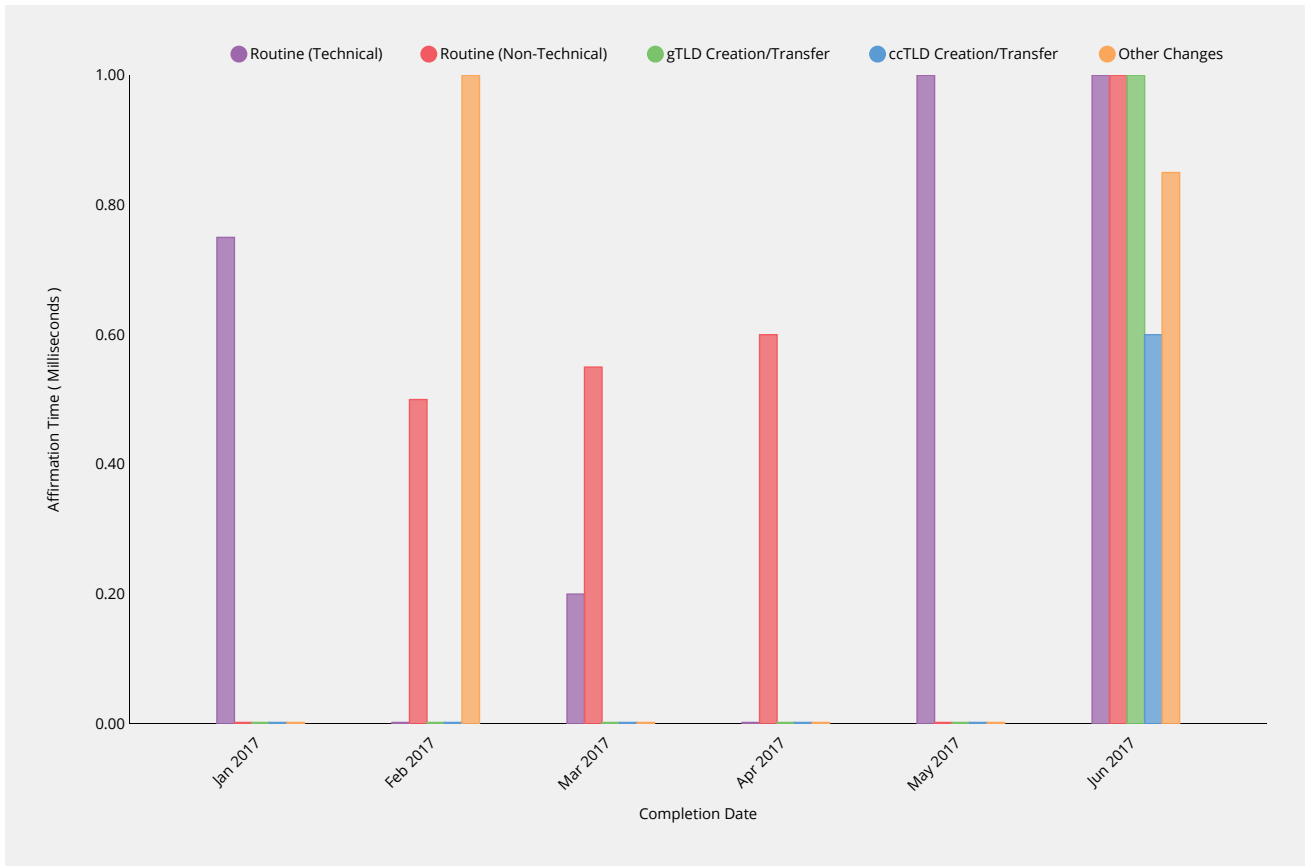
gTLD Creation/Transfer	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Dispatch Time	1ms	1ms	0ms	3.85ms	2ms	2ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	1	3	2	2	3	8
Mean Time	1ms	1ms	0ms	2.5ms	1.67ms	1.5ms
Shortest Time	1ms	1ms	0ms	1ms	1ms	1ms
Longest Time	1ms	1ms	0ms	4ms	2ms	2ms
Median Time	1ms	1ms	0ms	2.5ms	2ms	1.5ms
PStDev Time	0ms	0ms	0ms	1.5ms	0.47ms	0.5ms

ccTLD Creation/Transfer	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Dispatch Time	0ms	0ms	—	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	1	0	1	0	9
Mean Time	0ms	0ms	—	1ms	—	1.33ms
Shortest Time	0ms	0ms	—	1ms	—	1ms
Longest Time	0ms	0ms	—	1ms	—	2ms
Median Time	0ms	0ms	—	1ms	—	1ms
PStDev Time	0ms	0ms	—	0ms	—	0.47ms

Other Changes	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Dispatch Time	—	1ms	0.95ms	0ms	2ms	2ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	1	2	1	1	4
Mean Time	—	1ms	0.5ms	0ms	2ms	2ms
Shortest Time	—	1ms	0ms	0ms	2ms	2ms
Longest Time	—	1ms	1ms	0ms	2ms	2ms
Median Time	—	1ms	0.5ms	0ms	2ms	2ms
PStDev Time	—	0ms	0.5ms	0ms	0ms	0ms

Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Affirmation Time	0.75ms	0ms	0.2ms	0ms	1ms	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	26	49	57	16	45	38
Mean Time	0.08ms	0.04ms	0.05ms	0ms	0.18ms	0.11ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	1ms	0ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.27ms	0.2ms	0.22ms	0ms	0.38ms	0.31ms

Routine (Non-Technical)	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Affirmation Time	0ms	0.5ms	0.55ms	0.6ms	0ms	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	9	31	10	29	228	20
Mean Time	0ms	0.06ms	0.1ms	0.07ms	0.05ms	0.1ms
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	0.25ms	0.3ms	0.25ms	0.21ms	0.3ms

gTLD Creation/Transfer	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Affirmation Time	0ms	0ms	0ms	0ms	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	1	3	2	2	3	8
Mean Time	0ms	0ms	0ms	0ms	0ms	0.25ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	0ms	0ms	0ms	0ms	0ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0ms	0ms	0ms	0ms	0ms	0.43ms

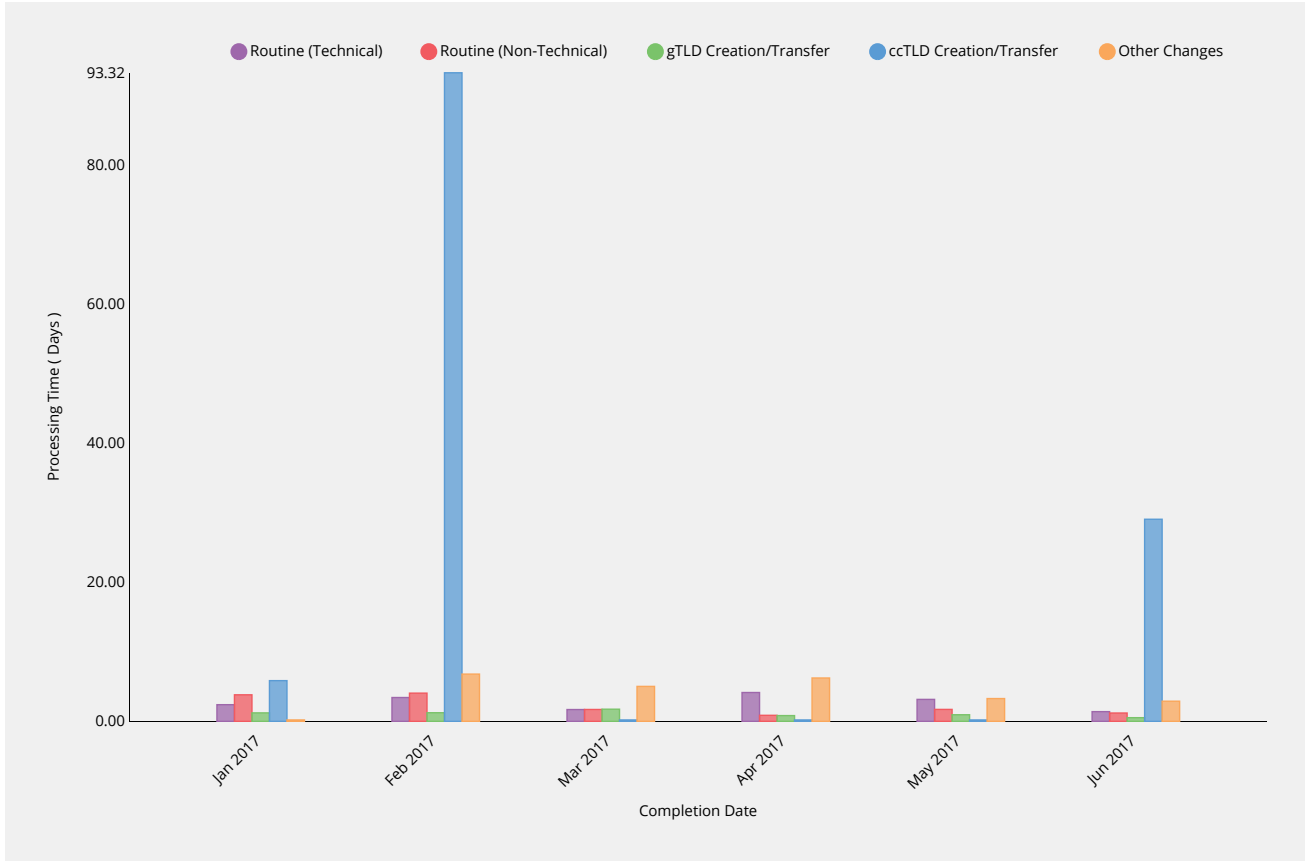
ccTLD Creation/Transfer	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Affirmation Time	0ms	0ms	—	—	—	0.6ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	1	1	0	0	0	9
Mean Time	0ms	0ms	—	—	—	0.11ms
Shortest Time	0ms	0ms	—	—	—	0ms
Longest Time	0ms	0ms	—	—	—	1ms
Median Time	0ms	0ms	—	—	—	0ms
PStDev Time	0ms	0ms	—	—	—	0.31ms

Other Changes	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Affirmation Time	—	1ms	0ms	0ms	0ms	0.85ms
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	1	2	1	1	4
Mean Time	—	1ms	0ms	0ms	0ms	0.25ms
Shortest Time	—	1ms	0ms	0ms	0ms	0ms
Longest Time	—	1ms	0ms	0ms	0ms	1ms
Median Time	—	1ms	0ms	0ms	0ms	0ms
PStDev Time	—	0ms	0ms	0ms	0ms	0.43ms

Staff Processing

Validation and Reviews

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



Routine (Technical)	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Processing Time	2.4d	3.43d	1.7d	4.15d	3.16d	1.4d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	31	49	58	16	45	38
Mean Time	1.02d	1.55d	1.13d	1.95d	1.27d	0.59d
Shortest Time	0d	0d	0d	0.22d	0.2d	0.03d
Longest Time	3.75d	4.29d	3.8d	4.63d	4.37d	2d
Median Time	0.83d	1.47d	1.09d	1.51d	0.57d	0.44d
PStDev Time	1.01d	1.1d	0.76d	1.45d	1.2d	0.47d

Routine (Non-Technical)	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Processing Time	3.82d	4.06d	1.71d	0.87d	1.72d	1.2d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	13	31	9	28	227	18
Mean Time	1.78d	1.71d	0.9d	0.93d	1.16d	0.59d
Shortest Time	0d	0d	0d	0.07d	0.08d	0.02d
Longest Time	4.92d	4.74d	3.66d	3.97d	3.83d	1.5d
Median Time	1.17d	1.17d	0.83d	0.86d	0.99d	0.31d

Routine (Non-Technical)	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
PStDev Time	1.68d	1.46d	1.07d	0.62d	0.48d	0.5d

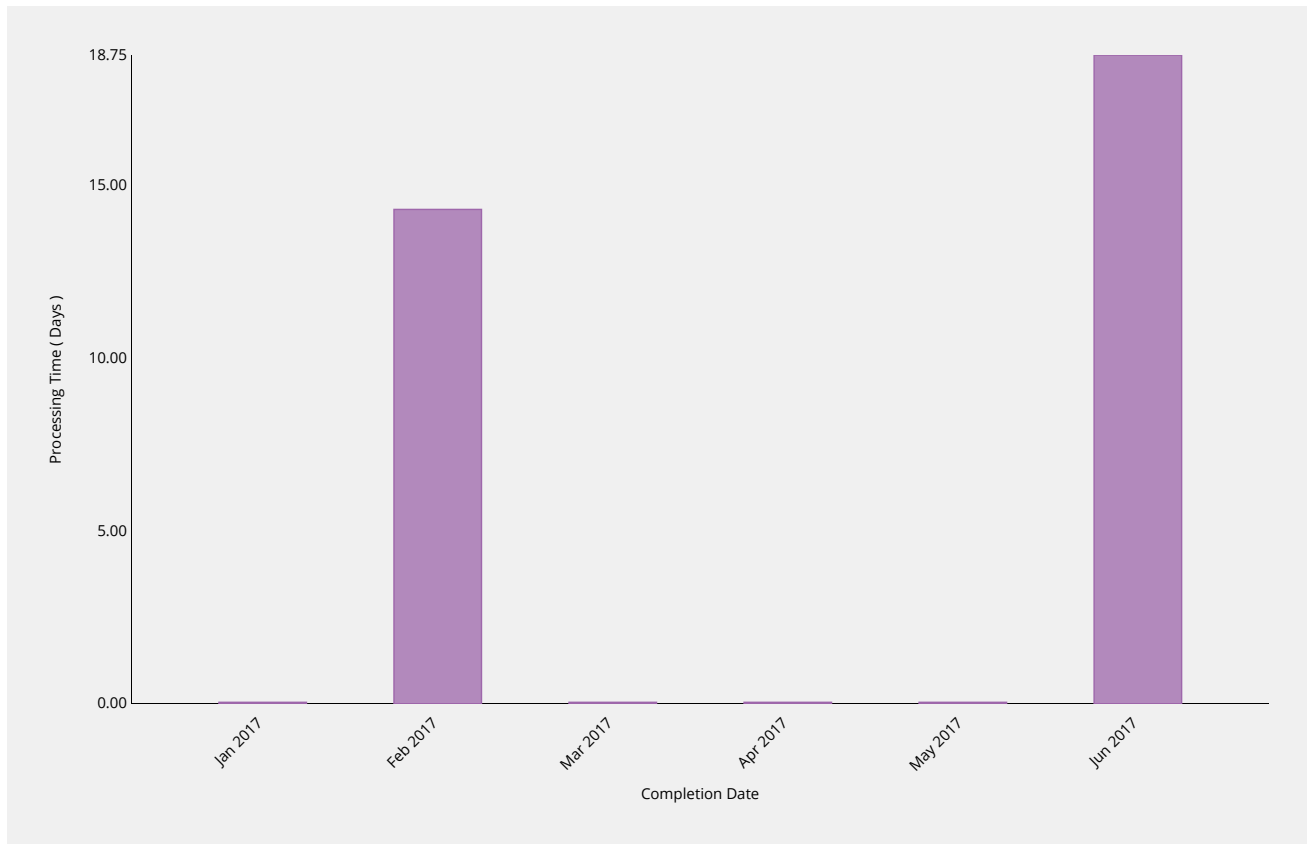
gTLD Creation/Transfer	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Processing Time	1.22d	1.24d	1.75d	0.83d	0.95d	0.53d
Monthly Threshold	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	1	3	2	2	3	8
Mean Time	1.22d	1.17d	1.35d	0.46d	0.8d	0.36d
Shortest Time	1.22d	1.03d	0.85d	0d	0.51d	0.14d
Longest Time	1.22d	1.24d	1.85d	0.93d	0.95d	0.56d
Median Time	1.22d	1.24d	1.35d	0.46d	0.95d	0.38d
PStDev Time	0d	0.1d	0.5d	0.46d	0.21d	0.13d

ccTLD Creation/Transfer	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Processing Time	5.86d	93.32d	—	0d	—	29.08d
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Request Count	1	1	0	1	0	9
Mean Time	5.86d	93.32d	—	0d	—	23.3d
Shortest Time	5.86d	93.32d	—	0d	—	2.6d
Longest Time	5.86d	93.32d	—	0d	—	29.08d
Median Time	5.86d	93.32d	—	0d	—	25.43d
PStDev Time	0d	0d	—	0d	—	7.41d

Other Changes	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Processing Time	—	6.8d	5.03d	6.24d	3.28d	2.9d
Monthly Threshold	0d	0d	0d	0d	0d	0d
Threshold Percentile	—	—	—	—	—	—
Request Count	0	1	1	1	1	4
Mean Time	—	6.8d	5.03d	6.24d	3.28d	1.04d
Shortest Time	—	6.8d	5.03d	6.24d	3.28d	0.04d
Longest Time	—	6.8d	5.03d	6.24d	3.28d	2.9d
Median Time	—	6.8d	5.03d	6.24d	3.28d	0.62d
PStDev Time	—	0d	0d	0d	0d	1.11d

Third Party Approval

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

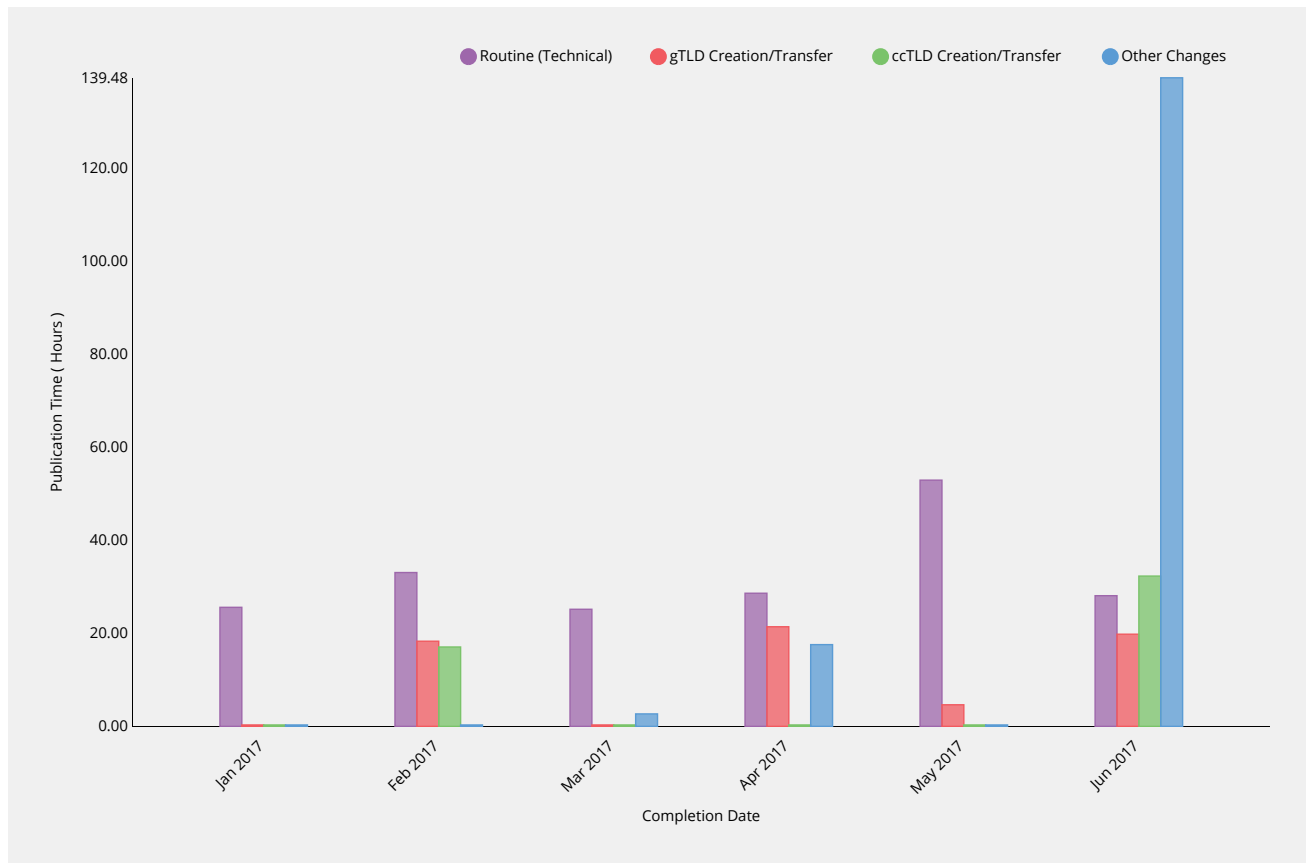


ccTLD Creation/Transfer	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Processing Time	—	14.29d	—	—	—	18.75d
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	—	—	—	—	—	—
Request Count	0	1	0	0	0	8
Mean Time	—	14.29d	—	—	—	18.75d
Shortest Time	—	14.29d	—	—	—	18.75d
Longest Time	—	14.29d	—	—	—	18.75d
Median Time	—	14.29d	—	—	—	18.75d
PStDev Time	—	0d	—	—	—	0d

Implementation

Root Zone Publication

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



Routine (Technical)	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Publication Time	25.6h	33.08h	25.18h	28.63h	52.95h	28.1h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	27	49	57	16	45	38
Mean Time	19.88h	16.57h	8.7h	10.56h	11.57h	9.75h
Shortest Time	13.35h	1.17h	0.68h	2.02h	0.96h	0.88h
Longest Time	25.98h	36.06h	26.61h	29.23h	76.65h	28.1h
Median Time	19.7h	18.77h	5.16h	7.41h	8.07h	7.43h
PStDev Time	2.67h	8.12h	7h	8.59h	12.53h	7.87h

gTLD Creation/Transfer	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Publication Time	—	18.31h	—	21.42h	4.64h	19.82h
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	1	0	2	2	6
Mean Time	—	18.31h	—	11.6h	4.64h	13.35h
Shortest Time	—	18.31h	—	1.58h	4.63h	9.13h
Longest Time	—	18.31h	—	21.62h	4.64h	19.82h
Median Time	—	18.31h	—	11.6h	4.64h	11.13h

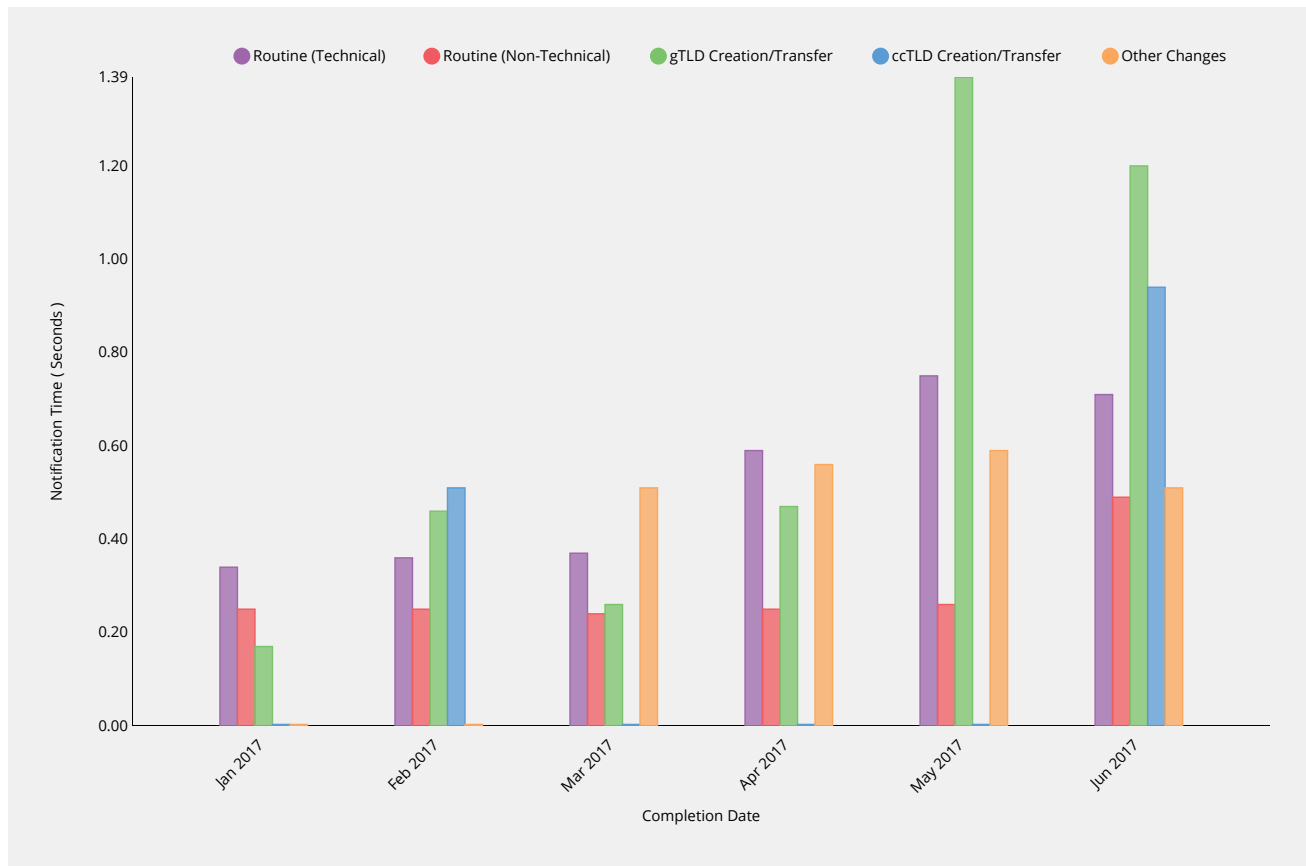
gTLD Creation/Transfer	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
PStDev Time	—	0h	—	10.02h	0.01h	4.76h

ccTLD Creation/Transfer	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Publication Time	—	17.07h	—	—	—	32.32h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	0	1	0	0	0	8
Mean Time	—	17.07h	—	—	—	30.34h
Shortest Time	—	17.07h	—	—	—	24.23h
Longest Time	—	17.07h	—	—	—	32.32h
Median Time	—	17.07h	—	—	—	32.31h
PStDev Time	—	0h	—	—	—	3.41h

Other Changes	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Publication Time	—	—	2.68h	17.58h	—	139.48h
Monthly Threshold	0h	0h	0h	0h	0h	0h
Threshold Percentile	—	—	—	—	—	—
Publication Count	0	0	1	1	0	3
Mean Time	—	—	2.68h	17.58h	—	52.75h
Shortest Time	—	—	2.68h	17.58h	—	3.83h
Longest Time	—	—	2.68h	17.58h	—	139.48h
Median Time	—	—	2.68h	17.58h	—	14.95h
PStDev Time	—	—	0h	0h	—	61.49h

Notification of Completion

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



Routine (Technical)	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Notification Time	0.34s	0.36s	0.37s	0.59s	0.75s	0.71s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	27	49	57	16	45	38
Mean Time	0.24s	0.23s	0.24s	0.37s	0.43s	0.46s
Shortest Time	0.16s	0.16s	0.17s	0.21s	0.17s	0.34s
Longest Time	0.39s	0.37s	0.47s	0.73s	0.81s	0.74s
Median Time	0.21s	0.2s	0.2s	0.33s	0.4s	0.43s
PStDev Time	0.07s	0.06s	0.07s	0.14s	0.17s	0.1s

Routine (Non-Technical)	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Notification Time	0.25s	0.25s	0.24s	0.25s	0.26s	0.49s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	13	29	9	28	227	18
Mean Time	0.21s	0.21s	0.22s	0.21s	0.2s	0.42s
Shortest Time	0.18s	0.16s	0.2s	0.17s	0.15s	0.36s
Longest Time	0.25s	0.29s	0.24s	0.48s	0.46s	0.53s
Median Time	0.2s	0.21s	0.22s	0.19s	0.19s	0.41s
PStDev Time	0.02s	0.02s	0.01s	0.06s	0.05s	0.04s

gTLD Creation/Transfer	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Notification Time	0.17s	0.46s	0.26s	0.47s	1.39s	1.2s
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	3	2	2	3	8
Mean Time	0.17s	0.3s	0.23s	0.43s	0.89s	0.89s
Shortest Time	0.17s	0.2s	0.19s	0.38s	0.24s	0.28s
Longest Time	0.17s	0.49s	0.26s	0.48s	1.43s	1.22s
Median Time	0.17s	0.22s	0.23s	0.43s	1.01s	1.05s
PStDev Time	0s	0.13s	0.04s	0.05s	0.49s	0.35s

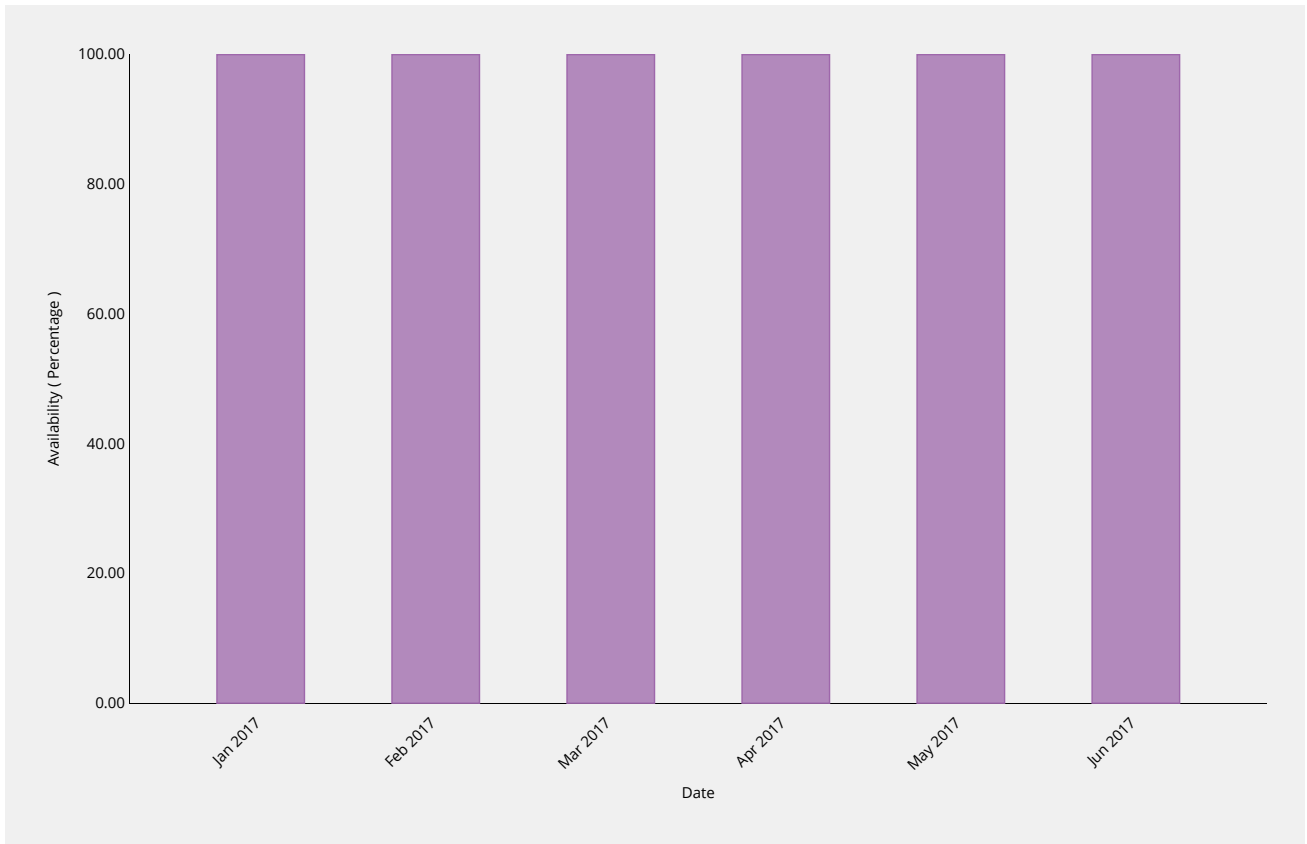
ccTLD Creation/Transfer	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Notification Time	—	0.51s	—	—	—	0.94s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	1	0	0	0	9
Mean Time	—	0.51s	—	—	—	0.77s
Shortest Time	—	0.51s	—	—	—	0.45s
Longest Time	—	0.51s	—	—	—	0.96s
Median Time	—	0.51s	—	—	—	0.78s
PStDev Time	—	0s	—	—	—	0.13s

Other Changes	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Notification Time	—	—	0.51s	0.56s	0.59s	0.51s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	1	1	1	4
Mean Time	—	—	0.51s	0.56s	0.59s	0.49s
Shortest Time	—	—	0.51s	0.56s	0.59s	0.42s
Longest Time	—	—	0.51s	0.56s	0.59s	0.51s
Median Time	—	—	0.51s	0.56s	0.59s	0.51s
PStDev Time	—	—	0s	0s	0s	0.04s

System Availability

IANA Website

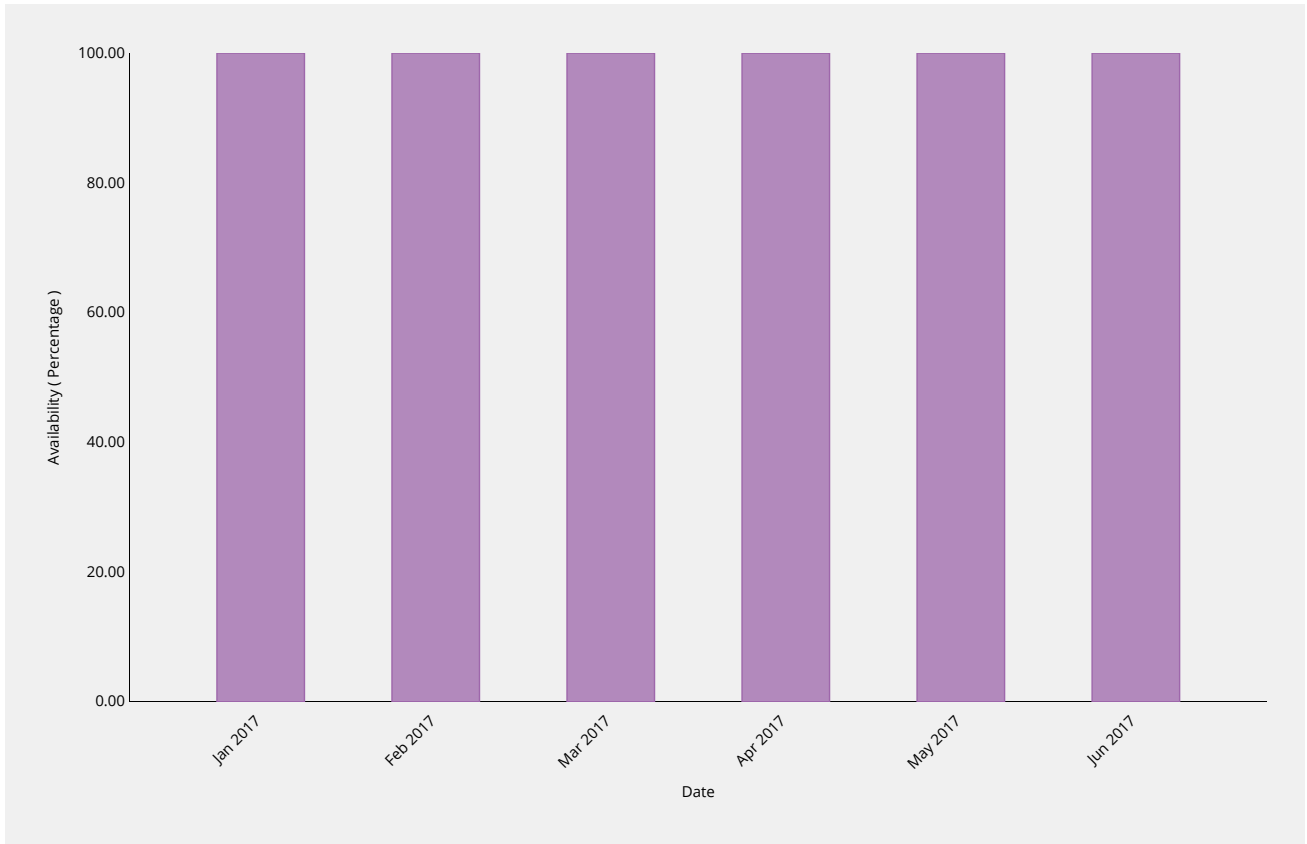
Percentage availability of IANA website for consulting documentations and other posted materials.



IANA Site Availability	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Root Zone Management System

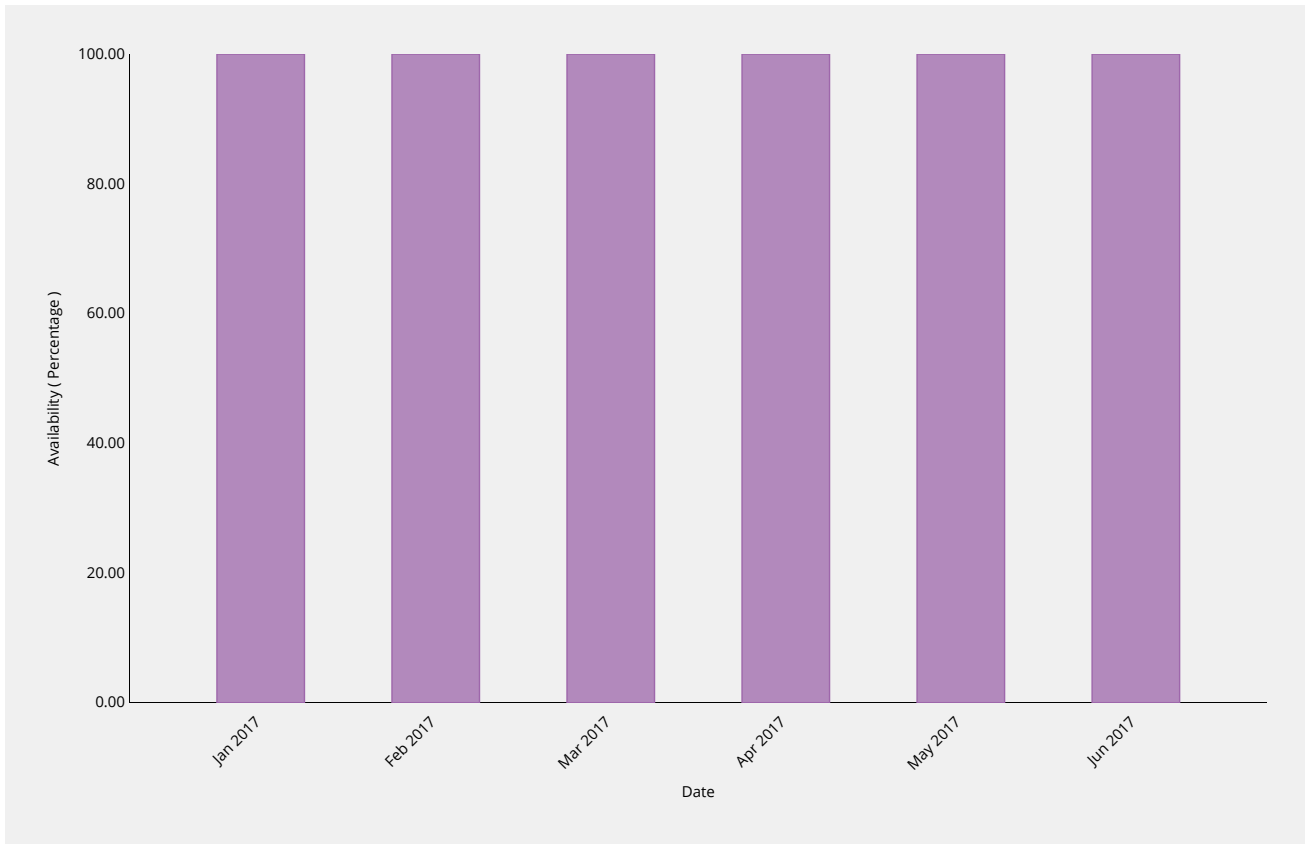
Percentage availability of the RZMS to allow customers to perform self-service operations via the web interface.



RZM Availability	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Availability	100%	100%	100%	99.99%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Directory Service

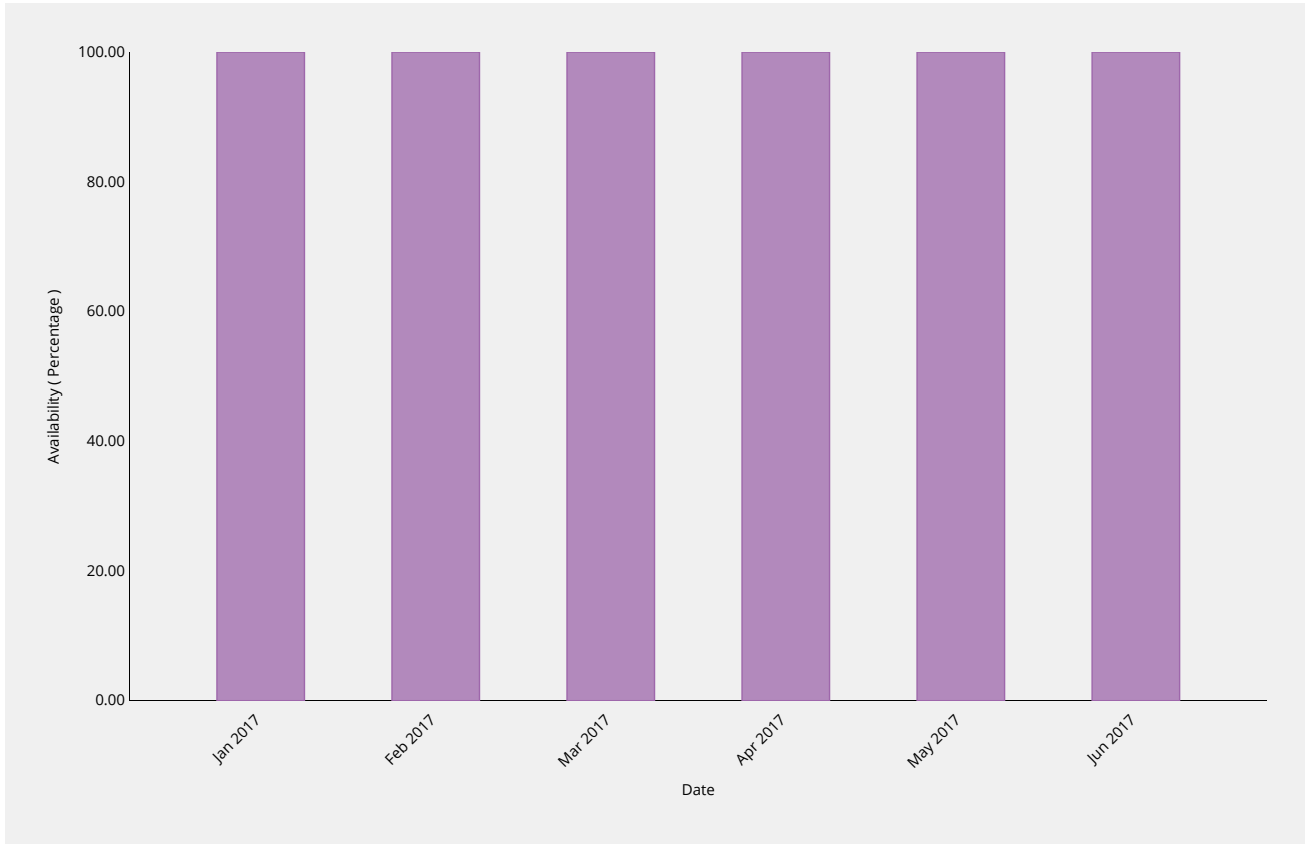
Percentage availability of WHOIS server and other registration data publication services.



WHOIS Availability	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Root Zone Service Level Dashboard

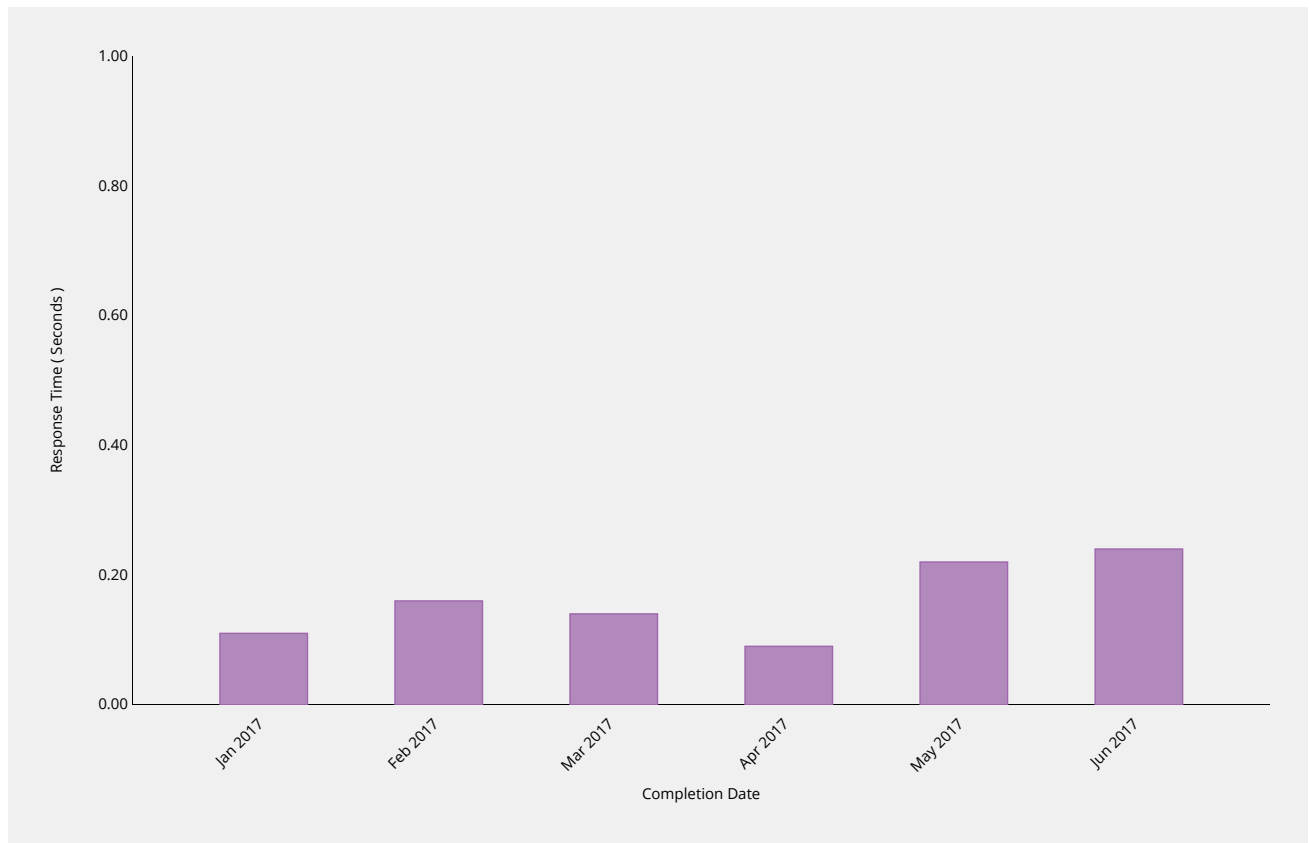
Availability of accurate, timely reporting to these standards via dashboard and other mechanisms.



Dashboard Availability	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Credential Recovery

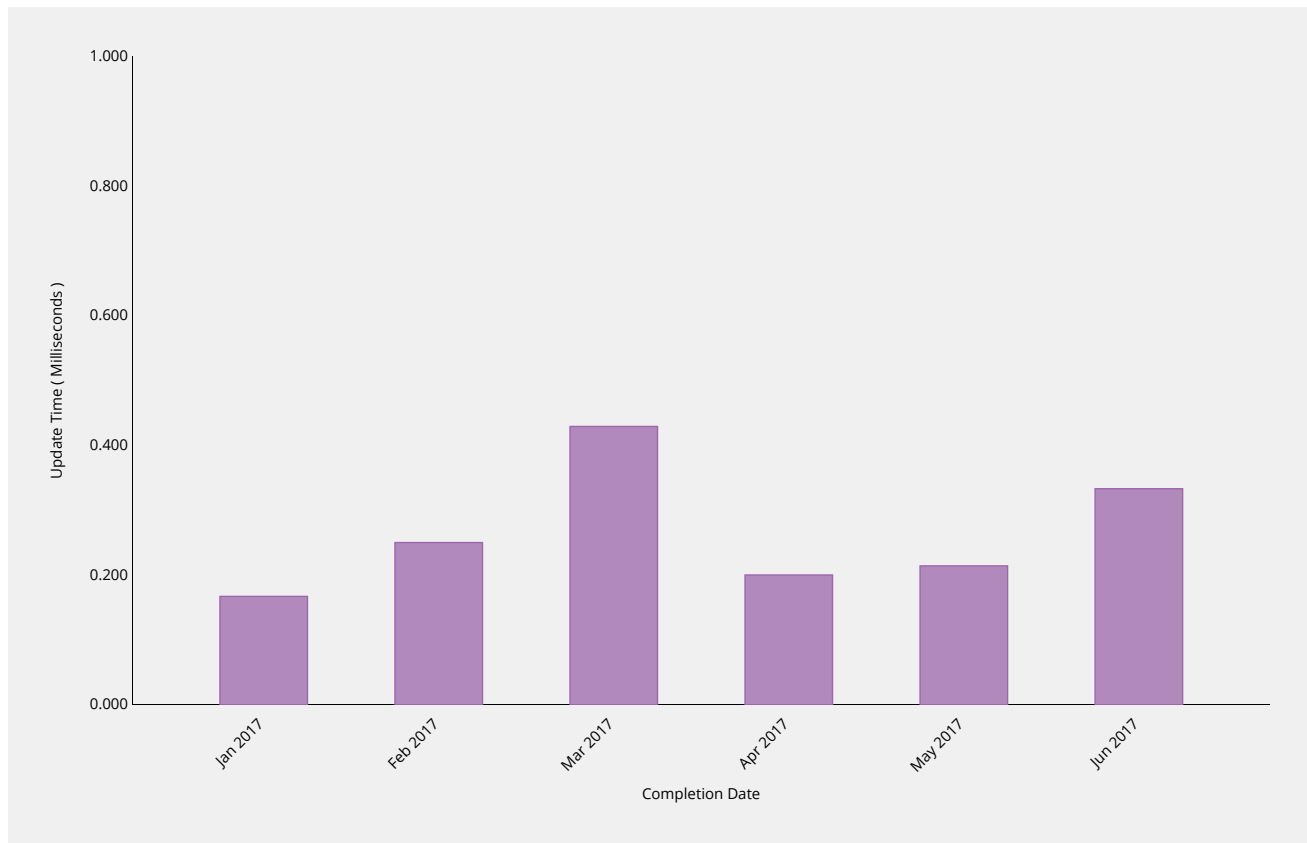
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Response Time	0.11s	0.16s	0.14s	0.09s	0.22s	0.24s
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	25	13	5	18	18
Mean Time	0.07s	0.07s	0.07s	0.07s	0.09s	0.12s
Shortest Time	0.03s	0.02s	0.04s	0.05s	0.03s	0.06s
Longest Time	0.12s	0.26s	0.18s	0.09s	0.22s	0.29s
Median Time	0.07s	0.06s	0.05s	0.08s	0.07s	0.1s
PStDev Time	0.03s	0.05s	0.04s	0.01s	0.06s	0.06s

Credential Change

Time to implement new password within the system.

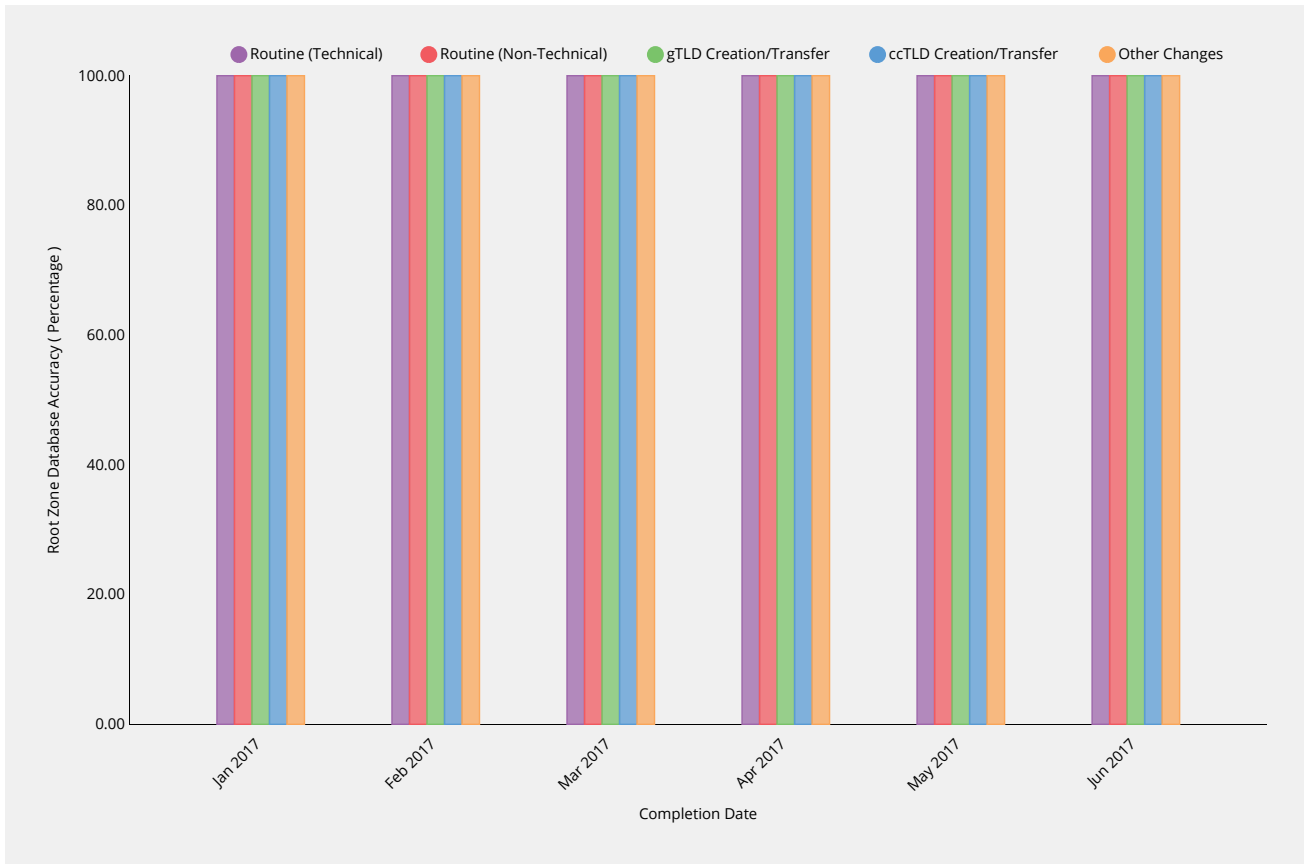


Credential Change	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Update Time	0.75ms	1ms	1ms	0.8ms	1ms	1ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Update Count	6	20	7	5	14	15
Mean Time	0.167ms	0.25ms	0.429ms	0.2ms	0.214ms	0.333ms
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	0.373ms	0.433ms	0.495ms	0.4ms	0.41ms	0.471ms

Other Changes	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	0	0	1	1	1	4

Root Zone Database

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



Routine (Technical)	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
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	27	49	57	16	45	38

Routine (Non-Technical)	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
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	13	29	9	28	227	18

gTLD Creation/Transfer	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
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	3	2	2	3	8

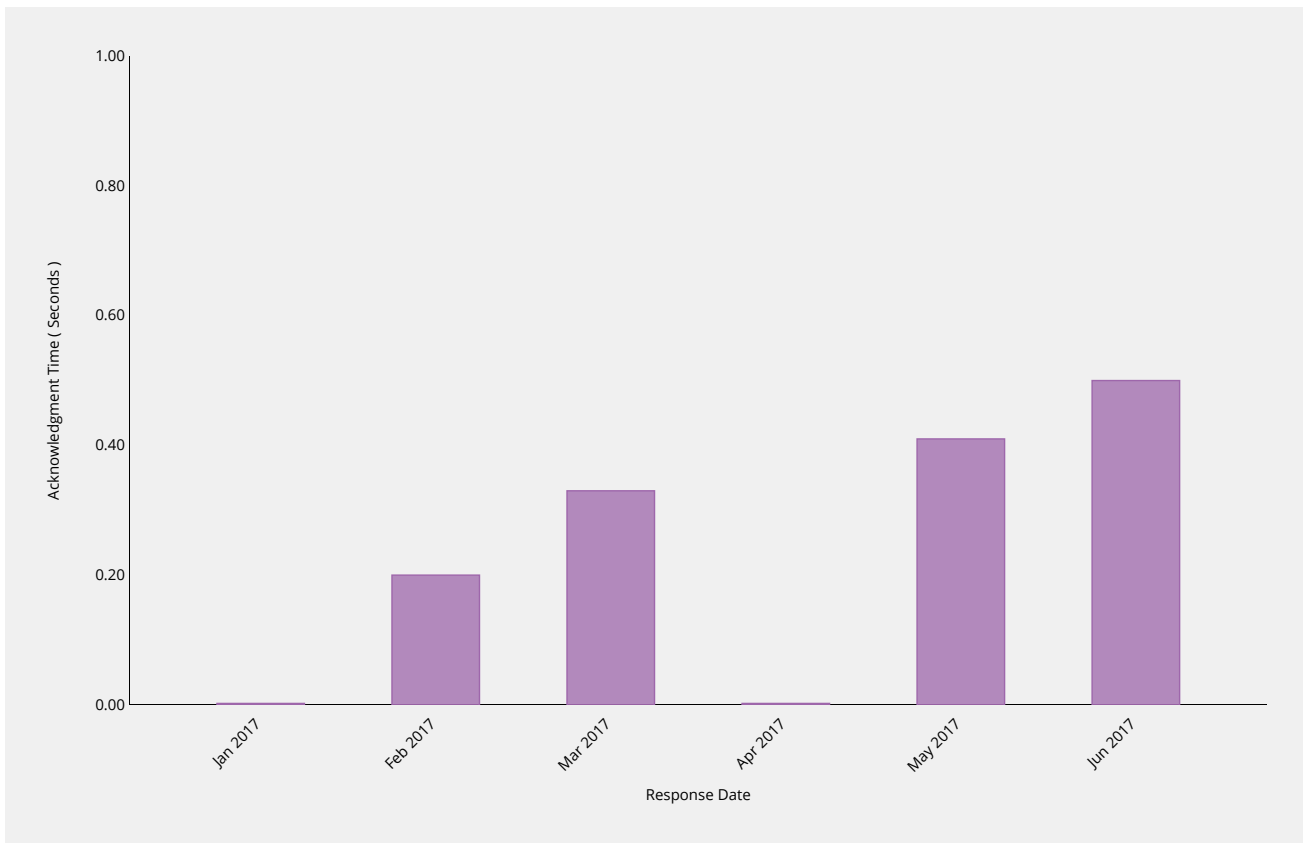
ccTLD Creation/Transfer	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	0	1	0	0	0	9

Other Changes	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	0	0	1	1	1	4

Enquiry Processing

Time to acknowledge

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

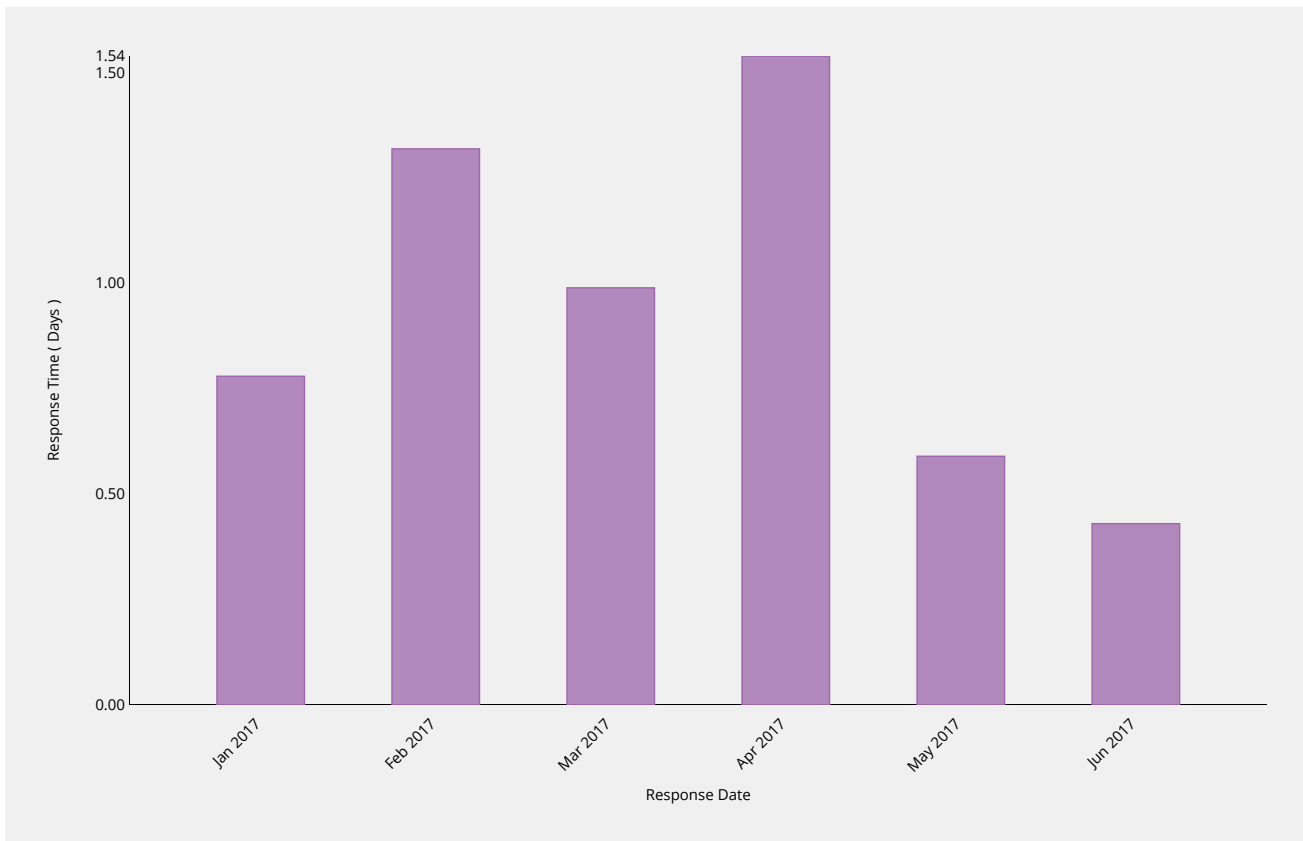


Manual Enquiries	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Acknowledgment Time	0s	1s	1s	0s	1s	1.55s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	8	15	18	5	17	10
Mean Time	0s	0.2s	0.33s	0s	0.41s	0.5s
Shortest Time	0s	0s	0s	0s	0s	0s
Longest Time	0s	1s	1s	0s	1s	2s

Manual Enquiries	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Median Time	0s	0s	0s	0s	0s	0s
PStDev Time	0s	0.4s	0.47s	0s	0.49s	0.67s

Time to initial response

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



Manual Enquiries	2017-01	2017-02	2017-03	2017-04	2017-05	2017-06
Response Time	1.59d	4.11d	2.54d	2.82d	1.42d	0.8d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	7	15	14	7	17	10
Mean Time	0.78d	1.32d	0.99d	1.54d	0.59d	0.43d
Shortest Time	0.02d	0.02d	0.04d	0.14d	0.02d	0d
Longest Time	1.95d	7.47d	4.66d	2.82d	1.97d	1.53d
Median Time	0.71d	0.33d	0.45d	1.05d	0.43d	0.34d
PStDev Time	0.65d	2.16d	1.3d	1.14d	0.58d	0.42d

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.

Addendum

Root Zone Revocations and Root Server Changes

Below is a list of the revocation and root server change requests completed during June 2017.

Change applied to	Change Type (Category 5 Other changes)	Start Date	End Date	Staff Processing Time
b.root-servers.net	root server	2017-03-28	2017-06-12	10 days

(Note: Typically, root server change requests are scheduled events and are submitted to the IANA Functions Operator well in advance of the requested processing date. In this case, the root server operator opened the request at end of March 2017 with instructions to implement the change on 1 June 2017.)

IDN Table Processing

Below is a summary of requests processed during June 2017 to add or modify IDN tables in the IDN Practices Repository: <https://www.iana.org/domains/idn-tables>:

TLDs involved in submission	# of Tables	Request Type	Start Date	End Date	Processing notes
1	42	IDN Table Addition	2017-05-16	2017-06-13	Submission required corrections
1	2	IDN Table Addition	2017-05-16	2017-06-13	
1	6	IDN Table Update	2017-05-18	2017-06-06	Marking tables as historical
1	103	IDN Table Addition	2017-06-08	2017-06-23	Submission required corrections
1	103	IDN Table Addition	2017-06-08	2017-06-23	Submission required corrections
1	103	IDN Table Addition	2017-06-08	2017-06-23	Submission required corrections
1	103	IDN Table Addition	2017-06-08	2017-06-23	Submission required corrections
1	1	IDN Table Update	2017-06-13	2017-06-27	Correction of earlier submission
1	103	IDN Table Addition	2017-06-21	2017-06-29	
1	103	IDN Table Addition	2017-06-21	2017-06-29	
1	103	IDN Table Addition	2017-06-21	2017-06-29	
1	103	IDN Table Addition	2017-06-21	2017-06-29	