

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

December 2017

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Summary of Performance

Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 1.75s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.46s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.76s	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ —	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.57d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.45d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ 0.02d	p8
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ —	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 19.38m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ 1.5m	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ —	p10
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ —	p10
Technical Check (Retest)	Routine (Technical)	≤3m (95.0%)	✓ 2m	p11
Technical Check (Retest)	gTLD Creation/Transfer	≤3m (95.0%)	✓ —	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%)	✓ 0.42m	p13
Technical Check (Supplemental)	gTLD Creation/Transfer	≤5m (95.0%)	✓ 0.1m	p13
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤5m (95.0%)	✓ —	p13
Technical Check (Supplemental)	Other Changes	≤5m (95.0%)	✓ —	p13
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 1ms	p14
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1ms	p14
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1ms	p15
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p15
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ —	p15
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 1ms	p16
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 0ms	p16
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0ms	p17
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p17
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ —	p17
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.95d	p18
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.84d	p18
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 0.15d	p19
Validation and Reviews	ccTLD Creation/Transfer	≤60d (100.0%)	✓ —	p19
Validation and Reviews	Other Changes	≤0d	✓ —	p19
Third Party Approval	ccTLD Creation/Transfer	≤60d	✓ —	p20
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 63.27h	p21
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ 0.33h	p21
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p22
Root Zone Publication	Other Changes	≤0h	✓ —	p22
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.35s	p23

Metric	Category	Expected	Actual	Detail
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.24s	p23
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.39s	p24
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p24
Notification of Completion	Other Changes	≤60s (95.0%)	✓ —	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%)	✓ 0.05s	p29
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 1.7ms	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%)	✓ 1s	p33
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 0.63d	p34

Percentage of SLA thresholds met of those defined

100.0%

Exceptions and Narrative for Reporting Period

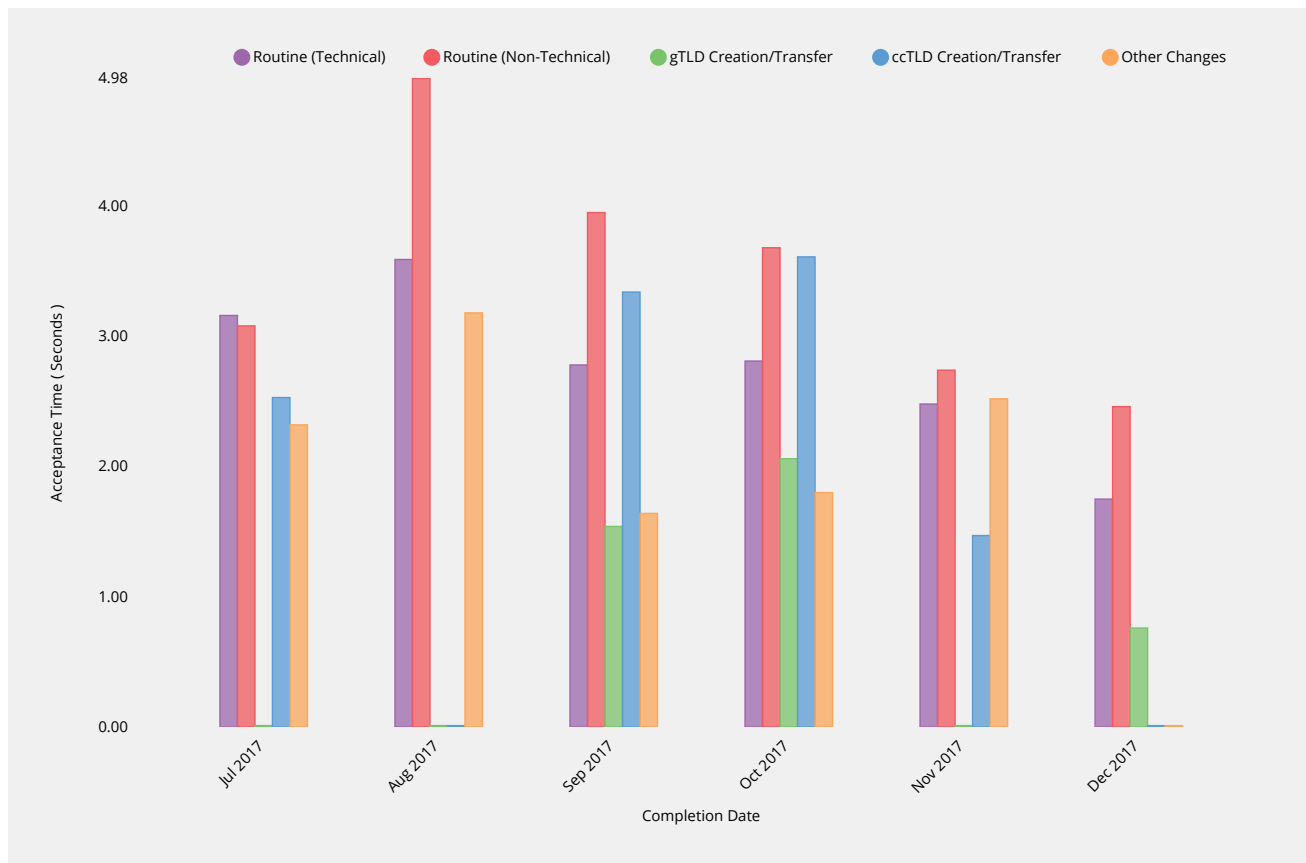
There were no exceptions for the reporting period.

Detailed Performance for Reporting Period

Submission

Acceptance Recognition

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



Routine (Technical)	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Acceptance Time	3.16s	3.59s	2.78s	2.81s	2.48s	1.75s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	38	26	34	109	94	74
Mean Time	1.73s	2.1s	1.76s	1.74s	1.32s	0.89s
Shortest Time	1s	1s	1.22s	1.27s	0.61s	0.55s
Longest Time	3.57s	3.69s	3s	4s	3.43s	1.9s
Median Time	1.59s	1.85s	1.52s	1.53s	1.36s	0.72s
PStDev Time	0.59s	0.78s	0.51s	0.49s	0.57s	0.38s

Routine (Non-Technical)	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Acceptance Time	3.08s	4.98s	3.95s	3.68s	2.74s	2.46s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	67	285	8	28	16	13
Mean Time	2.44s	2.88s	2.85s	2.75s	2.18s	1.65s

Routine (Non-Technical)	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Shortest Time	1.75s	1.91s	2.33s	1.86s	1.24s	1.06s
Longest Time	4.28s	5.24s	4.03s	4.2s	2.84s	2.78s
Median Time	2.35s	2.6s	2.48s	2.59s	2.29s	1.44s
PStDev Time	0.43s	0.84s	0.63s	0.56s	0.44s	0.55s

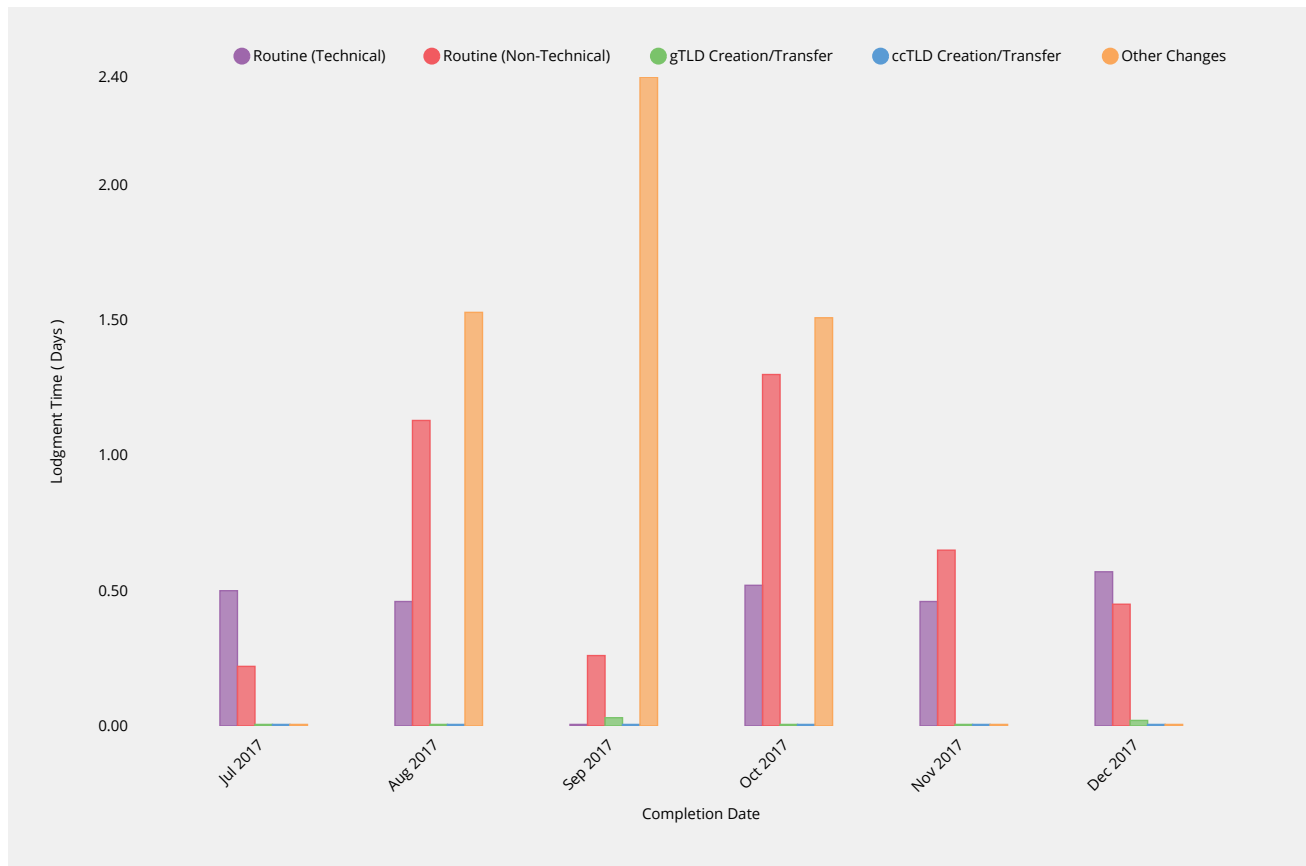
gTLD Creation/Transfer	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Acceptance Time	—	—	1.54s	2.06s	—	0.76s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	0	0	1	1	0	1
Mean Time	—	—	1.54s	2.06s	—	0.76s
Shortest Time	—	—	1.54s	2.06s	—	0.76s
Longest Time	—	—	1.54s	2.06s	—	0.76s
Median Time	—	—	1.54s	2.06s	—	0.76s
PStDev Time	—	—	0s	0s	—	0s

ccTLD Creation/Transfer	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Acceptance Time	2.53s	—	3.34s	3.61s	1.47s	—
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	2	0
Mean Time	2.53s	—	3.34s	3.61s	1.47s	—
Shortest Time	2.53s	—	3.34s	3.61s	1.46s	—
Longest Time	2.53s	—	3.34s	3.61s	1.47s	—
Median Time	2.53s	—	3.34s	3.61s	1.47s	—
PStDev Time	0s	—	0s	0s	0.01s	—

Other Changes	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Acceptance Time	2.32s	3.18s	1.64s	1.8s	2.52s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	1	2	3	3	2	0
Mean Time	2.32s	2.41s	1.57s	1.59s	2.5s	—
Shortest Time	2.32s	1.55s	1.51s	1.4s	2.48s	—
Longest Time	2.32s	3.26s	1.65s	1.83s	2.52s	—
Median Time	2.32s	2.41s	1.56s	1.55s	2.5s	—
PStDev Time	0s	0.86s	0.06s	0.18s	0.02s	—

Manual Lodgment Time

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



Routine (Technical)	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Lodgment Time	0.5d	0.46d	—	0.52d	0.46d	0.57d
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	3	0	8	5	13
Mean Time	0.5d	0.21d	—	0.17d	0.22d	0.23d
Shortest Time	0.5d	0.01d	—	0d	0.04d	0.01d
Longest Time	0.5d	0.49d	—	0.57d	0.51d	0.66d
Median Time	0.5d	0.14d	—	0.1d	0.19d	0.16d
PStDev Time	0d	0.2d	—	0.2d	0.17d	0.18d

Routine (Non-Technical)	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Lodgment Time	0.22d	1.13d	0.26d	1.3d	0.65d	0.45d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	5	11	1	5	2	1
Mean Time	0.11d	0.38d	0.26d	0.64d	0.46d	0.45d
Shortest Time	0d	0.01d	0.26d	0d	0.24d	0.45d
Longest Time	0.24d	1.13d	0.26d	1.41d	0.67d	0.45d
Median Time	0.09d	0.2d	0.26d	0.87d	0.46d	0.45d
PStDev Time	0.08d	0.39d	0d	0.54d	0.21d	0d

gTLD Creation/Transfer	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Lodgment Time	—	—	0.03d	—	—	0.02d
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	1
Mean Time	—	—	0.03d	—	—	0.02d
Shortest Time	—	—	0.03d	—	—	0.02d
Longest Time	—	—	0.03d	—	—	0.02d
Median Time	—	—	0.03d	—	—	0.02d
PStDev Time	—	—	0d	—	—	0d

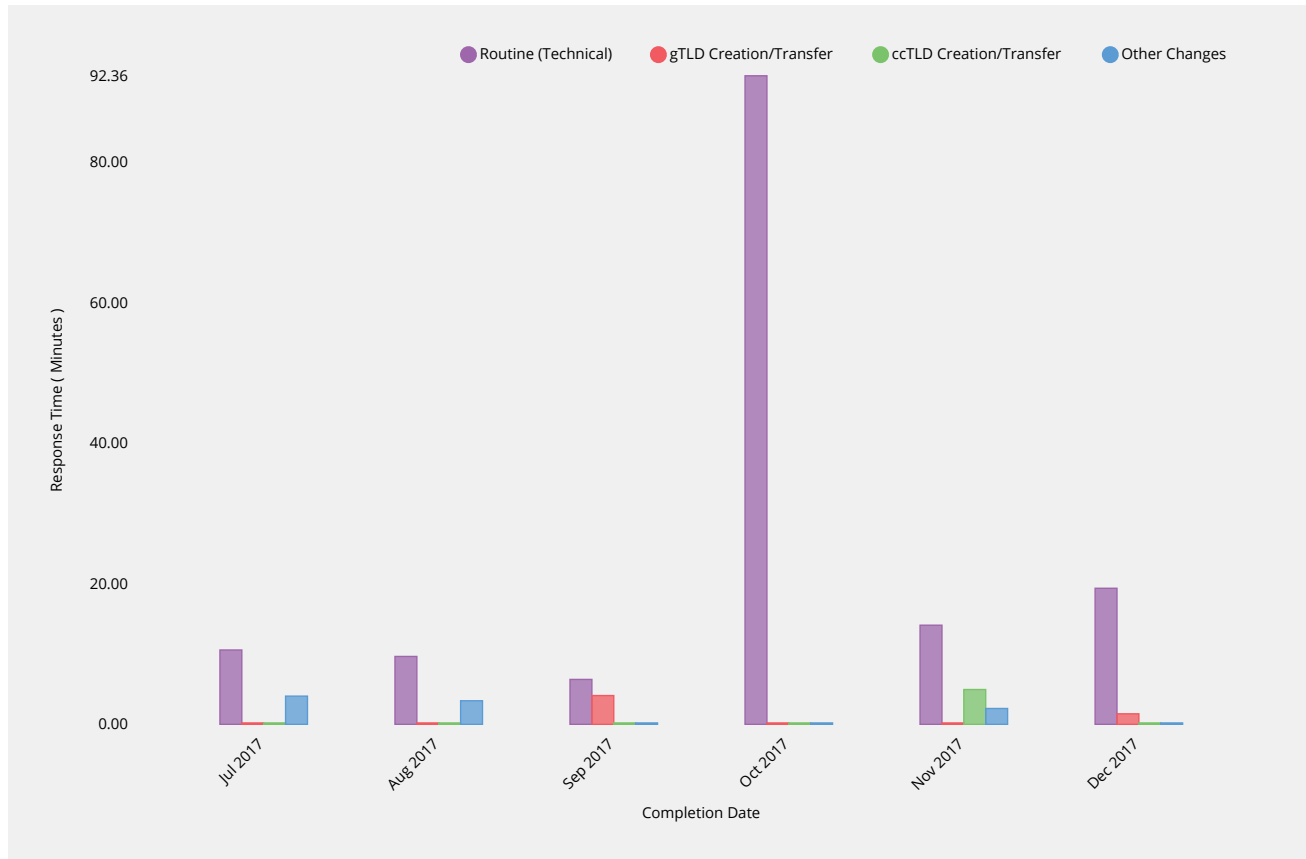
ccTLD Creation/Transfer	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Lodgment Time	—	—	—	—	0d	—
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	0	0	1	0
Mean Time	—	—	—	—	0d	—
Shortest Time	—	—	—	—	0d	—
Longest Time	—	—	—	—	0d	—
Median Time	—	—	—	—	0d	—
PStDev Time	—	—	—	—	0d	—

Other Changes	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Lodgment Time	—	1.53d	2.4d	1.51d	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	1	3	2	0	0
Mean Time	—	1.53d	0.9d	0.84d	—	—
Shortest Time	—	1.53d	0d	0.1d	—	—
Longest Time	—	1.53d	2.66d	1.58d	—	—
Median Time	—	1.53d	0.02d	0.84d	—	—
PStDev Time	—	0d	1.25d	0.74d	—	—

Technical Checks

Technical Check (First)

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



Routine (Technical)	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Response Time	10.59m	9.67m	6.4m	92.36m	14.12m	19.38m
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	38	26	34	109	94	74
Mean Time	3.8m	4.36m	3.81m	26.41m	5.26m	5.64m
Shortest Time	0.36m	0.84m	0.92m	0.29m	0.27m	0.26m
Longest Time	15.7m	10.03m	8.57m	117.35m	25.57m	25.28m
Median Time	2.89m	3.9m	3.91m	5.52m	4.19m	3.52m
PStDev Time	3.31m	2.56m	1.72m	32.59m	4.54m	5.83m

gTLD Creation/Transfer	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Response Time	—	—	4.1m	—	—	1.5m
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	—	—	4.1m	—	—	1.5m
Shortest Time	—	—	4.1m	—	—	1.5m
Longest Time	—	—	4.1m	—	—	1.5m
Median Time	—	—	4.1m	—	—	1.5m

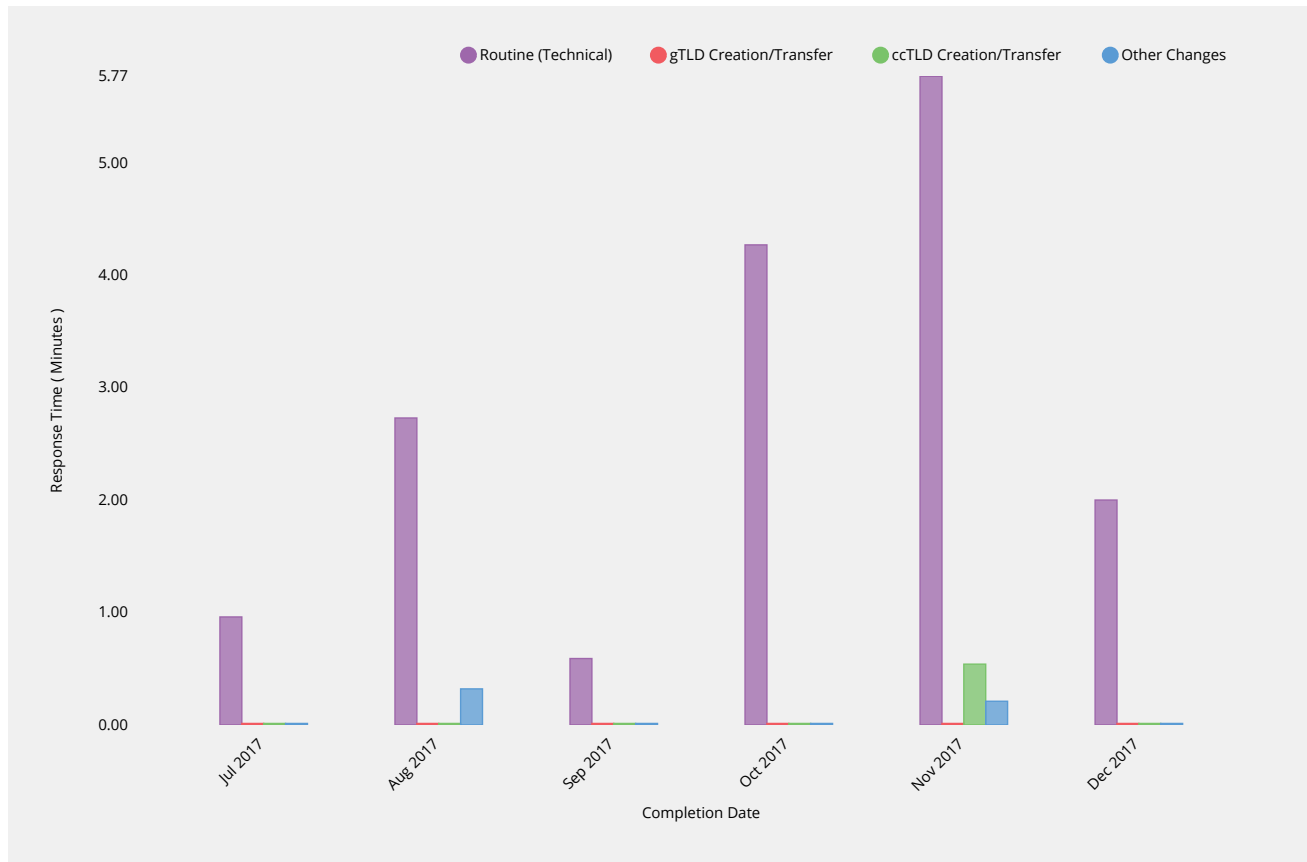
gTLD Creation/Transfer	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
PStDev Time	—	—	0m	—	—	0m

ccTLD Creation/Transfer	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Response Time	—	—	—	—	4.96m	—
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	0	0	2	0
Mean Time	—	—	—	—	3.29m	—
Shortest Time	—	—	—	—	1.43m	—
Longest Time	—	—	—	—	5.15m	—
Median Time	—	—	—	—	3.29m	—
PStDev Time	—	—	—	—	1.86m	—

Other Changes	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Response Time	4.02m	3.36m	—	—	2.26m	—
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	2	0	0	1	0
Mean Time	4.02m	3.19m	—	—	2.26m	—
Shortest Time	4.02m	3m	—	—	2.26m	—
Longest Time	4.02m	3.38m	—	—	2.26m	—
Median Time	4.02m	3.19m	—	—	2.26m	—
PStDev Time	0m	0.19m	—	—	0m	—

Technical Check (Retest)

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



Routine (Technical)	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Response Time	0.96m	2.73m	0.59m	4.27m	5.77m	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	20	30	50	191	494	382
Mean Time	0.73m	0.79m	0.35m	0.7m	1.76m	0.67m
Shortest Time	0.28m	0.11m	0.09m	0.07m	0.06m	0.12m
Longest Time	6.63m	3.4m	2.66m	4.77m	5.82m	10.16m
Median Time	0.33m	0.31m	0.19m	0.36m	0.48m	0.32m
PStDev Time	1.36m	0.97m	0.49m	1.09m	1.89m	1.13m

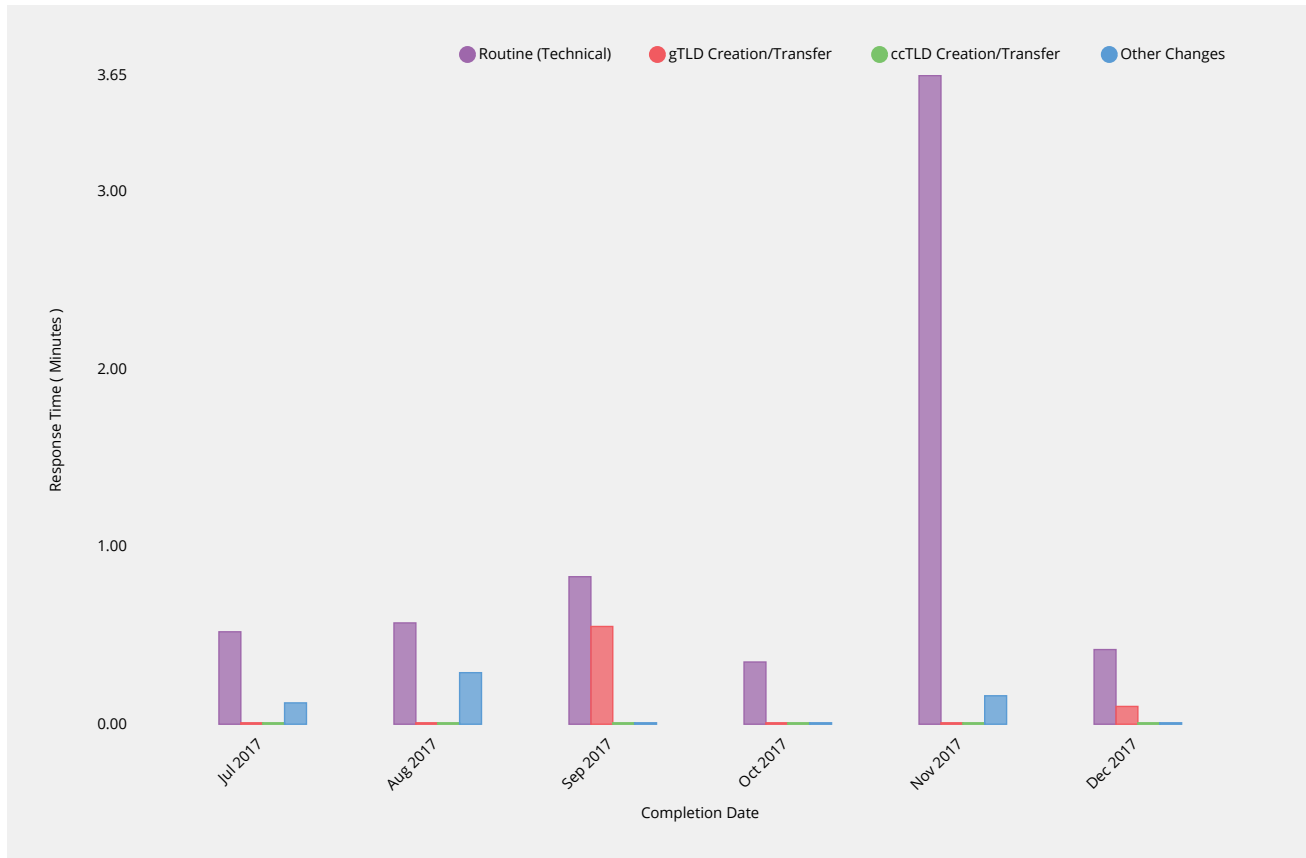
gTLD Creation/Transfer	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Response Time	—	—	—	—	—	—
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

ccTLD Creation/Transfer	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Response Time	—	—	—	—	0.54m	—
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	27	0
Mean Time	—	—	—	—	0.21m	—
Shortest Time	—	—	—	—	0.14m	—
Longest Time	—	—	—	—	0.83m	—
Median Time	—	—	—	—	0.16m	—
PStDev Time	—	—	—	—	0.15m	—

Other Changes	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Response Time	—	0.32m	—	—	0.21m	—
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	54	0	0	34	0
Mean Time	—	0.3m	—	—	0.26m	—
Shortest Time	—	0.28m	—	—	0.15m	—
Longest Time	—	0.34m	—	—	3.47m	—
Median Time	—	0.3m	—	—	0.16m	—
PStDev Time	—	0.01m	—	—	0.56m	—

Technical Check (Supplemental)

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



Routine (Technical)	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Response Time	0.52m	0.57m	0.83m	0.35m	3.65m	0.42m
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	41	20	24	120	87	88
Mean Time	0.27m	0.35m	0.47m	0.17m	1.07m	0.26m
Shortest Time	0.09m	0.09m	0.05m	0.07m	0.05m	0.1m
Longest Time	0.67m	0.71m	4.8m	0.53m	11m	1.12m
Median Time	0.28m	0.33m	0.21m	0.14m	0.33m	0.25m
PStDev Time	0.12m	0.14m	0.92m	0.09m	1.84m	0.14m

gTLD Creation/Transfer	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Response Time	—	—	0.55m	—	—	0.1m
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	1
Mean Time	—	—	0.55m	—	—	0.1m
Shortest Time	—	—	0.55m	—	—	0.1m
Longest Time	—	—	0.55m	—	—	0.1m
Median Time	—	—	0.55m	—	—	0.1m
PStDev Time	—	—	0m	—	—	0m

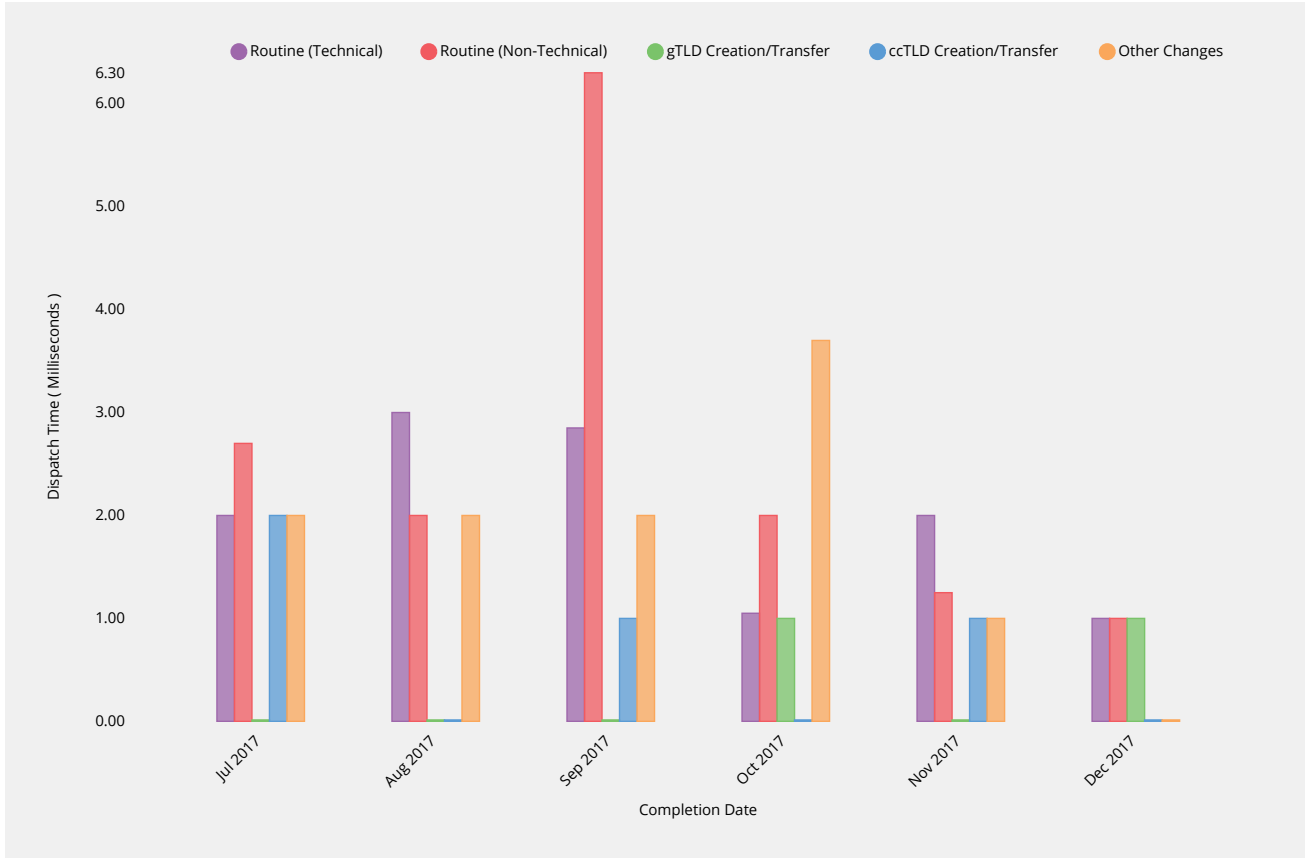
ccTLD Creation/Transfer	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Response Time	—	—	—	—	—	—
Monthly Threshold	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

Other Changes	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Response Time	0.12m	0.29m	—	—	0.16m	—
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	2	0	0	1	0
Mean Time	0.12m	0.2m	—	—	0.16m	—
Shortest Time	0.12m	0.1m	—	—	0.16m	—
Longest Time	0.12m	0.3m	—	—	0.16m	—
Median Time	0.12m	0.2m	—	—	0.16m	—
PStDev Time	0m	0.1m	—	—	0m	—

Contact Confirmations

Email Dispatch

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



Routine (Technical)	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Dispatch Time	2ms	3ms	2.85ms	1.05ms	2ms	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	38	21	24	100	72	62
Mean Time	1.26ms	1.62ms	1.25ms	0.77ms	0.83ms	0.79ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	3ms	5ms	6ms	2ms	5ms	3ms
Median Time	1.5ms	1ms	1ms	1ms	1ms	1ms
PStDev Time	0.88ms	1.09ms	1.16ms	0.53ms	0.78ms	0.54ms

Routine (Non-Technical)	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Dispatch Time	2.7ms	2ms	6.3ms	2ms	1.25ms	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	67	285	8	28	16	13
Mean Time	1.79ms	1.87ms	2.5ms	1ms	1ms	1ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	1ms
Longest Time	3ms	46ms	7ms	2ms	2ms	1ms
Median Time	2ms	2ms	1.5ms	1ms	1ms	1ms

Routine (Non-Technical)	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
PStDev Time	0.59ms	2.67ms	2.24ms	0.46ms	0.35ms	0ms

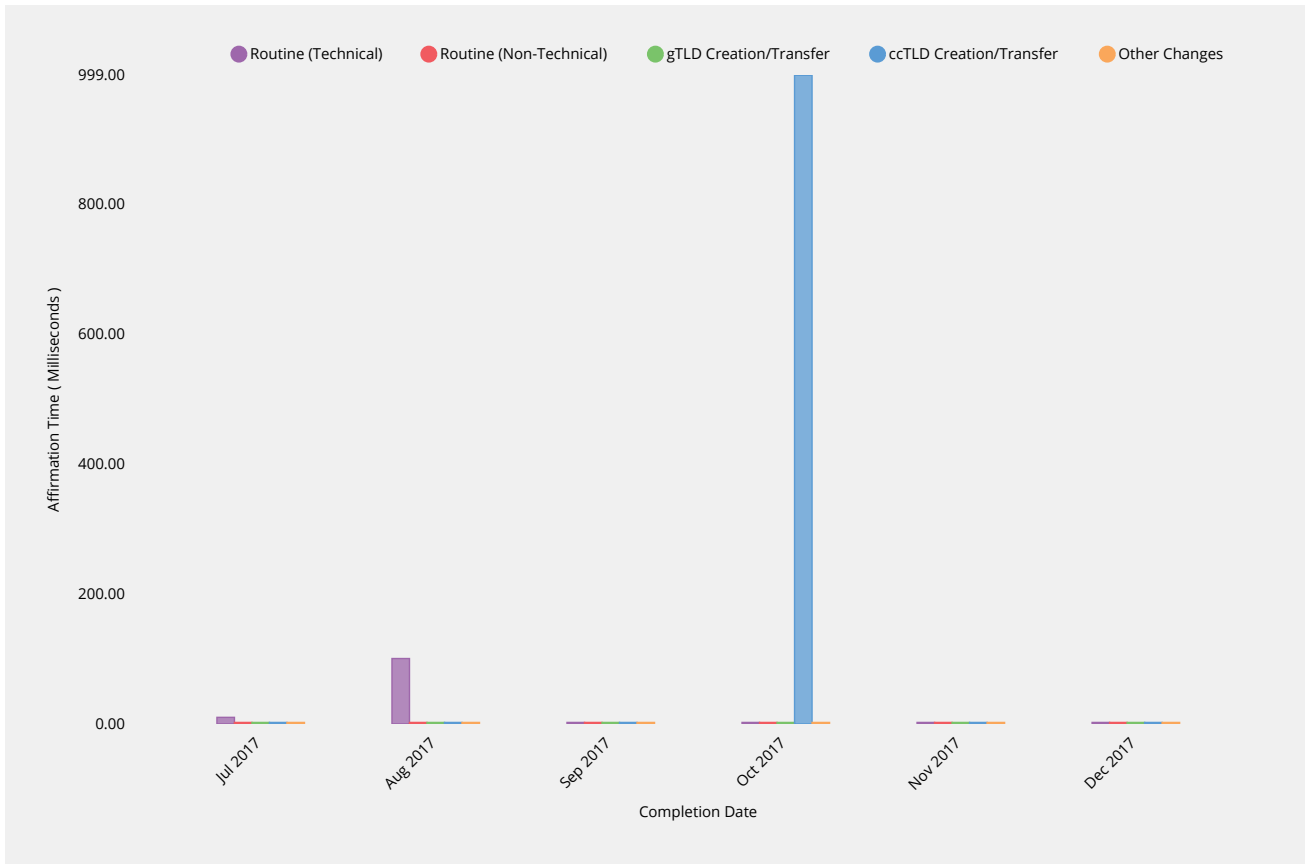
gTLD Creation/Transfer	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Dispatch Time	—	—	0ms	1ms	—	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	0	1	1	0	1
Mean Time	—	—	0ms	1ms	—	1ms
Shortest Time	—	—	0ms	1ms	—	1ms
Longest Time	—	—	0ms	1ms	—	1ms
Median Time	—	—	0ms	1ms	—	1ms
PStDev Time	—	—	0ms	0ms	—	0ms

ccTLD Creation/Transfer	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Dispatch Time	2ms	—	1ms	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	1	0	1	1	1	0
Mean Time	2ms	—	1ms	0ms	1ms	—
Shortest Time	2ms	—	1ms	0ms	1ms	—
Longest Time	2ms	—	1ms	0ms	1ms	—
Median Time	2ms	—	1ms	0ms	1ms	—
PStDev Time	0ms	—	0ms	0ms	0ms	—

Other Changes	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Dispatch Time	2ms	2ms	2ms	3.7ms	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	1	2	5	3	2	0
Mean Time	2ms	2ms	1.6ms	2ms	1ms	—
Shortest Time	2ms	2ms	1ms	1ms	1ms	—
Longest Time	2ms	2ms	2ms	4ms	1ms	—
Median Time	2ms	2ms	2ms	1ms	1ms	—
PStDev Time	0ms	0ms	0.49ms	1.41ms	0ms	—

Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Affirmation Time	10ms	100.6ms	0ms	1ms	1ms	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	38	19	23	99	71	61
Mean Time	14.29ms	52.74ms	0.04ms	0.34ms	0.08ms	0.07ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	450ms	997ms	1ms	28ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	71.75ms	222.57ms	0.2ms	2.8ms	0.28ms	0.25ms

Routine (Non-Technical)	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Affirmation Time	1ms	1ms	0ms	0.7ms	1ms	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	65	273	7	27	15	6
Mean Time	15.34ms	3.58ms	0ms	0.07ms	0.13ms	0ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	986ms	940ms	0ms	1ms	1ms	0ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	121.33ms	56.78ms	0ms	0.26ms	0.34ms	0ms

gTLD Creation/Transfer	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
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	0	0	1	1	0	1
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

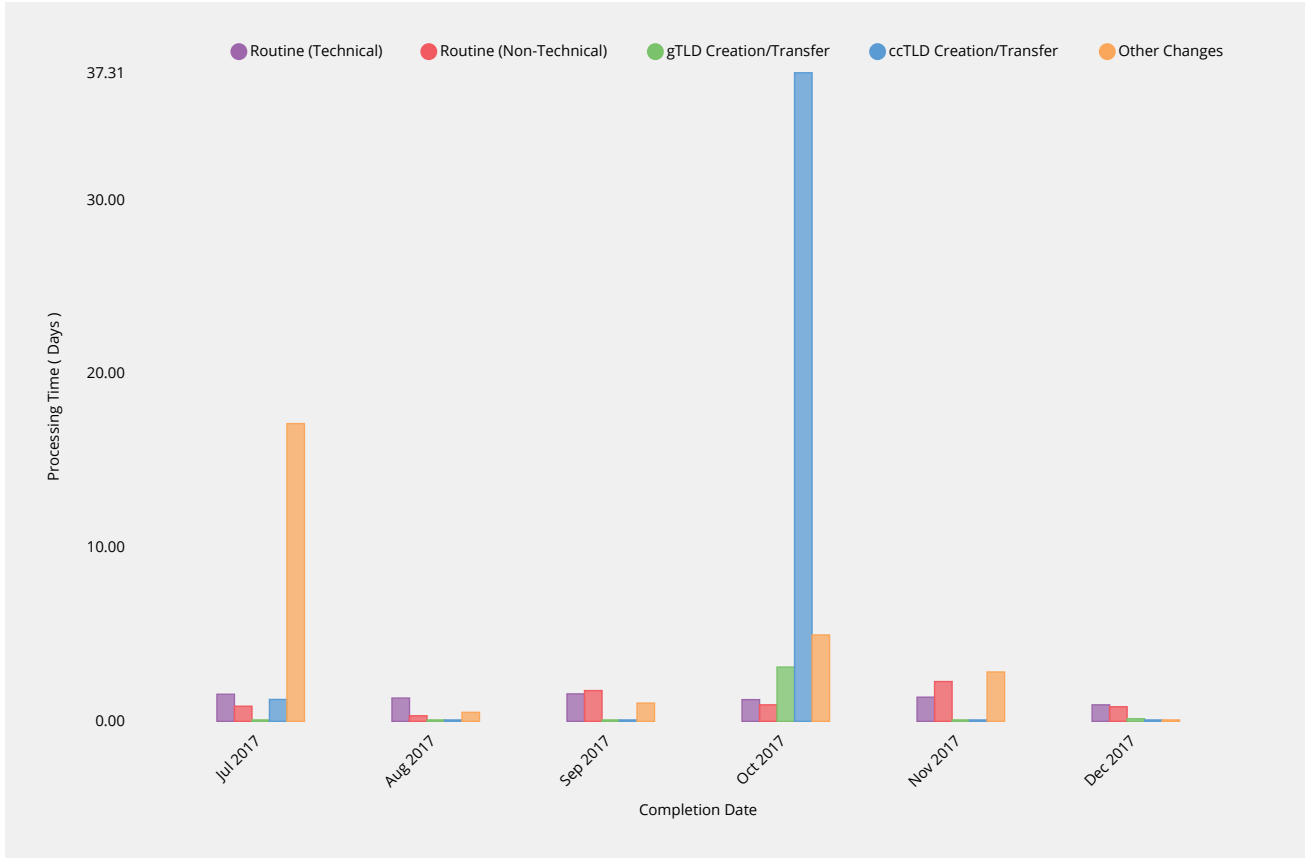
ccTLD Creation/Transfer	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Affirmation Time	0ms	—	0ms	999ms	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	1	0	1	1	0	0
Mean Time	0ms	—	0ms	999ms	—	—
Shortest Time	0ms	—	0ms	999ms	—	—
Longest Time	0ms	—	0ms	999ms	—	—
Median Time	0ms	—	0ms	999ms	—	—
PStDev Time	0ms	—	0ms	0ms	—	—

Other Changes	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Affirmation Time	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	1	2	5	3	2	0
Mean Time	1ms	0ms	0ms	0ms	0ms	—
Shortest Time	1ms	0ms	0ms	0ms	0ms	—
Longest Time	1ms	0ms	0ms	0ms	0ms	—
Median Time	1ms	0ms	0ms	0ms	0ms	—
PStDev Time	0ms	0ms	0ms	0ms	0ms	—

Staff Processing

Validation and Reviews

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



Routine (Technical)	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Processing Time	1.56d	1.34d	1.58d	1.25d	1.39d	0.95d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	38	19	25	100	71	60
Mean Time	0.61d	0.93d	0.95d	0.58d	0.66d	0.61d
Shortest Time	0d	0.01d	0d	0d	0d	0d
Longest Time	2.03d	4.58d	4.91d	10.86d	4.56d	2.71d
Median Time	0.46d	0.91d	0.66d	0.15d	0.48d	0.61d
PStDev Time	0.52d	0.96d	1d	1.34d	0.71d	0.46d

Routine (Non-Technical)	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Processing Time	0.87d	0.32d	1.77d	0.95d	2.29d	0.84d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	65	273	7	26	15	6
Mean Time	0.59d	0.13d	0.8d	0.4d	0.71d	0.38d
Shortest Time	0d	0d	0.06d	0d	0.02d	0d
Longest Time	1.7d	3.9d	3.13d	1.87d	3.01d	0.98d
Median Time	0.57d	0d	0.48d	0.25d	0.33d	0.28d

Routine (Non-Technical)	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
PStDev Time	0.29d	0.48d	1.01d	0.47d	0.96d	0.35d

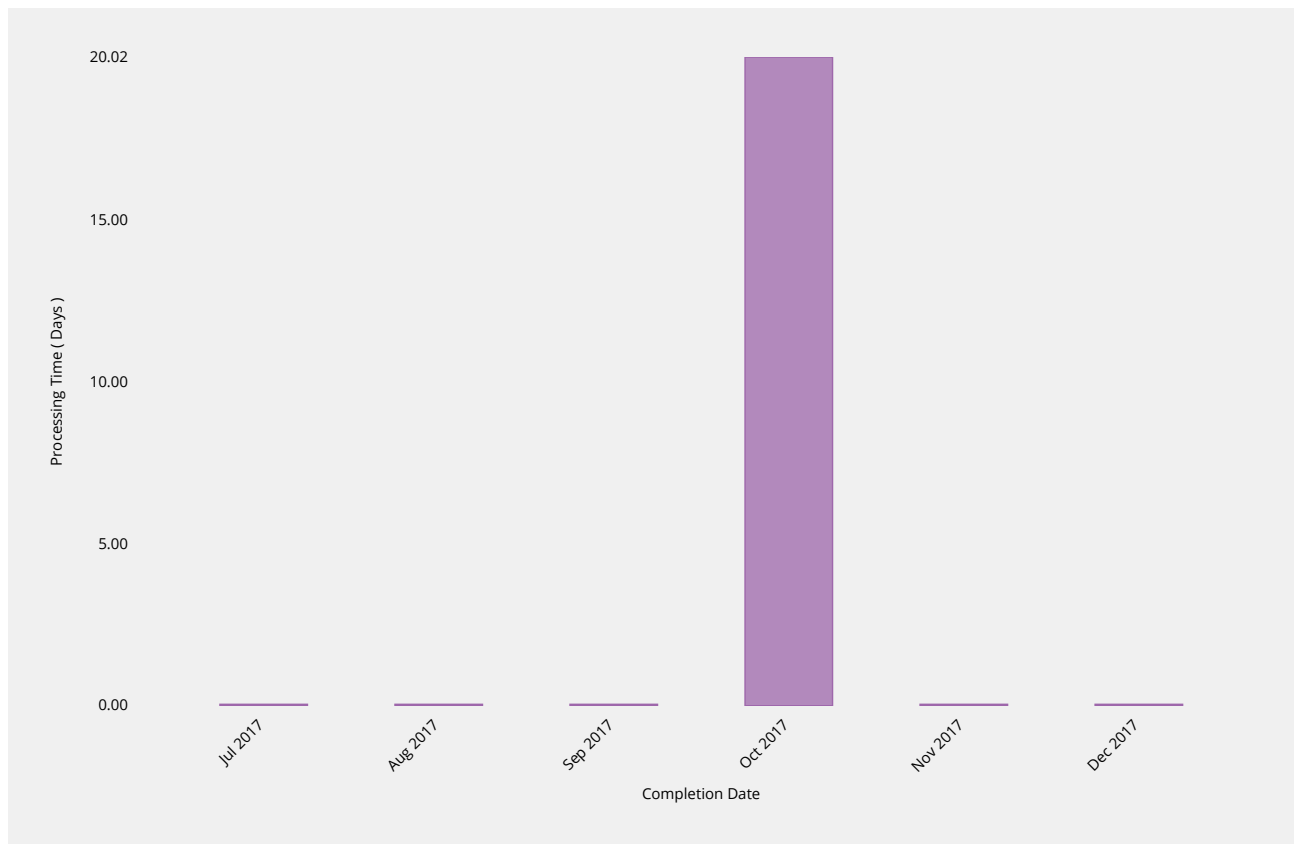
gTLD Creation/Transfer	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Processing Time	—	—	0d	3.12d	—	0.15d
Monthly Threshold	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	0	0	1	1	0	1
Mean Time	—	—	0d	3.12d	—	0.15d
Shortest Time	—	—	0d	3.12d	—	0.15d
Longest Time	—	—	0d	3.12d	—	0.15d
Median Time	—	—	0d	3.12d	—	0.15d
PStDev Time	—	—	0d	0d	—	0d

ccTLD Creation/Transfer	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Processing Time	1.26d	—	—	37.31d	—	—
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	0	0	1	0	0
Mean Time	1.26d	—	—	37.31d	—	—
Shortest Time	1.26d	—	—	37.31d	—	—
Longest Time	1.26d	—	—	37.31d	—	—
Median Time	1.26d	—	—	37.31d	—	—
PStDev Time	0d	—	—	0d	—	—

Other Changes	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Processing Time	17.13d	0.52d	1.05d	4.97d	2.84d	—
Monthly Threshold	0d	0d	0d	0d	0d	0d
Threshold Percentile	—	—	—	—	—	—
Request Count	1	2	4	3	2	0
Mean Time	17.13d	0.34d	0.57d	1.8d	1.88d	—
Shortest Time	17.13d	0.16d	0.13d	0.15d	0.92d	—
Longest Time	17.13d	0.52d	1.05d	4.97d	2.84d	—
Median Time	17.13d	0.34d	0.55d	0.28d	1.88d	—
PStDev Time	0d	0.18d	0.44d	2.24d	0.96d	—

Third Party Approval

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

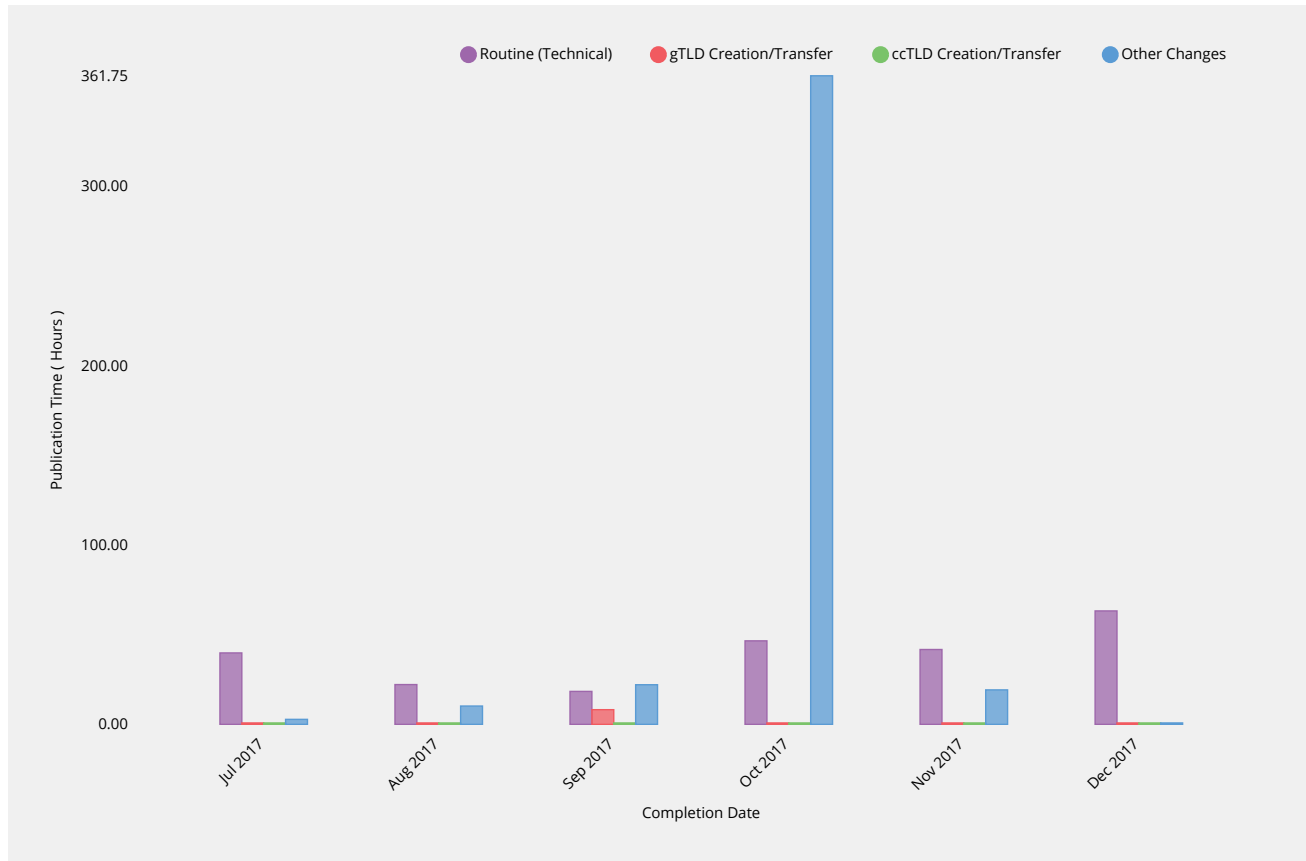


ccTLD Creation/Transfer	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Processing Time	—	—	—	20.02d	—	—
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	—	—	—	—	—	—
Request Count	0	0	0	1	0	0
Mean Time	—	—	—	20.02d	—	—
Shortest Time	—	—	—	20.02d	—	—
Longest Time	—	—	—	20.02d	—	—
Median Time	—	—	—	20.02d	—	—
PStDev Time	—	—	—	0d	—	—

Implementation

Root Zone Publication

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



Routine (Technical)	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Publication Time	39.84h	22.19h	18.38h	46.58h	41.75h	63.27h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	37	19	23	97	71	60
Mean Time	19.72h	12.12h	8.56h	10.97h	12.97h	16.6h
Shortest Time	1.08h	1.92h	1.92h	0.43h	0.28h	0.72h
Longest Time	40.07h	22.26h	18.38h	71.59h	70.58h	63.3h
Median Time	19.34h	14.21h	6.35h	11.61h	11.83h	15.86h
PStDev Time	11.54h	7.66h	5.38h	9.49h	11.76h	14.99h

gTLD Creation/Transfer	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Publication Time	—	—	8.19h	—	—	0.33h
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	—	—	8.19h	—	—	0.33h
Shortest Time	—	—	8.19h	—	—	0.33h
Longest Time	—	—	8.19h	—	—	0.33h
Median Time	—	—	8.19h	—	—	0.33h

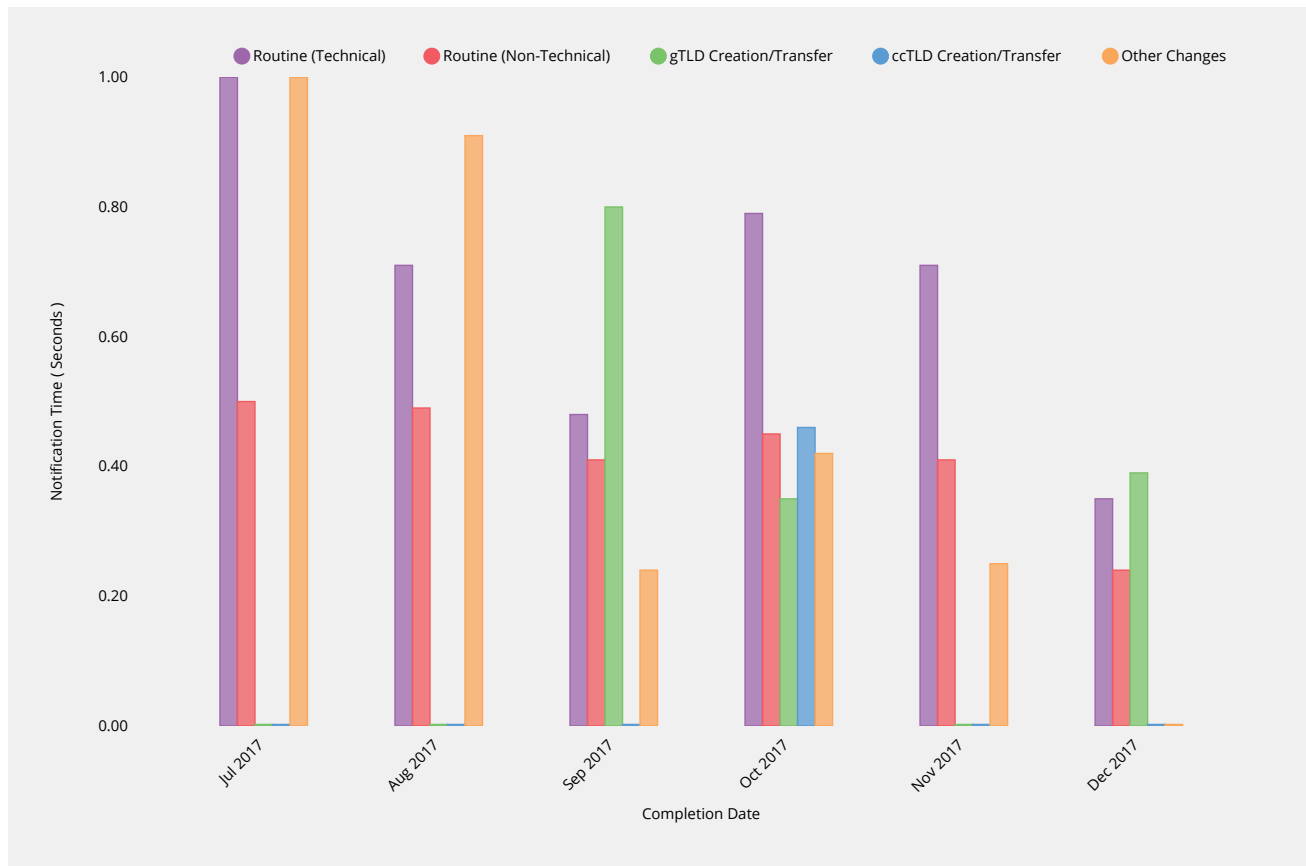
gTLD Creation/Transfer	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
PStDev Time	—	—	0h	—	—	0h

ccTLD Creation/Transfer	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Publication Time	—	—	—	—	—	—
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

Other Changes	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Publication Time	2.79h	10.22h	22.1h	361.75h	19.23h	—
Monthly Threshold	0h	0h	0h	0h	0h	0h
Threshold Percentile	—	—	—	—	—	—
Publication Count	1	2	4	3	1	0
Mean Time	2.79h	8.06h	6.46h	136.49h	19.23h	—
Shortest Time	2.79h	5.89h	0.59h	23.72h	19.23h	—
Longest Time	2.79h	10.22h	22.1h	361.75h	19.23h	—
Median Time	2.79h	8.06h	1.58h	24h	19.23h	—
PStDev Time	0h	2.17h	9.04h	159.28h	0h	—

Notification of Completion

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



Routine (Technical)	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Notification Time	1s	0.71s	0.48s	0.79s	0.71s	0.35s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	37	19	23	96	71	59
Mean Time	0.6s	0.56s	0.43s	0.43s	0.31s	0.21s
Shortest Time	0s	0.38s	0.33s	0.25s	0.16s	0.15s
Longest Time	1s	0.75s	0.82s	0.93s	0.82s	0.38s
Median Time	0.5s	0.59s	0.42s	0.39s	0.24s	0.2s
PStDev Time	0.26s	0.12s	0.09s	0.15s	0.16s	0.05s

Routine (Non-Technical)	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Notification Time	0.5s	0.49s	0.41s	0.45s	0.41s	0.24s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	65	273	7	26	15	6
Mean Time	0.42s	0.4s	0.38s	0.4s	0.32s	0.22s
Shortest Time	0s	0.28s	0.3s	0.32s	0.21s	0.19s
Longest Time	0.62s	0.75s	0.42s	0.48s	0.42s	0.25s
Median Time	0.43s	0.4s	0.39s	0.4s	0.35s	0.23s
PStDev Time	0.07s	0.06s	0.03s	0.04s	0.09s	0.02s

gTLD Creation/Transfer	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Notification Time	—	—	0.8s	0.35s	—	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	0	0	1	1	0	1
Mean Time	—	—	0.8s	0.35s	—	0.39s
Shortest Time	—	—	0.8s	0.35s	—	0.39s
Longest Time	—	—	0.8s	0.35s	—	0.39s
Median Time	—	—	0.8s	0.35s	—	0.39s
PStDev Time	—	—	0s	0s	—	0s

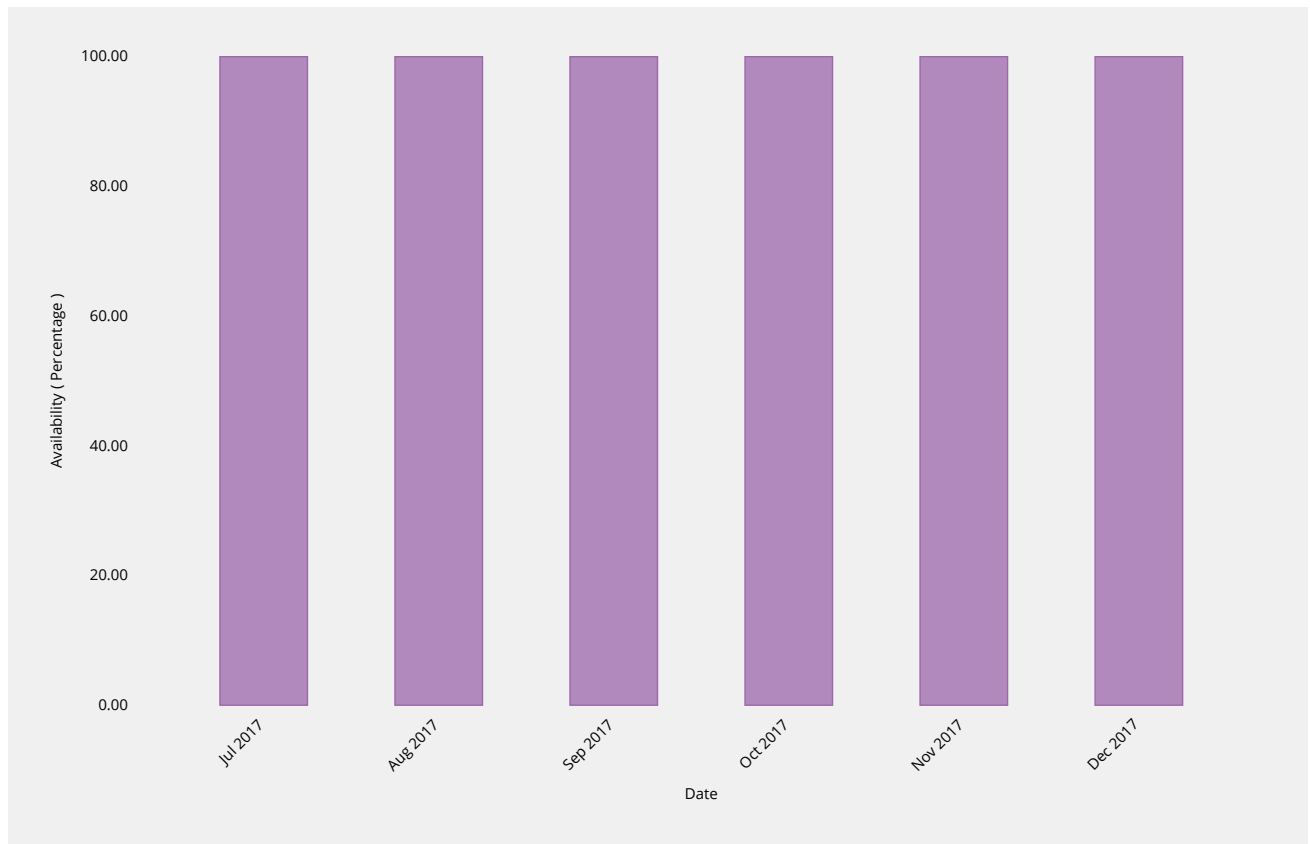
ccTLD Creation/Transfer	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Notification Time	—	—	—	0.46s	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	0	1	0	0
Mean Time	—	—	—	0.46s	—	—
Shortest Time	—	—	—	0.46s	—	—
Longest Time	—	—	—	0.46s	—	—
Median Time	—	—	—	0.46s	—	—
PStDev Time	—	—	—	0s	—	—

Other Changes	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Notification Time	1s	0.91s	0.24s	0.42s	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	2	4	3	2	0
Mean Time	1s	0.83s	0.07s	0.39s	0.24s	—
Shortest Time	1s	0.74s	0s	0.36s	0.22s	—
Longest Time	1s	0.92s	0.28s	0.43s	0.25s	—
Median Time	1s	0.83s	0s	0.38s	0.24s	—
PStDev Time	0s	0.09s	0.12s	0.03s	0.01s	—

System Availability

IANA Website

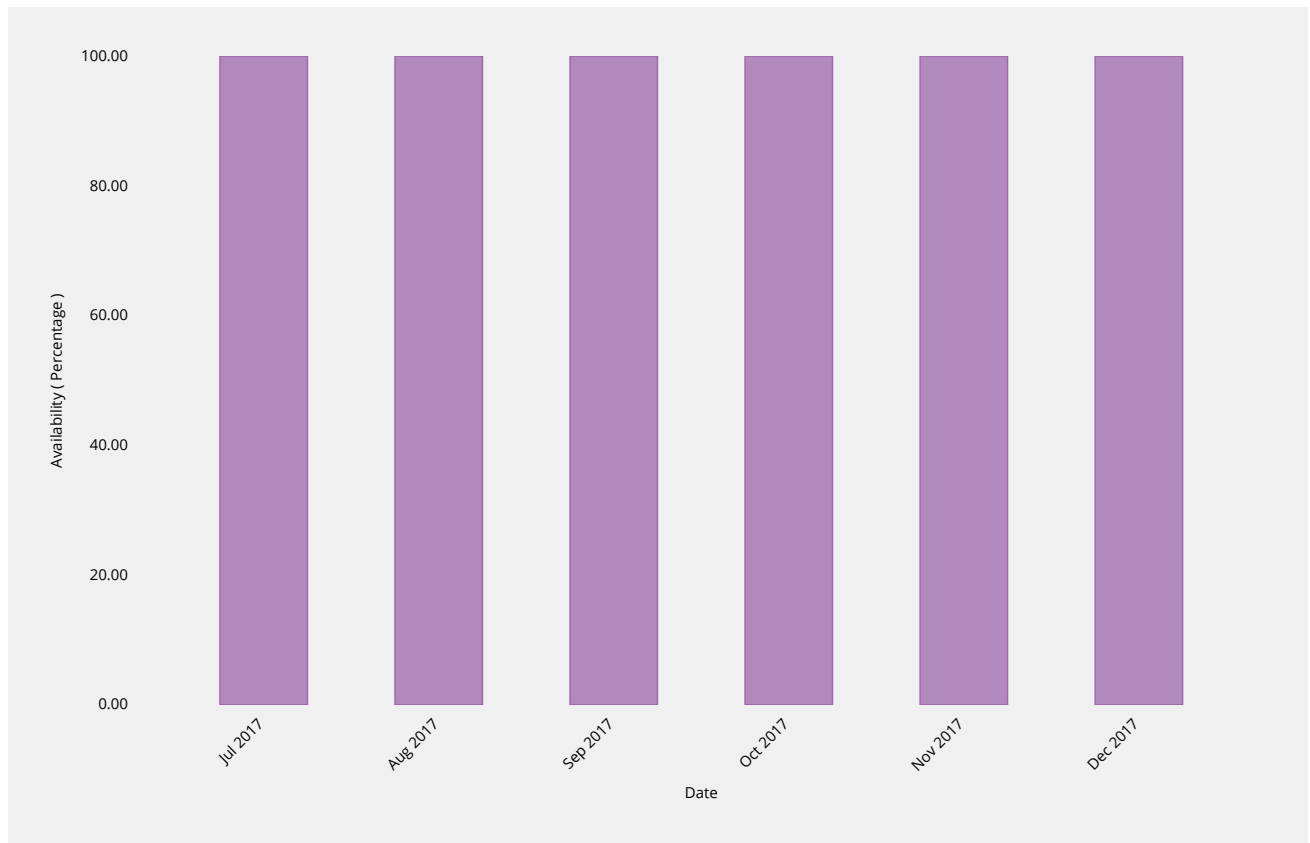
Percentage availability of IANA website for consulting documentations and other posted materials.



IANA Site Availability	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Directory Service

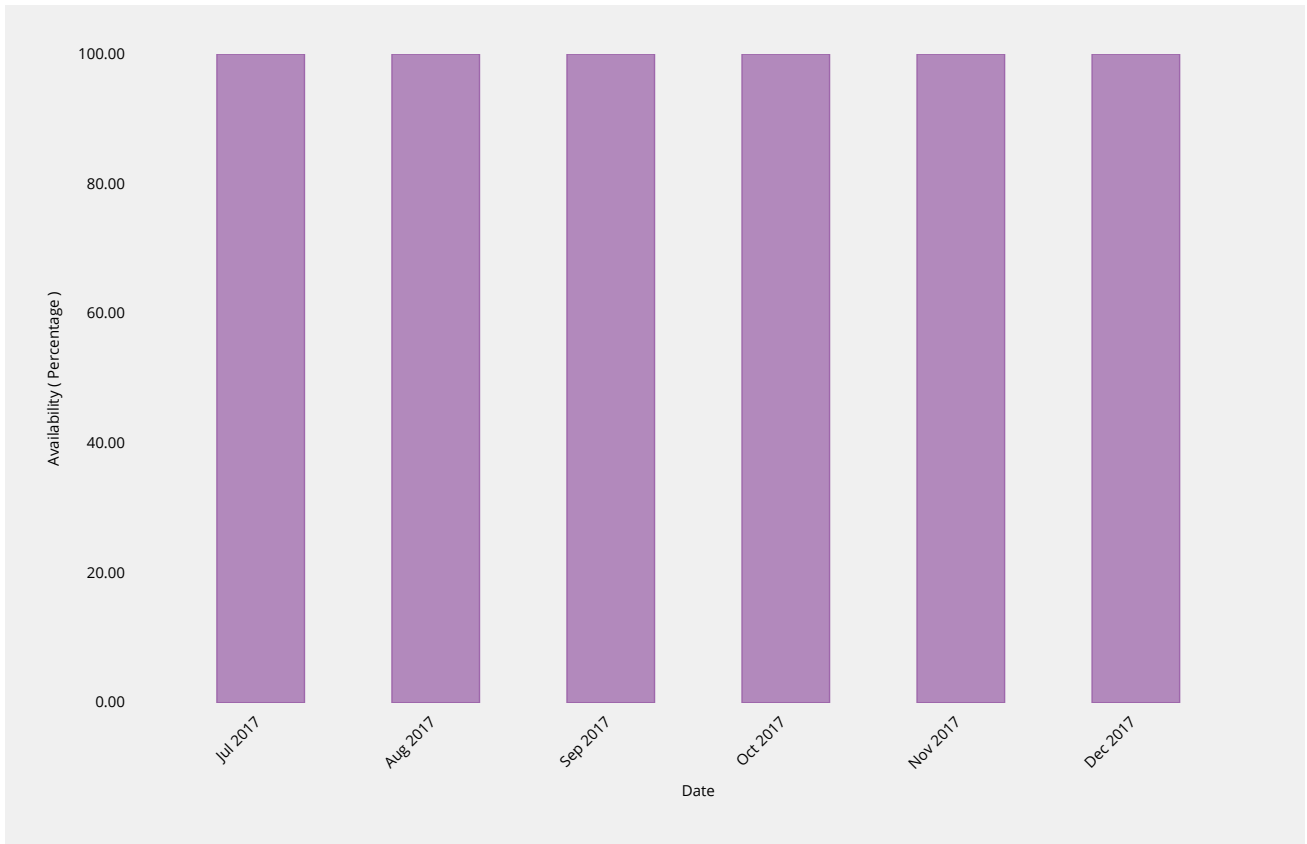
Percentage availability of WHOIS server and other registration data publication services.



WHOIS Availability	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Root Zone Service Level Dashboard

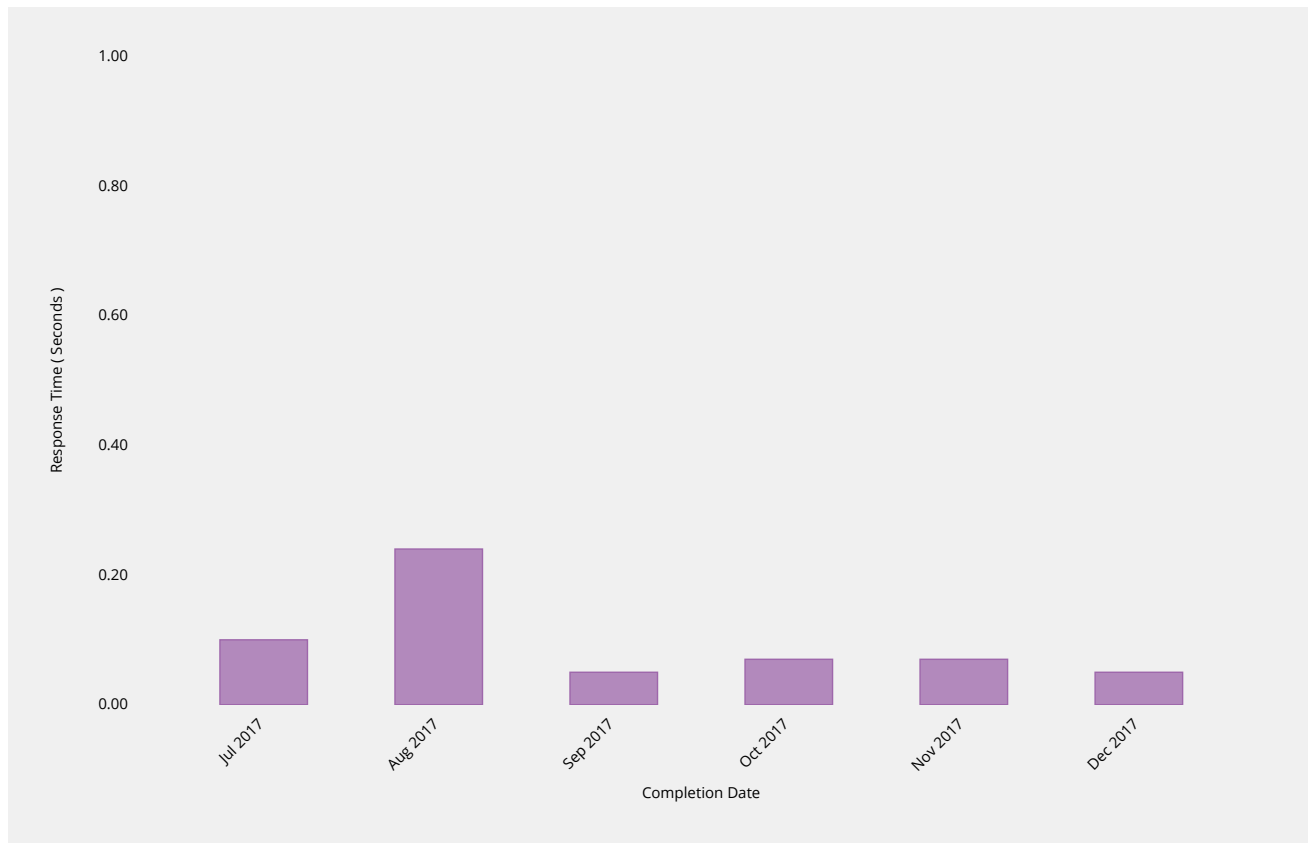
Availability of accurate, timely reporting to these standards via dashboard and other mechanisms.



Dashboard Availability	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Credential Recovery

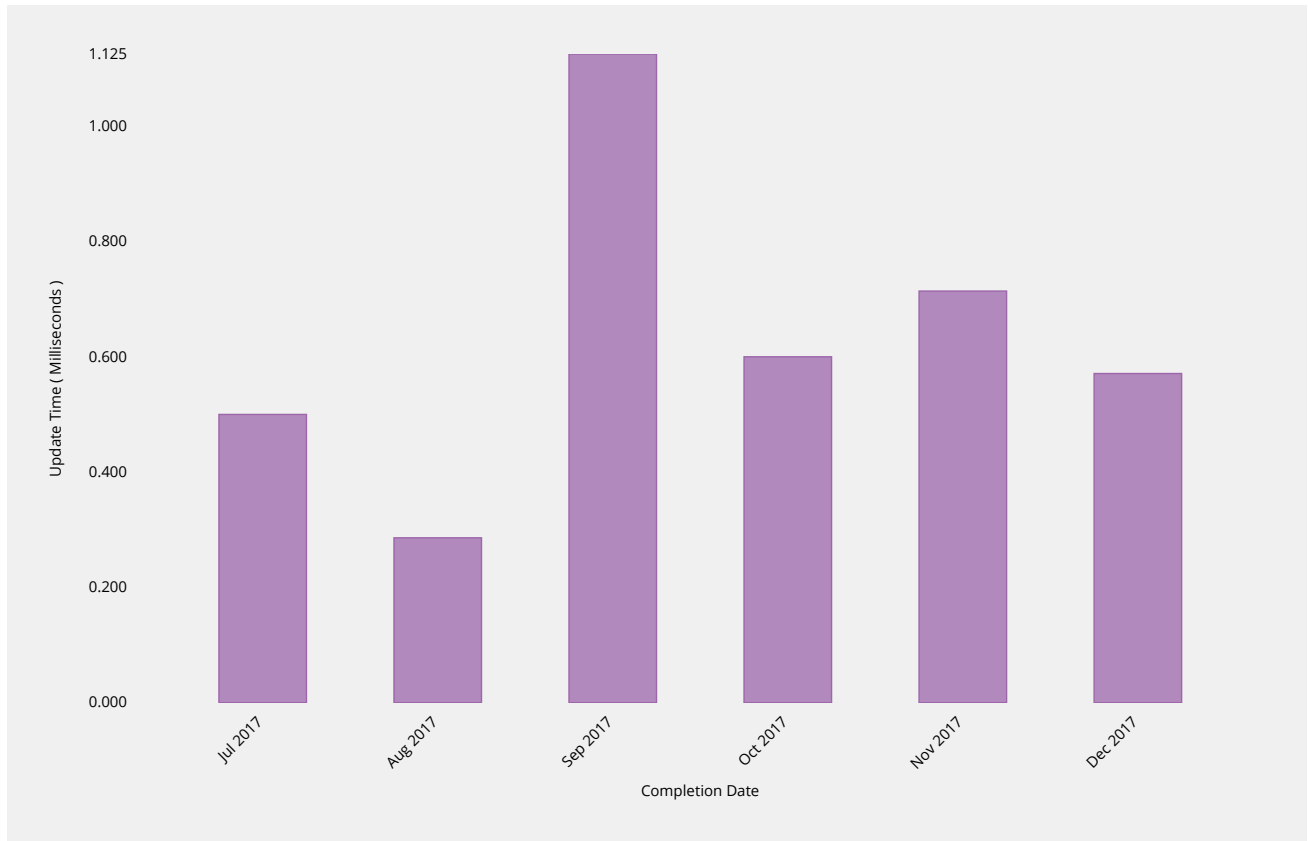
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Response Time	0.1s	0.24s	0.05s	0.07s	0.07s	0.05s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Response Count	4	10	10	18	9	7
Mean Time	0.08s	0.11s	0.04s	0.05s	0.05s	0.05s
Shortest Time	0.06s	0.04s	0.01s	0.01s	0.04s	0.04s
Longest Time	0.1s	0.32s	0.05s	0.1s	0.08s	0.06s
Median Time	0.09s	0.08s	0.05s	0.05s	0.05s	0.05s
PStDev Time	0.02s	0.08s	0.01s	0.02s	0.01s	0s

Credential Change

Time to implement new password within the system.

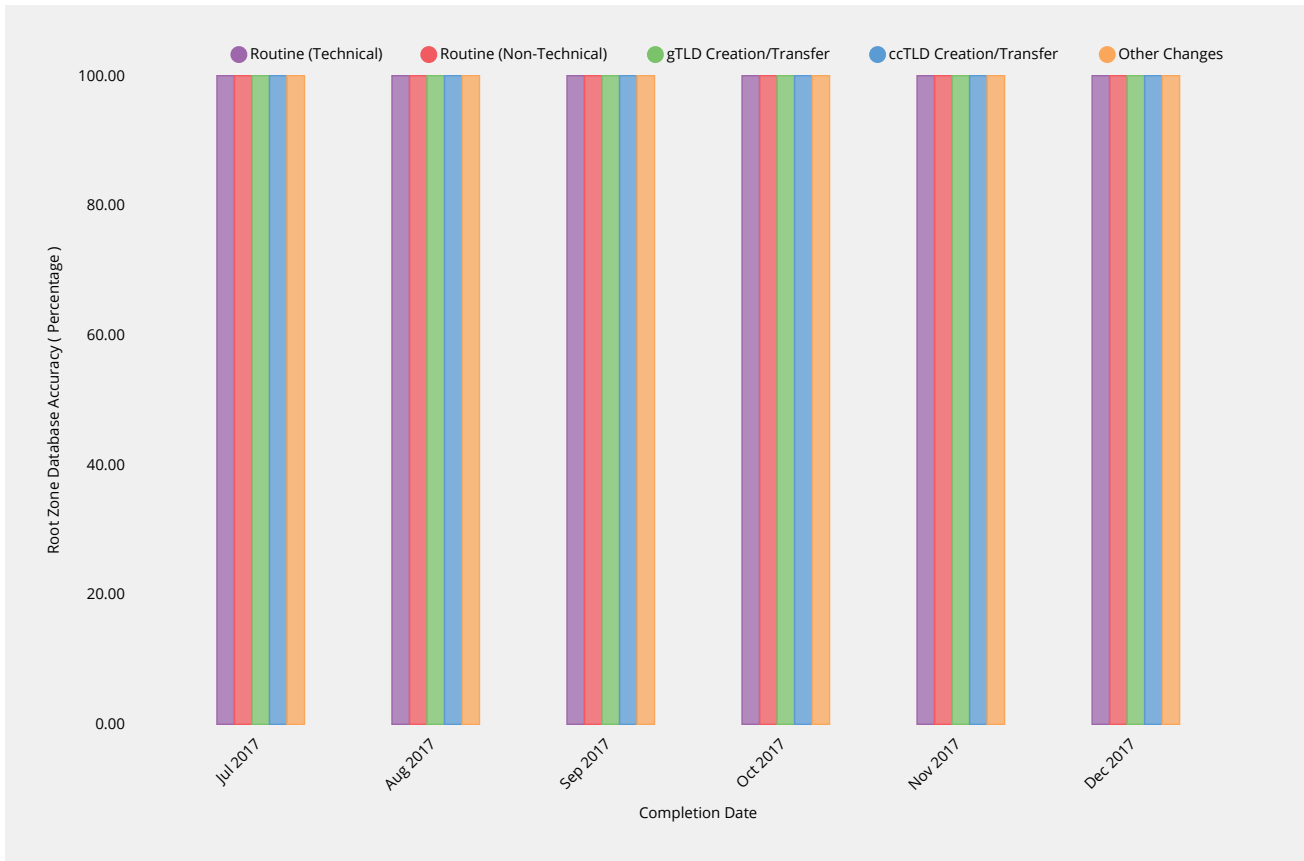


Credential Change	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Update Time	1ms	1ms	2ms	1.6ms	1ms	1.7ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Update Count	4	7	8	15	7	7
Mean Time	0.5ms	0.286ms	1.125ms	0.6ms	0.714ms	0.571ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	2ms	3ms	1ms	2ms
Median Time	0.5ms	0ms	1ms	0ms	1ms	0ms
PStDev Time	0.5ms	0.452ms	0.599ms	0.8ms	0.452ms	0.728ms

Other Changes	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	1	2	4	3	2	0

Root Zone Database

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



Routine (Technical)	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	37	19	23	96	71	59

Routine (Non-Technical)	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	65	273	7	26	15	6

gTLD Creation/Transfer	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	0	0	1	1	0	1

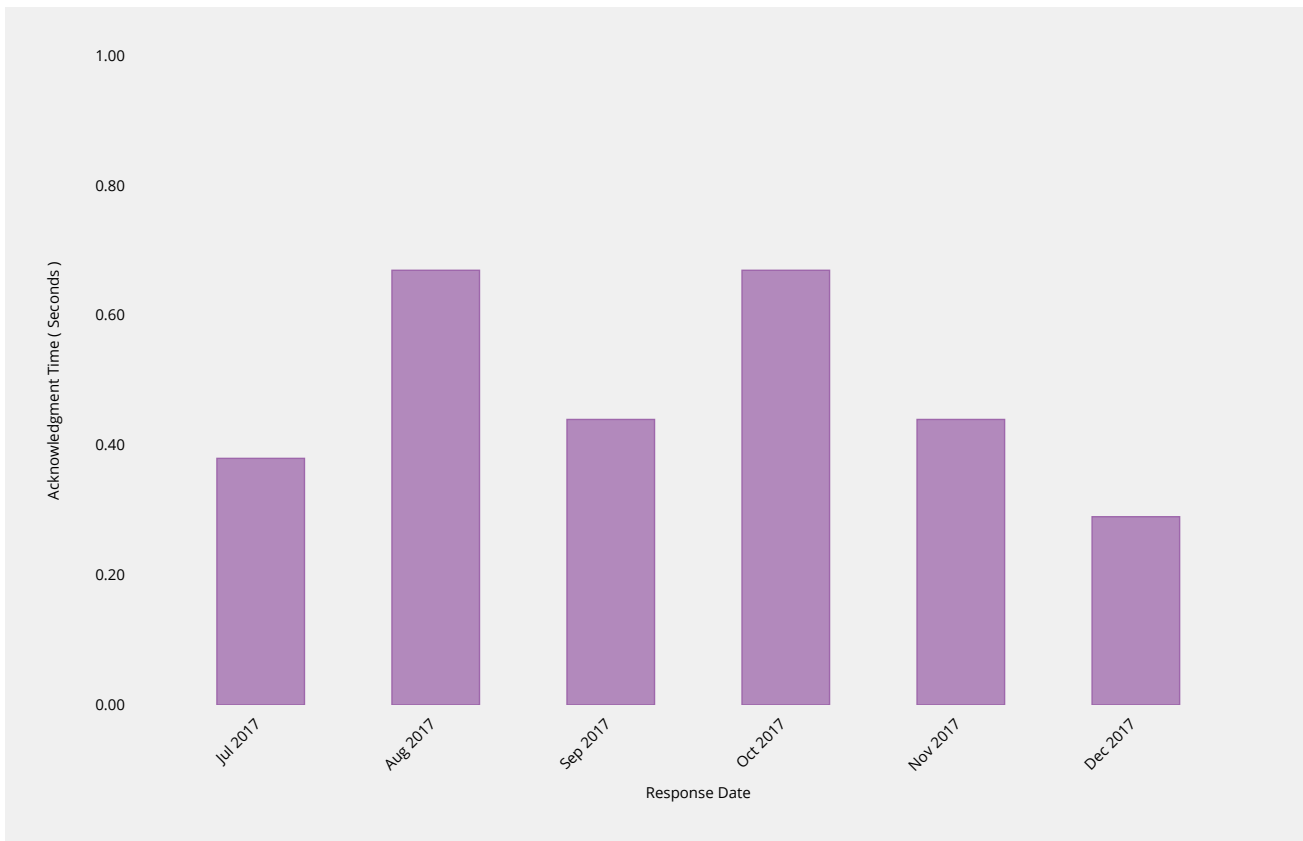
ccTLD Creation/Transfer	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	0	0	0	1	0	0

Other Changes	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	1	2	4	3	2	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.

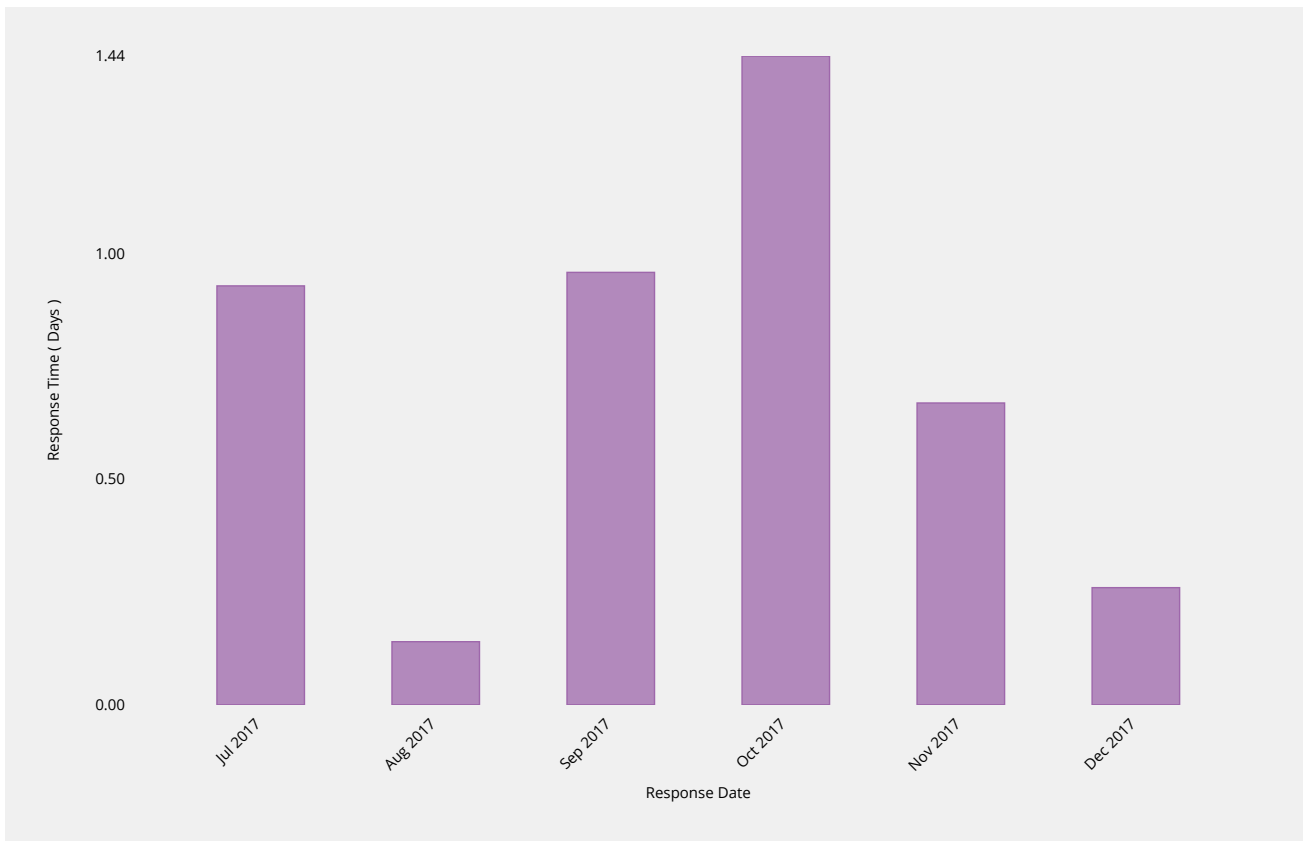


Manual Enquiries	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Acknowledgment Time	1s	1s	1s	1.6s	1s	1s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	26	3	9	9	9	7
Mean Time	0.38s	0.67s	0.44s	0.67s	0.44s	0.29s
Shortest Time	0s	0s	0s	0s	0s	0s
Longest Time	1s	1s	1s	2s	1s	1s

Manual Enquiries	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Median Time	0s	1s	0s	1s	0s	0s
PStDev Time	0.49s	0.47s	0.5s	0.67s	0.5s	0.45s

Time to initial response

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



Manual Enquiries	2017-07	2017-08	2017-09	2017-10	2017-11	2017-12
Response Time	1.01d	0.19d	2.33d	3.06d	1.25d	0.63d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	26	3	9	9	9	7
Mean Time	0.93d	0.14d	0.96d	1.44d	0.67d	0.26d
Shortest Time	0.26d	0.04d	0d	0.02d	0.14d	0.01d
Longest Time	2.5d	0.19d	3.55d	8.88d	1.61d	0.84d
Median Time	0.95d	0.19d	0.46d	0.39d	0.51d	0.09d
PStDev Time	0.37d	0.07d	1.11d	2.68d	0.45d	0.28d

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

IDN Table Processing

There were no requests completed for the IDN Practices Repository in the reporting period.