

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

February 2018

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## Summary of Performance

Metric	Category	Expected	Actual	Detail
<b>Submission</b>				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 2.34s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 1.52s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ 2.38s	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%)	✓ 2.22d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.39d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ 0.04d	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%)	✓ 12.41m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ 2.31m	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%)	✗ 5m	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%)	✗ 8.8m	p13
Technical Check (Supplemental)	gTLD Creation/Transfer	≤5m (95.0%)	✓ 0.11m	p13
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤5m (95.0%)	✓ —	p14
Technical Check (Supplemental)	Other Changes	≤5m (95.0%)	✓ —	p14
<b>Contact Confirmations</b>				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 2.55ms	p15
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 2ms	p15
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1.85ms	p16
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 1ms	p17
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1ms	p17
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0.9ms	p18
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p18
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ —	p18
<b>Staff Processing</b>				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.9d	p19
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0d	p19
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 0.13d	p20
Validation and Reviews	ccTLD Creation/Transfer	≤60d (100.0%)	✓ —	p20
Validation and Reviews	Other Changes	≤0d	✓ —	p20
Third Party Approval	ccTLD Creation/Transfer	≤60d	✓ —	p21
<b>Implementation</b>				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 31.64h	p22
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ 24.07h	p22
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p23
Root Zone Publication	Other Changes	≤0h	✓ —	p23
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.45s	p24

Metric	Category	Expected	Actual	Detail
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.25s	p24
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 1.04s	p25
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	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%)	✓ 0.07s	p30
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 2ms	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%)	✓ 0.85s	p34
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 0.08d	p35

Percentage of SLA thresholds met of those defined	<b>96.9%</b>
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## Exceptions and Narrative for Reporting Period

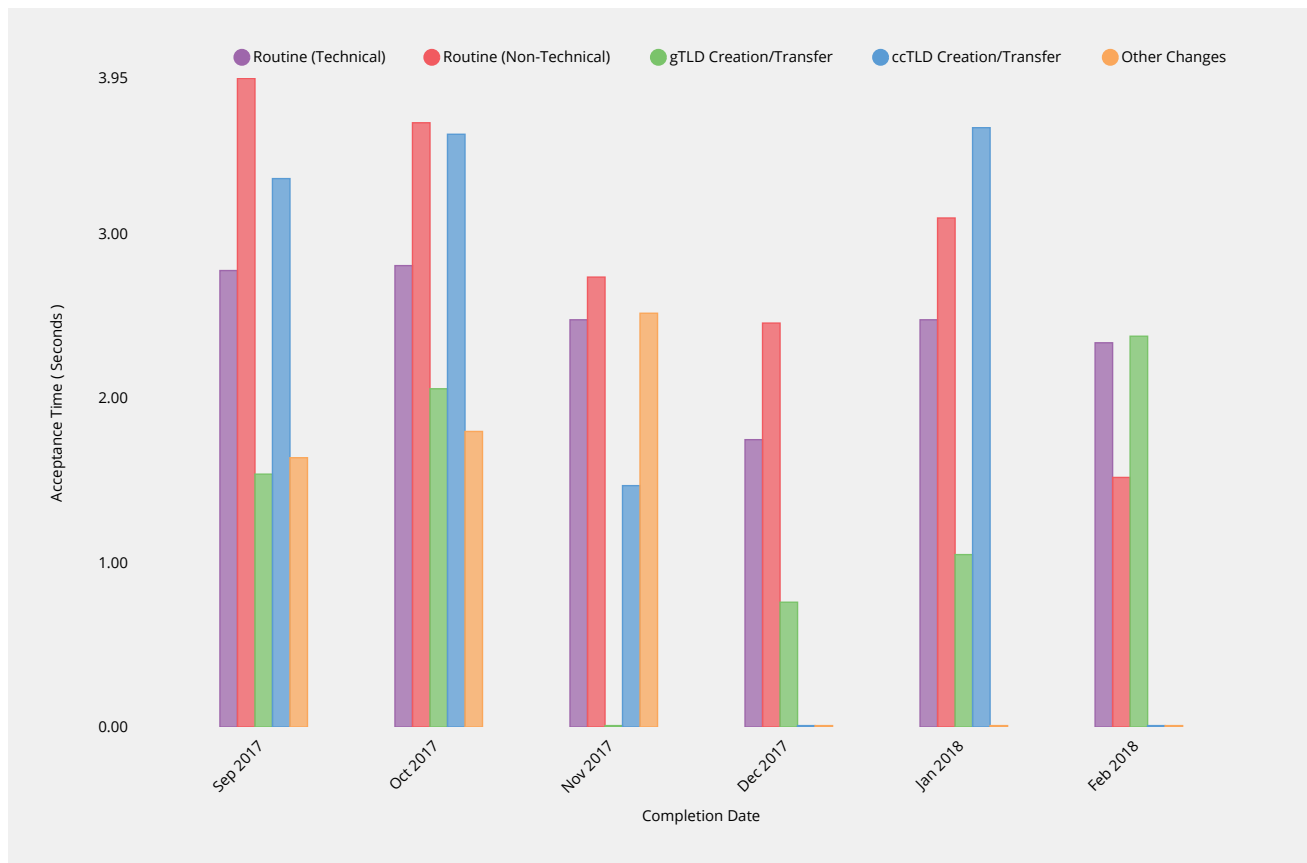
Metric	Category	Expected	Actual
Technical Check (Retest)	Routine (Technical)	3m	5m 
Primary cause: Analysis/Comments:	Threshold requires revisiting Two requests exceeded the technical check threshold of three minutes. This exception relates to time spent waiting for responses from nameservers that ultimately were unreachable (i.e. time waiting to timeout, multiplied by retries.) The CSC has previously recommended that the technical check threshold for this and other categories be revisited.		
Technical Check (Supplemental)	Routine (Technical)	1m	8.8m 
Primary cause: Analysis/Comments:	Threshold requires revisiting Five requests exceeded the technical check threshold of one minute. This exception relates to time spent waiting for responses from nameservers that ultimately were unreachable (i.e. time waiting to timeout, multiplied by retries.) The CSC has previously recommended that the technical check threshold for this and other categories be revisited.		

# 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)	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
Acceptance Time	2.78s	2.81s	2.48s	1.75s	2.48s	2.34s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	34	109	94	74	82	56
Mean Time	1.76s	1.74s	1.32s	0.89s	1.11s	1.07s
Shortest Time	1.22s	1.27s	0.61s	0.55s	0.61s	0.57s
Longest Time	3s	4s	3.43s	1.9s	2.74s	2.4s
Median Time	1.52s	1.53s	1.36s	0.72s	0.83s	0.84s
PStDev Time	0.51s	0.49s	0.57s	0.38s	0.61s	0.5s

Routine (Non-Technical)	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
Acceptance Time	3.95s	3.68s	2.74s	2.46s	3.1s	1.52s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	8	28	16	13	25	252
Mean Time	2.85s	2.75s	2.18s	1.65s	1.86s	1.1s

Routine (Non-Technical)	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
Shortest Time	2.33s	1.86s	1.24s	1.06s	0.97s	0.94s
Longest Time	4.03s	4.2s	2.84s	2.78s	3.25s	2.93s
Median Time	2.48s	2.59s	2.29s	1.44s	1.61s	1.03s
PStDev Time	0.63s	0.56s	0.44s	0.55s	0.62s	0.31s

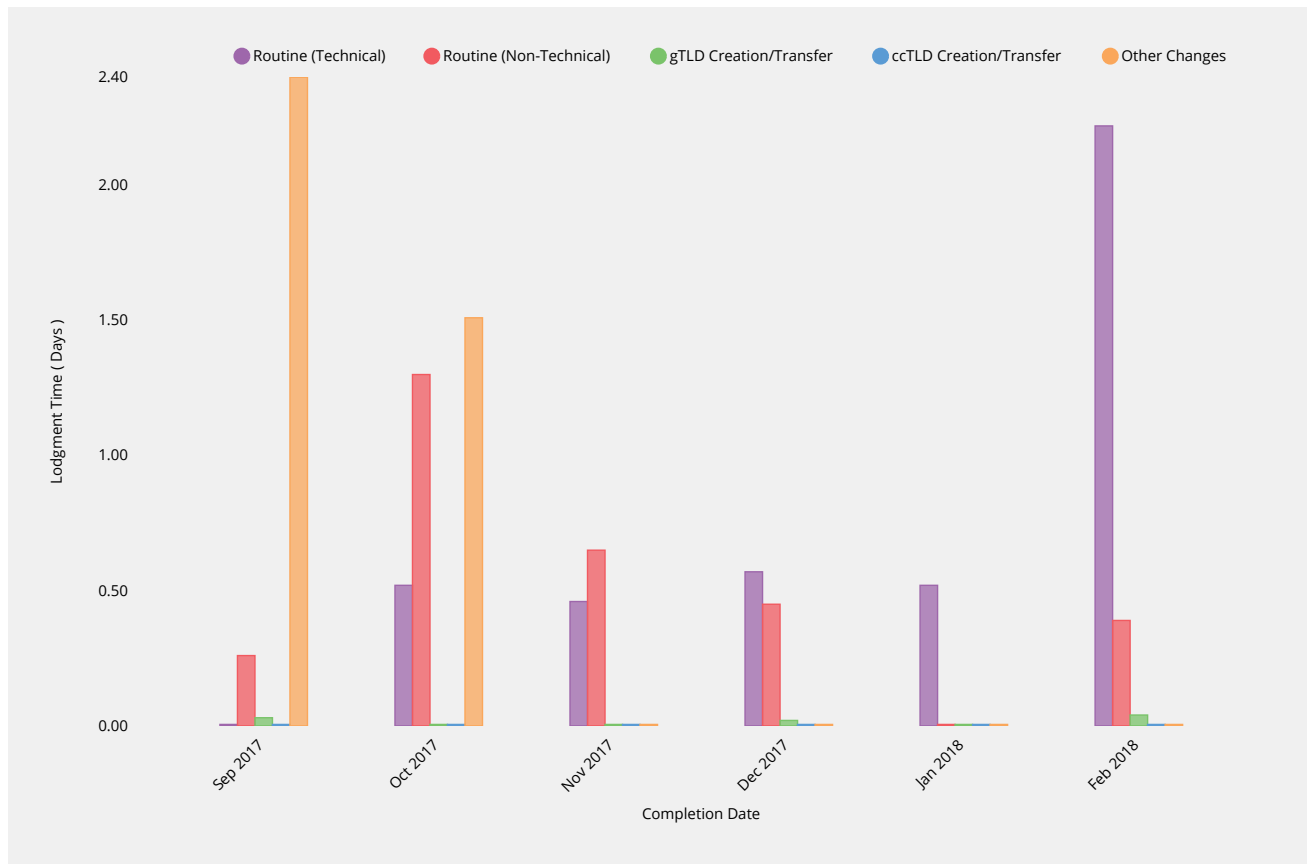
gTLD Creation/Transfer	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
Acceptance Time	1.54s	2.06s	—	0.76s	1.05s	2.38s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	1	1	0	1	2	4
Mean Time	1.54s	2.06s	—	0.76s	1.04s	1.95s
Shortest Time	1.54s	2.06s	—	0.76s	1.03s	1.72s
Longest Time	1.54s	2.06s	—	0.76s	1.05s	2.47s
Median Time	1.54s	2.06s	—	0.76s	1.04s	1.81s
PStDev Time	0s	0s	—	0s	0.01s	0.3s

ccTLD Creation/Transfer	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
Acceptance Time	3.34s	3.61s	1.47s	—	3.65s	—
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	2	0	1	0
Mean Time	3.34s	3.61s	1.47s	—	3.65s	—
Shortest Time	3.34s	3.61s	1.46s	—	3.65s	—
Longest Time	3.34s	3.61s	1.47s	—	3.65s	—
Median Time	3.34s	3.61s	1.47s	—	3.65s	—
PStDev Time	0s	0s	0.01s	—	0s	—

Other Changes	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
Acceptance Time	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	3	3	2	0	0	0
Mean Time	1.57s	1.59s	2.5s	—	—	—
Shortest Time	1.51s	1.4s	2.48s	—	—	—
Longest Time	1.65s	1.83s	2.52s	—	—	—
Median Time	1.56s	1.55s	2.5s	—	—	—
PStDev Time	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)	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
Lodgment Time	—	0.52d	0.46d	0.57d	0.52d	2.22d
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	8	5	13	10	9
Mean Time	—	0.17d	0.22d	0.23d	0.35d	0.62d
Shortest Time	—	0d	0.04d	0.01d	0.03d	0d
Longest Time	—	0.57d	0.51d	0.66d	0.6d	3.38d
Median Time	—	0.1d	0.19d	0.16d	0.43d	0.37d
PStDev Time	—	0.2d	0.17d	0.18d	0.17d	0.99d

Routine (Non-Technical)	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
Lodgment Time	0.26d	1.3d	0.65d	0.45d	—	0.39d
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	5	2	1	0	1
Mean Time	0.26d	0.64d	0.46d	0.45d	—	0.39d
Shortest Time	0.26d	0d	0.24d	0.45d	—	0.39d
Longest Time	0.26d	1.41d	0.67d	0.45d	—	0.39d
Median Time	0.26d	0.87d	0.46d	0.45d	—	0.39d
PStDev Time	0d	0.54d	0.21d	0d	—	0d

gTLD Creation/Transfer	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
Lodgment Time	0.03d	—	—	0.02d	—	0.04d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	1	0	0	1	0	1
Mean Time	0.03d	—	—	0.02d	—	0.04d
Shortest Time	0.03d	—	—	0.02d	—	0.04d
Longest Time	0.03d	—	—	0.02d	—	0.04d
Median Time	0.03d	—	—	0.02d	—	0.04d
PStDev Time	0d	—	—	0d	—	0d

ccTLD Creation/Transfer	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
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	1	0	0	0
Mean Time	—	—	0d	—	—	—
Shortest Time	—	—	0d	—	—	—
Longest Time	—	—	0d	—	—	—
Median Time	—	—	0d	—	—	—
PStDev Time	—	—	0d	—	—	—

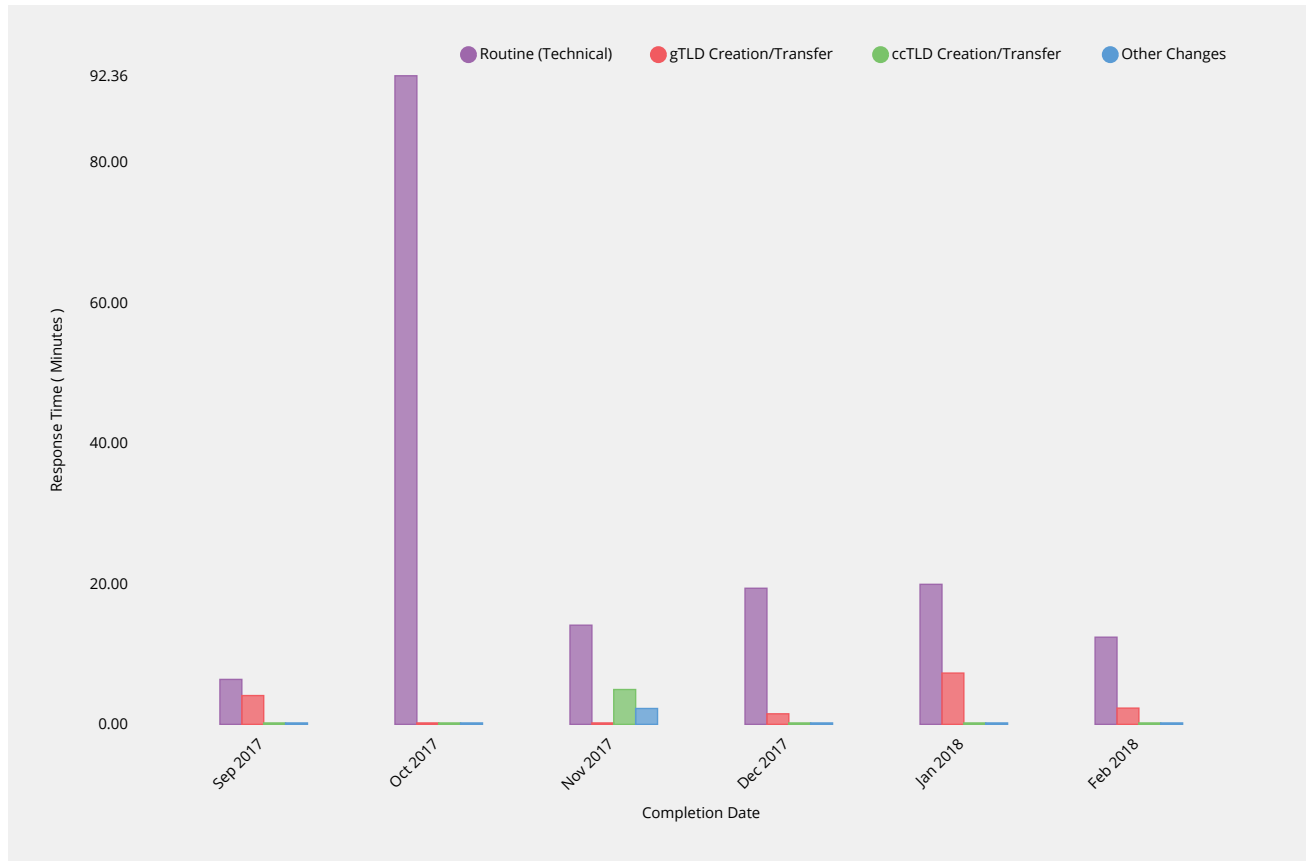
Other Changes	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
Lodgment Time	2.4d	1.51d	—	—	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	3	2	0	0	0	0
Mean Time	0.9d	0.84d	—	—	—	—
Shortest Time	0d	0.1d	—	—	—	—
Longest Time	2.66d	1.58d	—	—	—	—
Median Time	0.02d	0.84d	—	—	—	—
PStDev Time	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)	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
Response Time	6.4m	92.36m	14.12m	19.38m	19.94m	12.41m
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	34	109	94	74	82	56
Mean Time	3.81m	26.41m	5.26m	5.64m	5.94m	4.5m
Shortest Time	0.92m	0.29m	0.27m	0.26m	0.08m	0.31m
Longest Time	8.57m	117.35m	25.57m	25.28m	27.79m	23.61m
Median Time	3.91m	5.52m	4.19m	3.52m	3.95m	3.63m
PStDev Time	1.72m	32.59m	4.54m	5.83m	6.11m	4.03m

gTLD Creation/Transfer	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
Response Time	4.1m	—	—	1.5m	7.3m	2.31m
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	1	0	0	1	2	2
Mean Time	4.1m	—	—	1.5m	5.55m	1.77m
Shortest Time	4.1m	—	—	1.5m	3.6m	1.18m
Longest Time	4.1m	—	—	1.5m	7.49m	2.37m
Median Time	4.1m	—	—	1.5m	5.55m	1.77m

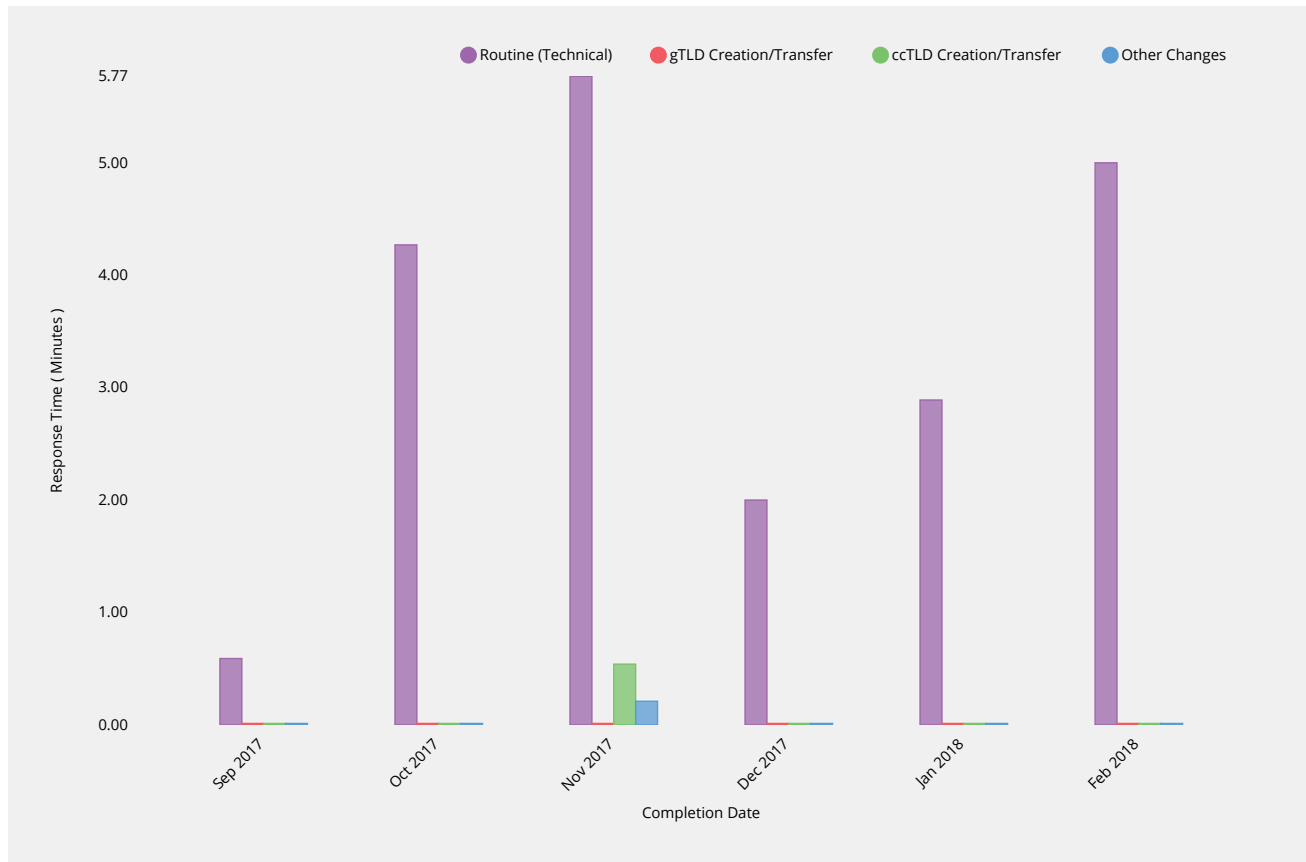
gTLD Creation/Transfer	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
PStDev Time	0m	—	—	0m	1.95m	0.59m

ccTLD Creation/Transfer	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
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	2	0	0	0
Mean Time	—	—	3.29m	—	—	—
Shortest Time	—	—	1.43m	—	—	—
Longest Time	—	—	5.15m	—	—	—
Median Time	—	—	3.29m	—	—	—
PStDev Time	—	—	1.86m	—	—	—

Other Changes	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
Response Time	—	—	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	0	0	1	0	0	0
Mean Time	—	—	2.26m	—	—	—
Shortest Time	—	—	2.26m	—	—	—
Longest Time	—	—	2.26m	—	—	—
Median Time	—	—	2.26m	—	—	—
PStDev Time	—	—	0m	—	—	—

## Technical Check (Retest)

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



	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
Routine (Technical)						
Response Time	0.59m	4.27m	5.77m	2m	2.89m	5m <span>📌</span>
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	50	191	494	382	412	175
Mean Time	0.35m	0.7m	1.76m	0.67m	0.86m	2.01m
Shortest Time	0.09m	0.07m	0.06m	0.12m	0.1m	0.1m
Longest Time	2.66m	4.77m	5.82m	10.16m	8.8m	5.06m
Median Time	0.19m	0.36m	0.48m	0.32m	0.42m	0.38m
PStDev Time	0.49m	1.09m	1.89m	1.13m	1.07m	2.26m

### Exception Narrative

Primary cause: Threshold requires revisiting  
 Analysis/Comments: Two requests exceeded the technical check threshold of three minutes. This exception relates to time spent waiting for responses from nameservers that ultimately were unreachable (i.e. time waiting to timeout, multiplied by retries.) The CSC has previously recommended that the technical check threshold for this and other categories be revisited.

	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
gTLD Creation/Transfer						
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

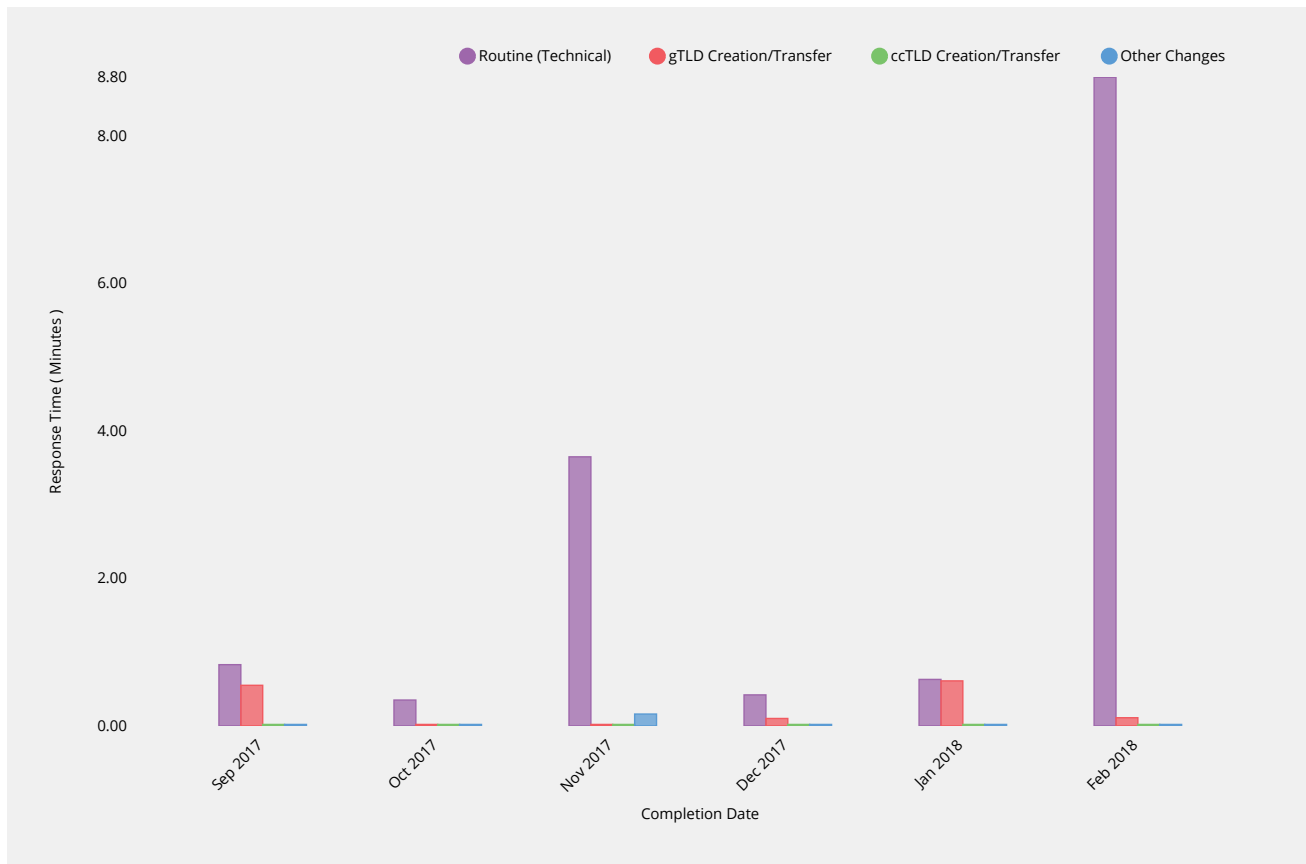
gTLD Creation/Transfer	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

ccTLD Creation/Transfer	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
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	27	0	0	0
Mean Time	—	—	0.21m	—	—	—
Shortest Time	—	—	0.14m	—	—	—
Longest Time	—	—	0.83m	—	—	—
Median Time	—	—	0.16m	—	—	—
PStDev Time	—	—	0.15m	—	—	—

Other Changes	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
Response Time	—	—	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	0	34	0	0	0
Mean Time	—	—	0.26m	—	—	—
Shortest Time	—	—	0.15m	—	—	—
Longest Time	—	—	3.47m	—	—	—
Median Time	—	—	0.16m	—	—	—
PStDev Time	—	—	0.56m	—	—	—

## Technical Check (Supplemental)

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



	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
Routine (Technical)						
Response Time	0.83m	0.35m	3.65m	0.42m	0.63m	8.8m <span>⚠</span>
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	24	120	87	88	98	137
Mean Time	0.47m	0.17m	1.07m	0.26m	0.28m	3.34m
Shortest Time	0.05m	0.07m	0.05m	0.1m	0.04m	0.06m
Longest Time	4.8m	0.53m	11m	1.12m	0.8m	11.71m
Median Time	0.21m	0.14m	0.33m	0.25m	0.24m	1.81m
PStDev Time	0.92m	0.09m	1.84m	0.14m	0.17m	3.36m

### Exception Narrative

Primary cause: Threshold requires revisiting  
 Analysis/Comments: Five requests exceeded the technical check threshold of one minute. This exception relates to time spent waiting for responses from nameservers that ultimately were unreachable (i.e. time waiting to timeout, multiplied by retries.) The CSC has previously recommended that the technical check threshold for this and other categories be revisited.

	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
gTLD Creation/Transfer						
Response Time	0.55m	—	—	0.1m	0.61m	0.11m
Monthly Threshold	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	1	0	0	1	2	1
Mean Time	0.55m	—	—	0.1m	0.42m	0.11m

gTLD Creation/Transfer	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
Shortest Time	0.55m	—	—	0.1m	0.2m	0.11m
Longest Time	0.55m	—	—	0.1m	0.63m	0.11m
Median Time	0.55m	—	—	0.1m	0.42m	0.11m
PStDev Time	0m	—	—	0m	0.21m	0m

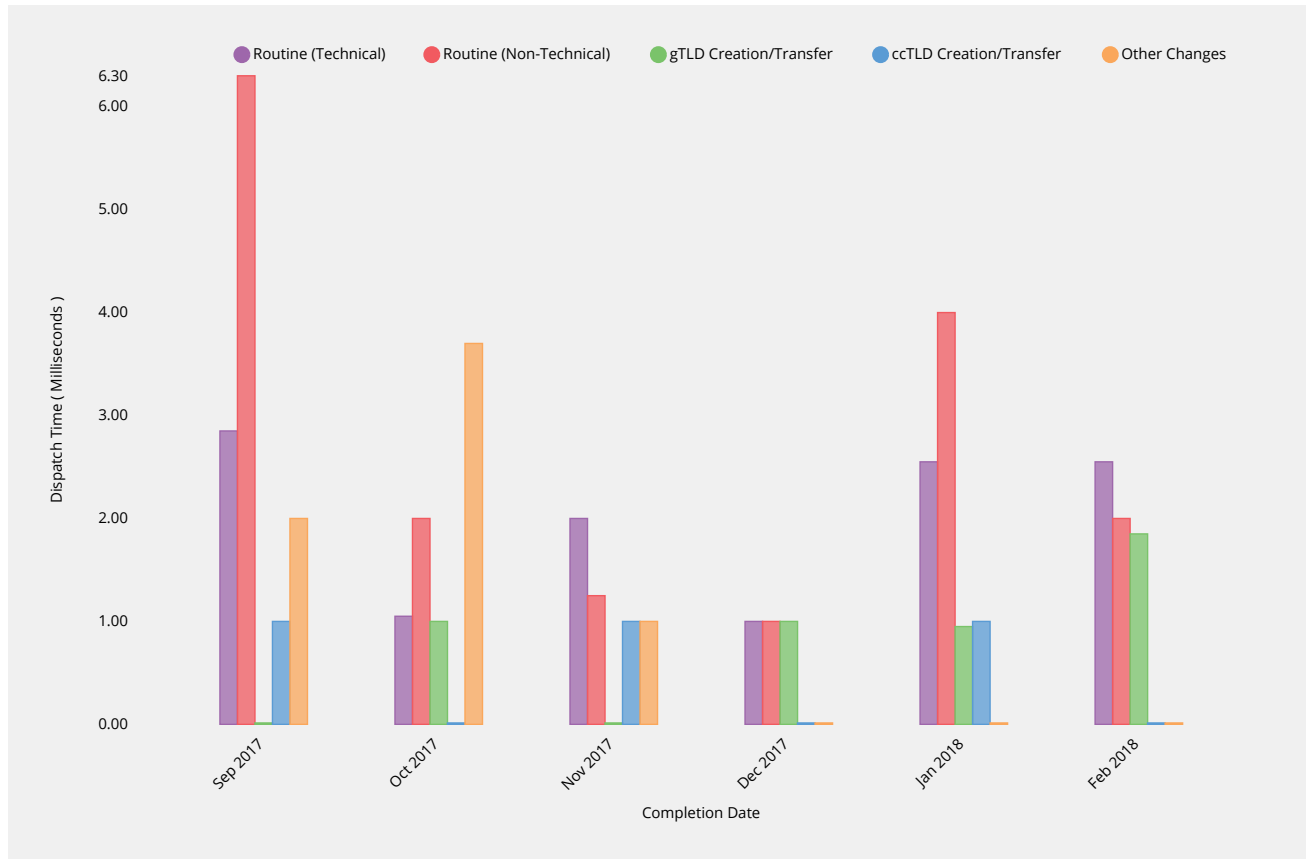
ccTLD Creation/Transfer	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
Response Time	—	—	—	—	—	—
Monthly Threshold	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

Other Changes	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
Response Time	—	—	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	0	0	1	0	0	0
Mean Time	—	—	0.16m	—	—	—
Shortest Time	—	—	0.16m	—	—	—
Longest Time	—	—	0.16m	—	—	—
Median Time	—	—	0.16m	—	—	—
PStDev Time	—	—	0m	—	—	—

# Contact Confirmations

## Email Dispatch

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



Routine (Technical)	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
Dispatch Time	2.85ms	1.05ms	2ms	1ms	2.55ms	<b>2.55ms</b>
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	24	100	72	62	70	50
Mean Time	1.25ms	0.77ms	0.83ms	0.79ms	1.69ms	1.46ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	6ms	2ms	5ms	3ms	5ms	3ms
Median Time	1ms	1ms	1ms	1ms	2ms	1ms
PStDev Time	1.16ms	0.53ms	0.78ms	0.54ms	0.71ms	0.7ms

Routine (Non-Technical)	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
Dispatch Time	6.3ms	2ms	1.25ms	1ms	4ms	<b>2ms</b>
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	8	28	16	13	25	252
Mean Time	2.5ms	1ms	1ms	1ms	2.16ms	1.06ms
Shortest Time	0ms	0ms	0ms	1ms	1ms	0ms
Longest Time	7ms	2ms	2ms	1ms	10ms	4ms
Median Time	1.5ms	1ms	1ms	1ms	2ms	1ms

Routine (Non-Technical)	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
PStDev Time	2.24ms	0.46ms	0.35ms	0ms	1.85ms	0.4ms

gTLD Creation/Transfer	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
Dispatch Time	0ms	1ms	—	1ms	0.95ms	1.85ms
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	2	4
Mean Time	0ms	1ms	—	1ms	0.5ms	0.75ms
Shortest Time	0ms	1ms	—	1ms	0ms	0ms
Longest Time	0ms	1ms	—	1ms	1ms	2ms
Median Time	0ms	1ms	—	1ms	0.5ms	0.5ms
PStDev Time	0ms	0ms	—	0ms	0.5ms	0.83ms

ccTLD Creation/Transfer	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
Dispatch Time	1ms	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	1	1	1	0	1	0
Mean Time	1ms	0ms	1ms	—	1ms	—
Shortest Time	1ms	0ms	1ms	—	1ms	—
Longest Time	1ms	0ms	1ms	—	1ms	—
Median Time	1ms	0ms	1ms	—	1ms	—
PStDev Time	0ms	0ms	0ms	—	0ms	—

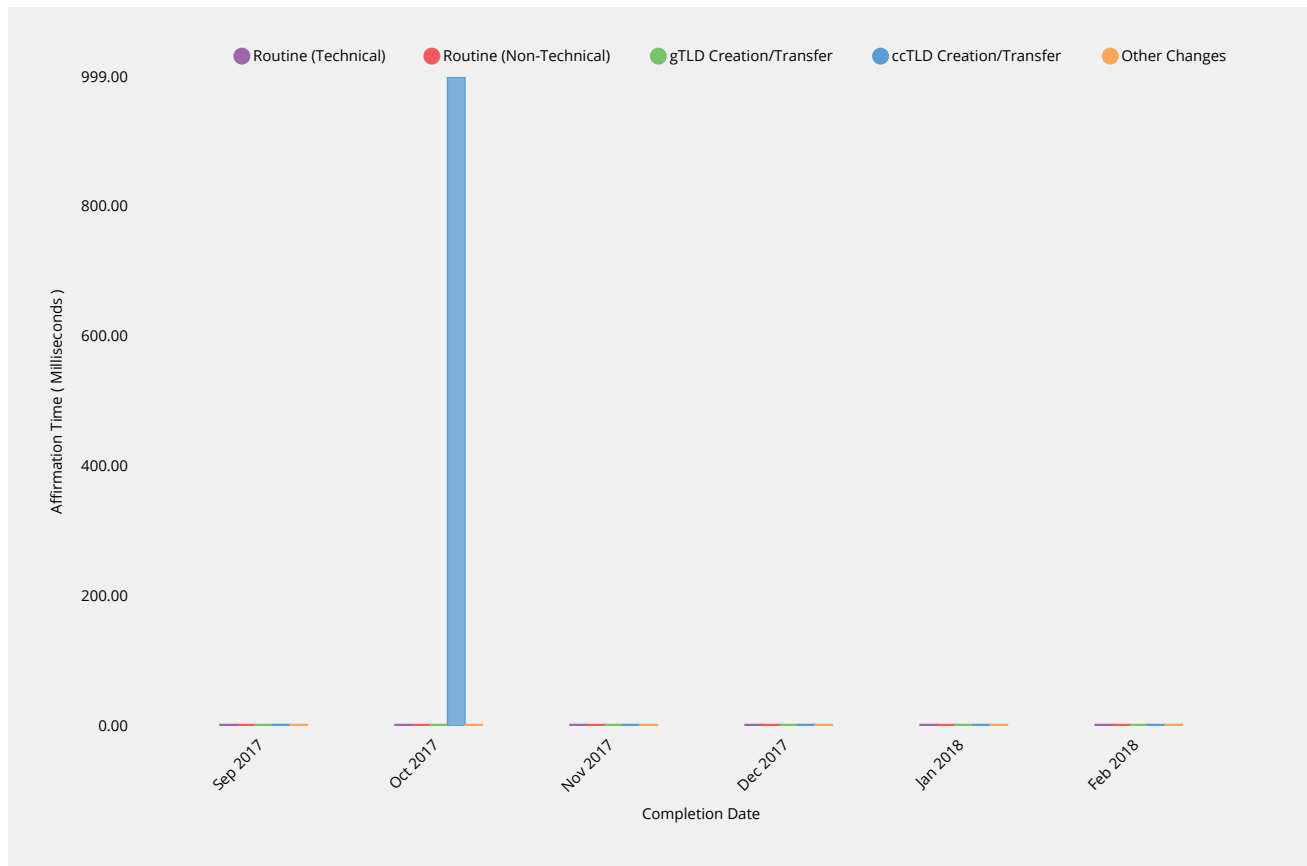
  

Other Changes	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
Dispatch Time	2ms	3.7ms	1ms	—	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	5	3	2	0	0	0
Mean Time	1.6ms	2ms	1ms	—	—	—
Shortest Time	1ms	1ms	1ms	—	—	—
Longest Time	2ms	4ms	1ms	—	—	—
Median Time	2ms	1ms	1ms	—	—	—
PStDev Time	0.49ms	1.41ms	0ms	—	—	—



## Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
Affirmation Time	0ms	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%
Affirmation Count	23	99	71	61	69	48
Mean Time	0.04ms	0.34ms	0.08ms	0.07ms	0.1ms	0.12ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	28ms	1ms	1ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.2ms	2.8ms	0.28ms	0.25ms	0.3ms	0.33ms

Routine (Non-Technical)	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
Affirmation Time	0ms	0.7ms	1ms	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	7	27	15	6	20	249
Mean Time	0ms	0.07ms	0.13ms	0ms	0.15ms	0.06ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	0ms	1ms	1ms	0ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0ms	0.26ms	0.34ms	0ms	0.36ms	0.24ms

gTLD Creation/Transfer	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
Affirmation Time	0ms	0ms	—	0ms	0.95ms	<b>0.9ms</b>
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	1	2	3
Mean Time	0ms	0ms	—	0ms	0.5ms	0.33ms
Shortest Time	0ms	0ms	—	0ms	0ms	0ms
Longest Time	0ms	0ms	—	0ms	1ms	1ms
Median Time	0ms	0ms	—	0ms	0.5ms	0ms
PStDev Time	0ms	0ms	—	0ms	0.5ms	0.47ms

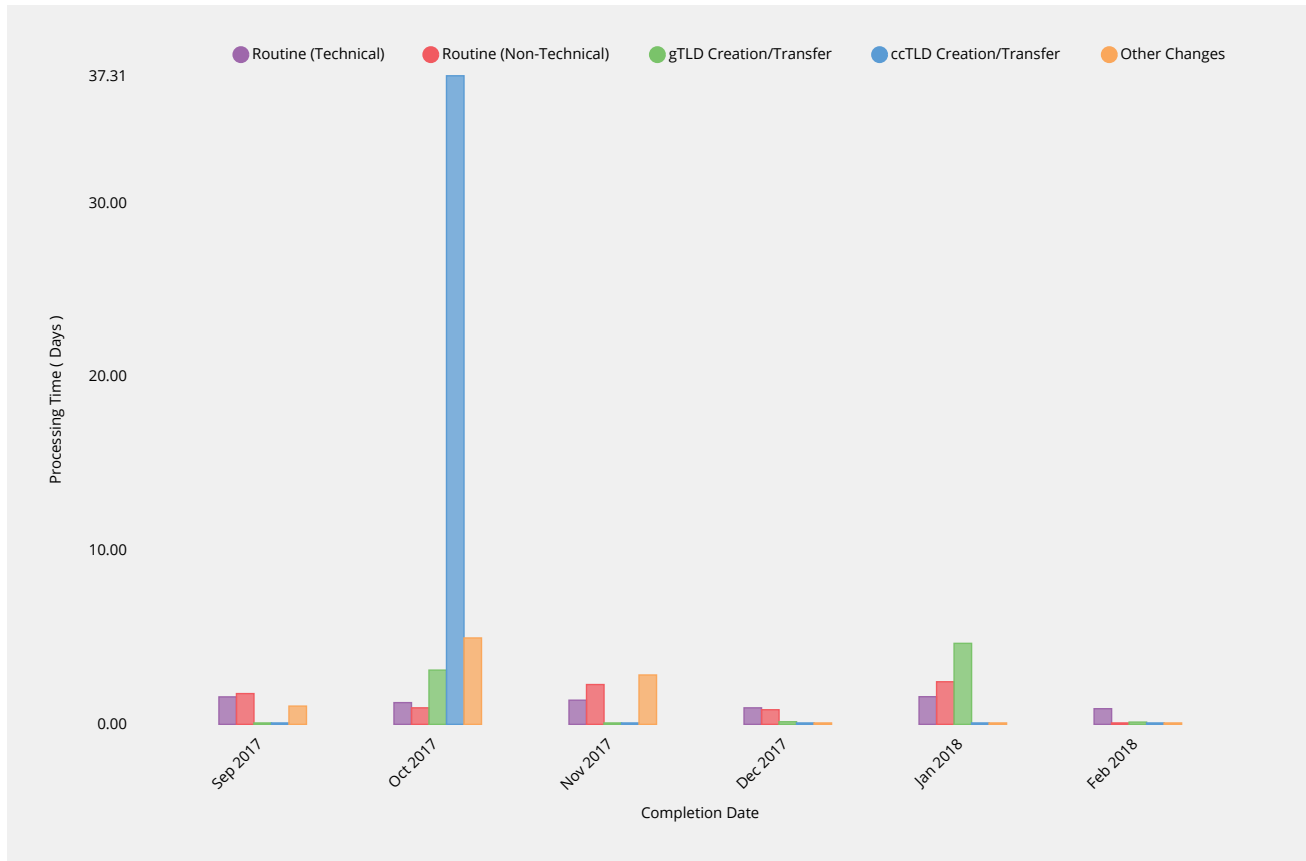
ccTLD Creation/Transfer	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
Affirmation Time	0ms	999ms	—	—	0ms	<b>—</b>
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	1	1	0	0	1	0
Mean Time	0ms	999ms	—	—	0ms	—
Shortest Time	0ms	999ms	—	—	0ms	—
Longest Time	0ms	999ms	—	—	0ms	—
Median Time	0ms	999ms	—	—	0ms	—
PStDev Time	0ms	0ms	—	—	0ms	—

Other Changes	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
Affirmation Time	0ms	0ms	0ms	—	—	<b>—</b>
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	5	3	2	0	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)	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
Processing Time	1.58d	1.25d	1.39d	0.95d	1.59d	0.9d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	25	100	71	60	72	48
Mean Time	0.95d	0.58d	0.66d	0.61d	0.88d	0.57d
Shortest Time	0d	0d	0d	0d	0d	0.01d
Longest Time	4.91d	10.86d	4.56d	2.71d	2.93d	2.11d
Median Time	0.66d	0.15d	0.48d	0.61d	0.72d	0.48d
PStDev Time	1d	1.34d	0.71d	0.46d	0.66d	0.43d

Routine (Non-Technical)	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
Processing Time	1.77d	0.95d	2.29d	0.84d	2.45d	0d
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	26	15	6	20	248
Mean Time	0.8d	0.4d	0.71d	0.38d	0.99d	0.02d
Shortest Time	0.06d	0d	0.02d	0d	0.08d	0d
Longest Time	3.13d	1.87d	3.01d	0.98d	2.45d	1.4d
Median Time	0.48d	0.25d	0.33d	0.28d	0.83d	0d

Routine (Non-Technical)	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
PStDev Time	1.01d	0.47d	0.96d	0.35d	0.81d	0.14d

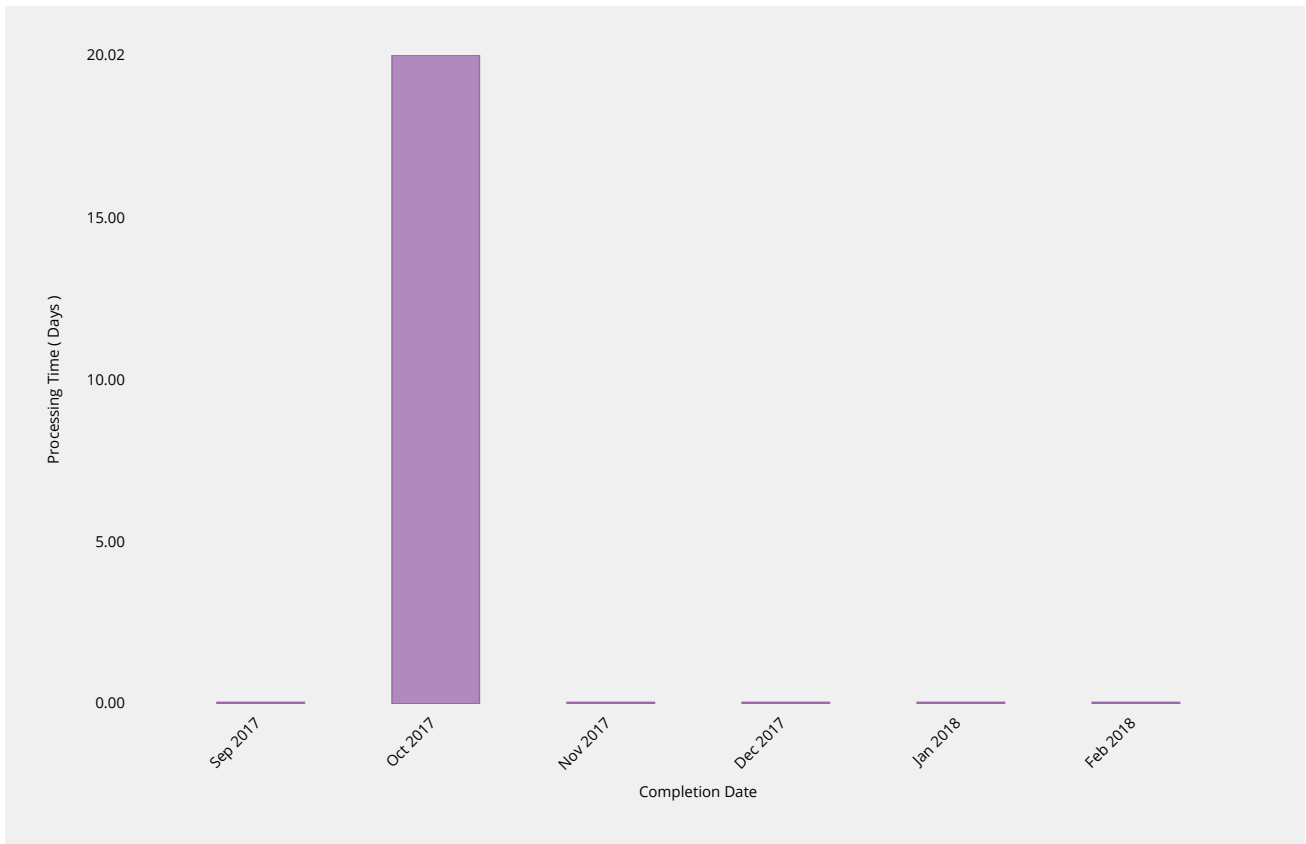
gTLD Creation/Transfer	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
Processing Time	0d	3.12d	—	0.15d	4.66d	0.13d
Monthly Threshold	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	1	1	0	1	2	3
Mean Time	0d	3.12d	—	0.15d	3.24d	0.11d
Shortest Time	0d	3.12d	—	0.15d	1.46d	0.07d
Longest Time	0d	3.12d	—	0.15d	5.02d	0.14d
Median Time	0d	3.12d	—	0.15d	3.24d	0.1d
PStDev Time	0d	0d	—	0d	1.78d	0.03d

ccTLD Creation/Transfer	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
Processing Time	—	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	0	1	0	0	0	0
Mean Time	—	37.31d	—	—	—	—
Shortest Time	—	37.31d	—	—	—	—
Longest Time	—	37.31d	—	—	—	—
Median Time	—	37.31d	—	—	—	—
PStDev Time	—	0d	—	—	—	—

Other Changes	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
Processing Time	1.05d	4.97d	2.84d	—	—	—
Monthly Threshold	0d	0d	0d	0d	0d	0d
Threshold Percentile	—	—	—	—	—	—
Request Count	4	3	2	0	0	0
Mean Time	0.57d	1.8d	1.88d	—	—	—
Shortest Time	0.13d	0.15d	0.92d	—	—	—
Longest Time	1.05d	4.97d	2.84d	—	—	—
Median Time	0.55d	0.28d	1.88d	—	—	—
PStDev Time	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).

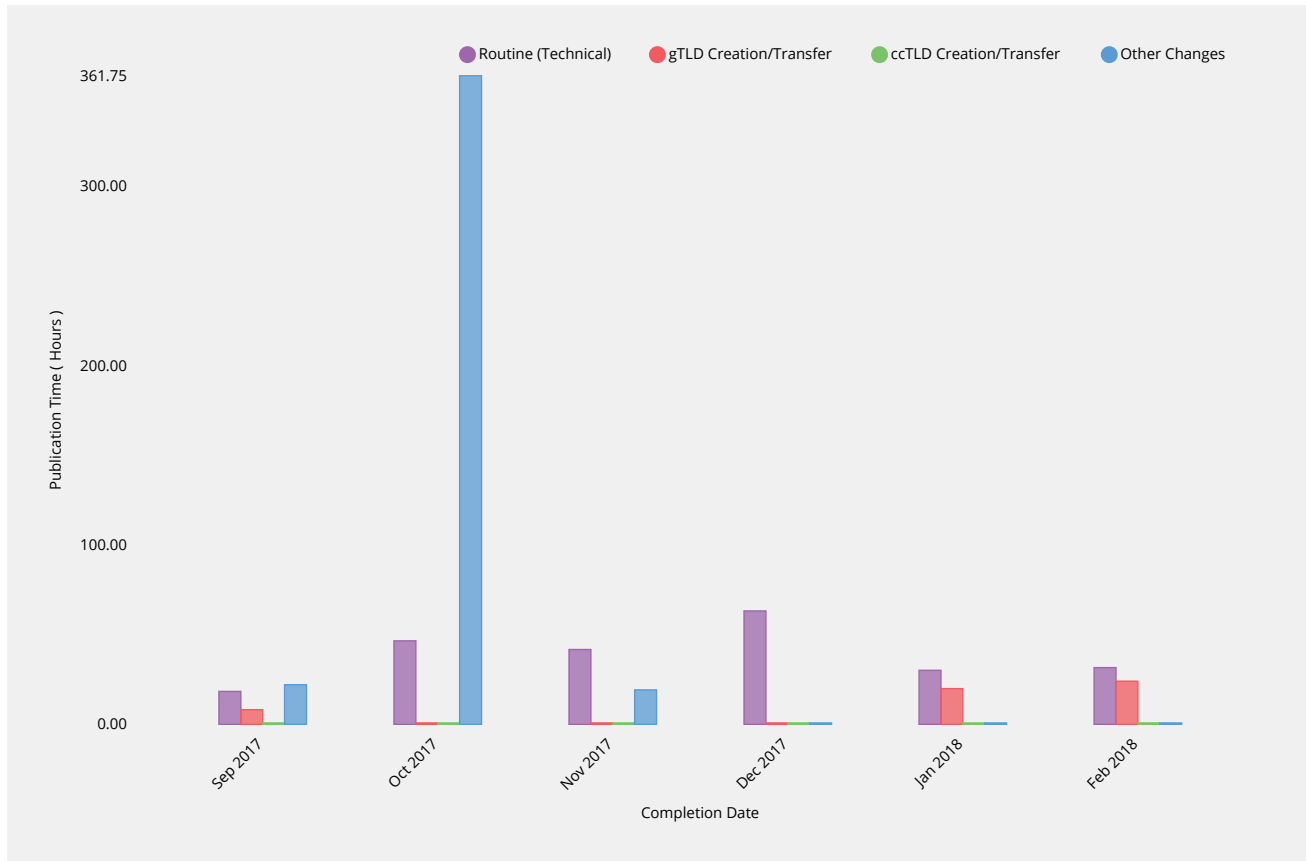


ccTLD Creation/Transfer	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
Processing Time	—	20.02d	—	—	—	—
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	—	—	—	—	—	—
Request Count	0	1	0	0	0	0
Mean Time	—	20.02d	—	—	—	—
Shortest Time	—	20.02d	—	—	—	—
Longest Time	—	20.02d	—	—	—	—
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)	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
Publication Time	18.38h	46.58h	41.75h	63.27h	30.14h	31.64h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	23	97	71	60	69	48
Mean Time	8.56h	10.97h	12.97h	16.6h	16.44h	15.67h
Shortest Time	1.92h	0.43h	0.28h	0.72h	0.77h	0.78h
Longest Time	18.38h	71.59h	70.58h	63.3h	38.41h	31.89h
Median Time	6.35h	11.61h	11.83h	15.86h	19.12h	19.26h
PStDev Time	5.38h	9.49h	11.76h	14.99h	8.08h	9.3h

gTLD Creation/Transfer	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
Publication Time	8.19h	—	—	0.33h	19.94h	24.07h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	1	0	0	1	2	1
Mean Time	8.19h	—	—	0.33h	18.44h	24.07h
Shortest Time	8.19h	—	—	0.33h	16.9h	24.07h
Longest Time	8.19h	—	—	0.33h	19.97h	24.07h
Median Time	8.19h	—	—	0.33h	18.44h	24.07h

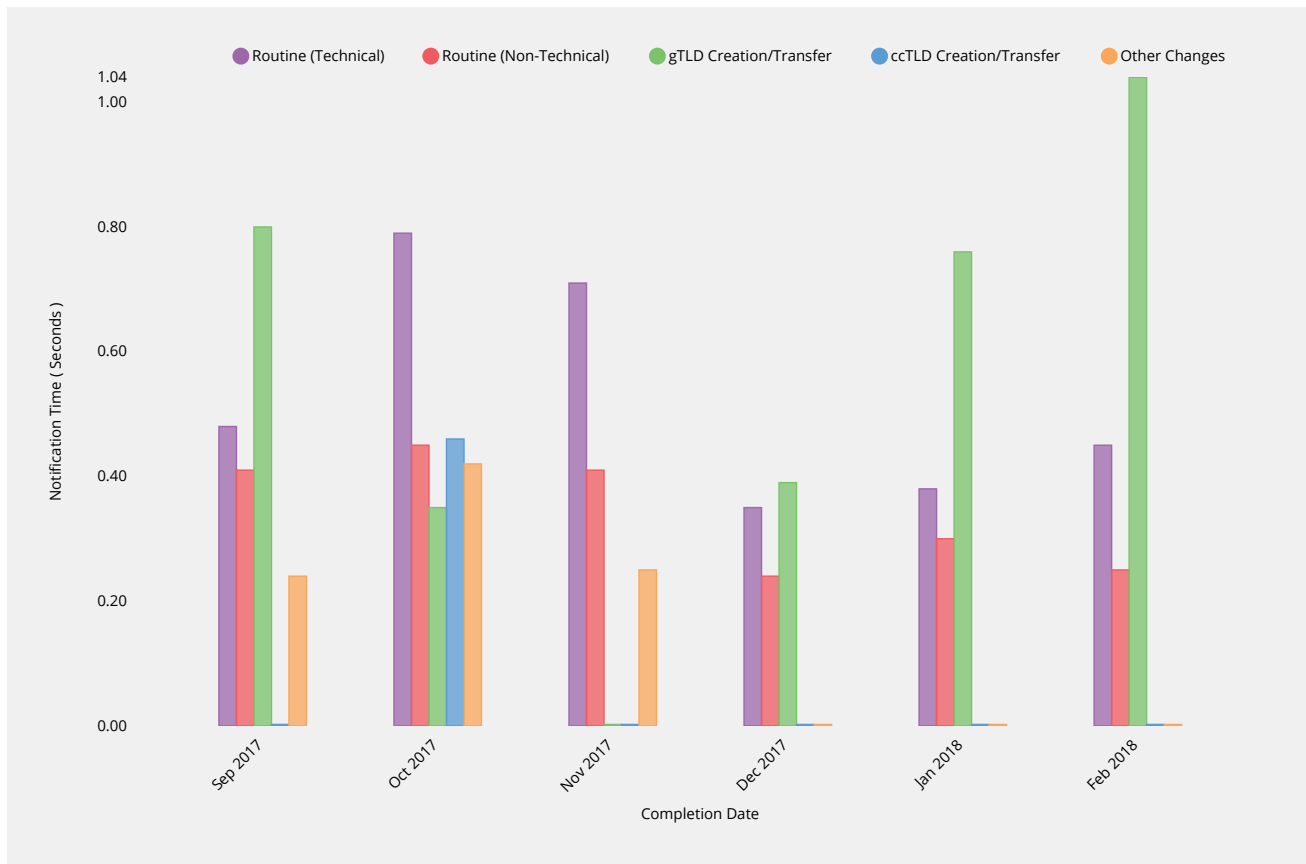
gTLD Creation/Transfer	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
PStDev Time	0h	—	—	0h	1.54h	0h

ccTLD Creation/Transfer	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
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	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
Publication Time	22.1h	361.75h	19.23h	—	—	—
Monthly Threshold	0h	0h	0h	0h	0h	0h
Threshold Percentile	—	—	—	—	—	—
Publication Count	4	3	1	0	0	0
Mean Time	6.46h	136.49h	19.23h	—	—	—
Shortest Time	0.59h	23.72h	19.23h	—	—	—
Longest Time	22.1h	361.75h	19.23h	—	—	—
Median Time	1.58h	24h	19.23h	—	—	—
PStDev Time	9.04h	159.28h	0h	—	—	—

## Notification of Completion

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



Routine (Technical)	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
Notification Time	0.48s	0.79s	0.71s	0.35s	0.38s	0.45s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	23	96	71	59	69	48
Mean Time	0.43s	0.43s	0.31s	0.21s	0.26s	0.29s
Shortest Time	0.33s	0.25s	0.16s	0.15s	0.18s	0.17s
Longest Time	0.82s	0.93s	0.82s	0.38s	0.56s	0.79s
Median Time	0.42s	0.39s	0.24s	0.2s	0.24s	0.24s
PStDev Time	0.09s	0.15s	0.16s	0.05s	0.07s	0.12s

Routine (Non-Technical)	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
Notification Time	0.41s	0.45s	0.41s	0.24s	0.3s	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	7	26	15	6	20	248
Mean Time	0.38s	0.4s	0.32s	0.22s	0.24s	0.2s
Shortest Time	0.3s	0.32s	0.21s	0.19s	0.19s	0.16s
Longest Time	0.42s	0.48s	0.42s	0.25s	0.35s	0.49s
Median Time	0.39s	0.4s	0.35s	0.23s	0.23s	0.2s
PStDev Time	0.03s	0.04s	0.09s	0.02s	0.04s	0.05s



gTLD Creation/Transfer	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
Notification Time	0.8s	0.35s	—	0.39s	0.76s	1.04s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	1	1	0	1	2	3
Mean Time	0.8s	0.35s	—	0.39s	0.66s	0.68s
Shortest Time	0.8s	0.35s	—	0.39s	0.55s	0.42s
Longest Time	0.8s	0.35s	—	0.39s	0.77s	1.1s
Median Time	0.8s	0.35s	—	0.39s	0.66s	0.54s
PStDev Time	0s	0s	—	0s	0.11s	0.29s

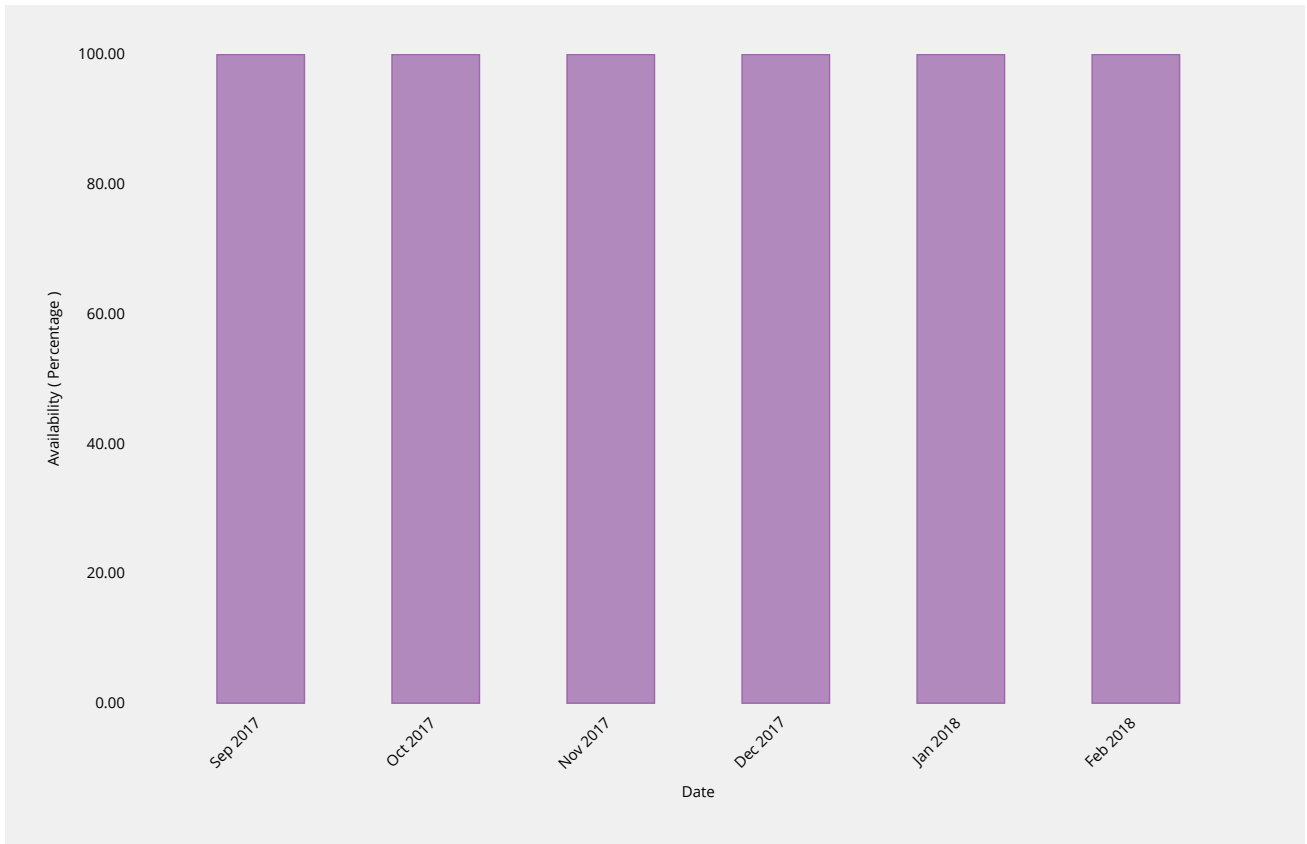
ccTLD Creation/Transfer	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
Notification Time	—	0.46s	—	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	1	0	0	0	0
Mean Time	—	0.46s	—	—	—	—
Shortest Time	—	0.46s	—	—	—	—
Longest Time	—	0.46s	—	—	—	—
Median Time	—	0.46s	—	—	—	—
PStDev Time	—	0s	—	—	—	—

Other Changes	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
Notification Time	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	4	3	2	0	0	0
Mean Time	0.07s	0.39s	0.24s	—	—	—
Shortest Time	0s	0.36s	0.22s	—	—	—
Longest Time	0.28s	0.43s	0.25s	—	—	—
Median Time	0s	0.38s	0.24s	—	—	—
PStDev Time	0.12s	0.03s	0.01s	—	—	—

# System Availability

## IANA Website

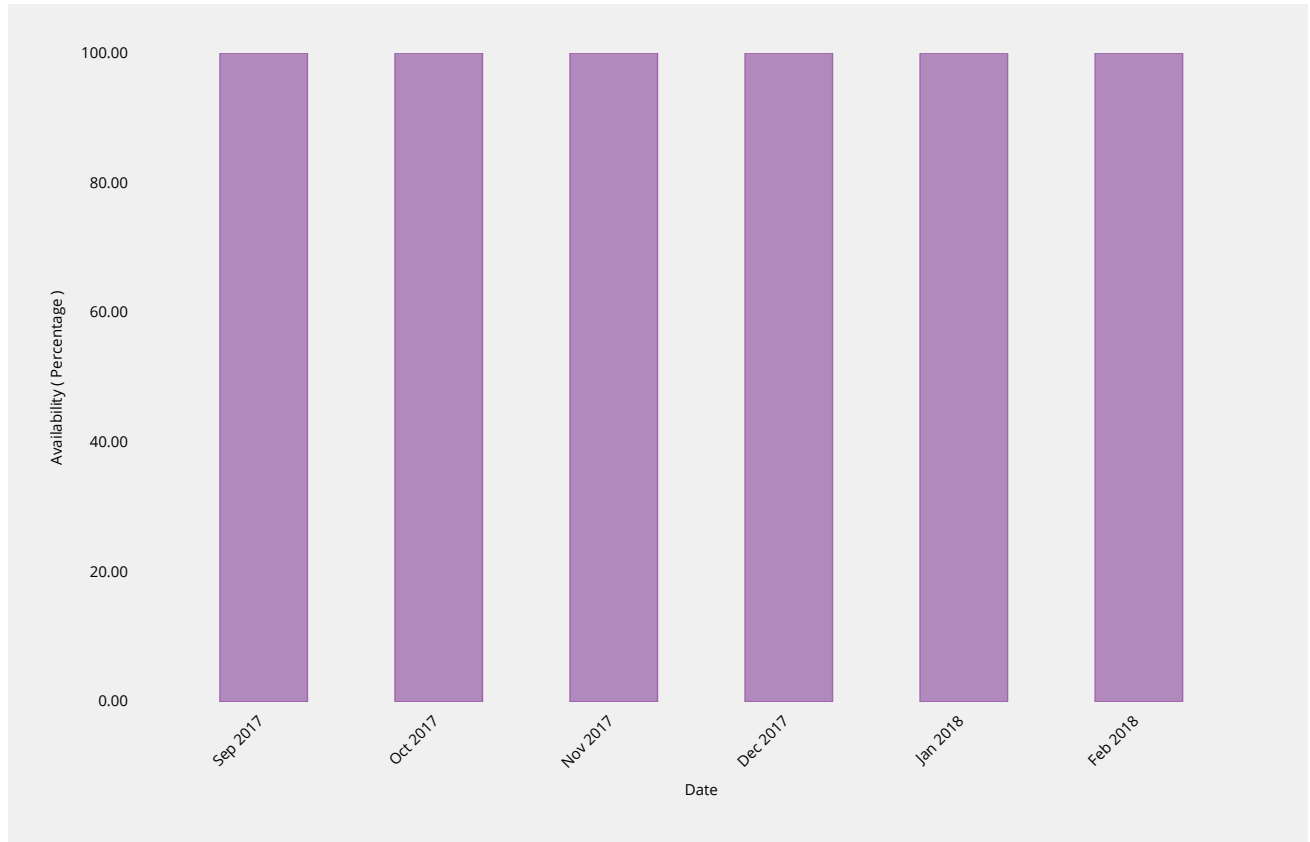
Percentage availability of IANA website for consulting documentations and other posted materials.



IANA Site Availability	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
Availability	100%	100%	100%	100%	100%	<b>100%</b>
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Root Zone Management System

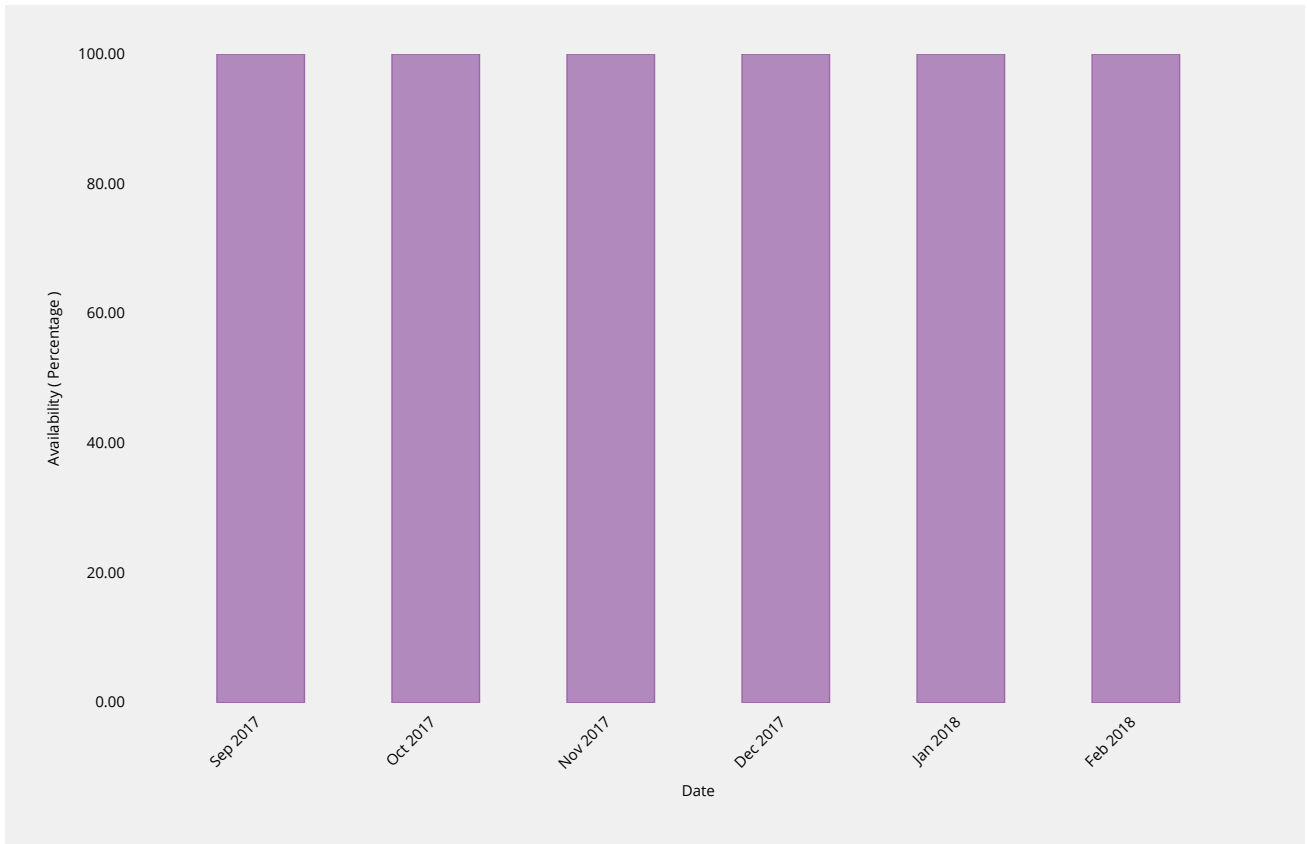
Percentage availability of the RZMS to allow customers to perform self-service operations via the web interface.



RZM Availability	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Directory Service

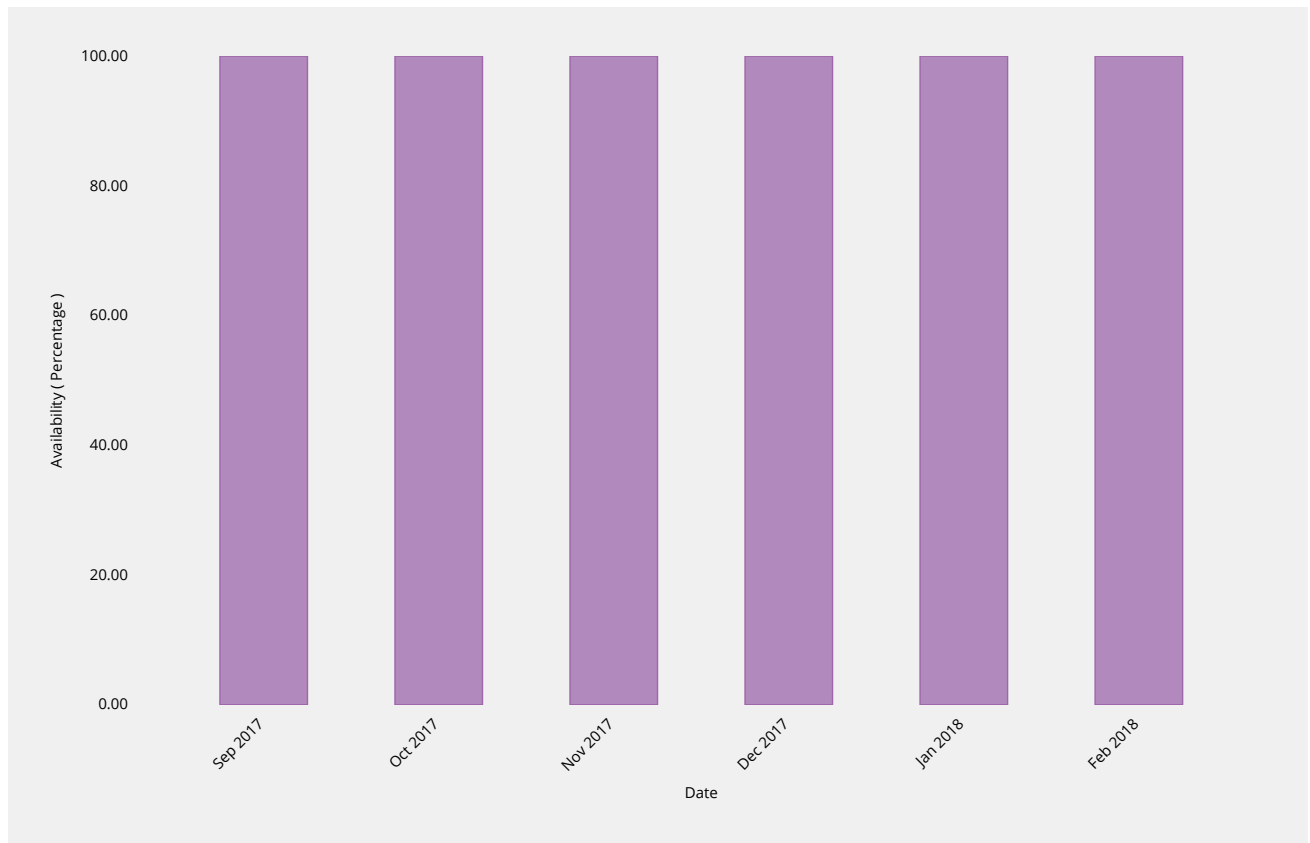
Percentage availability of WHOIS server and other registration data publication services.



WHOIS Availability	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Root Zone Service Level Dashboard

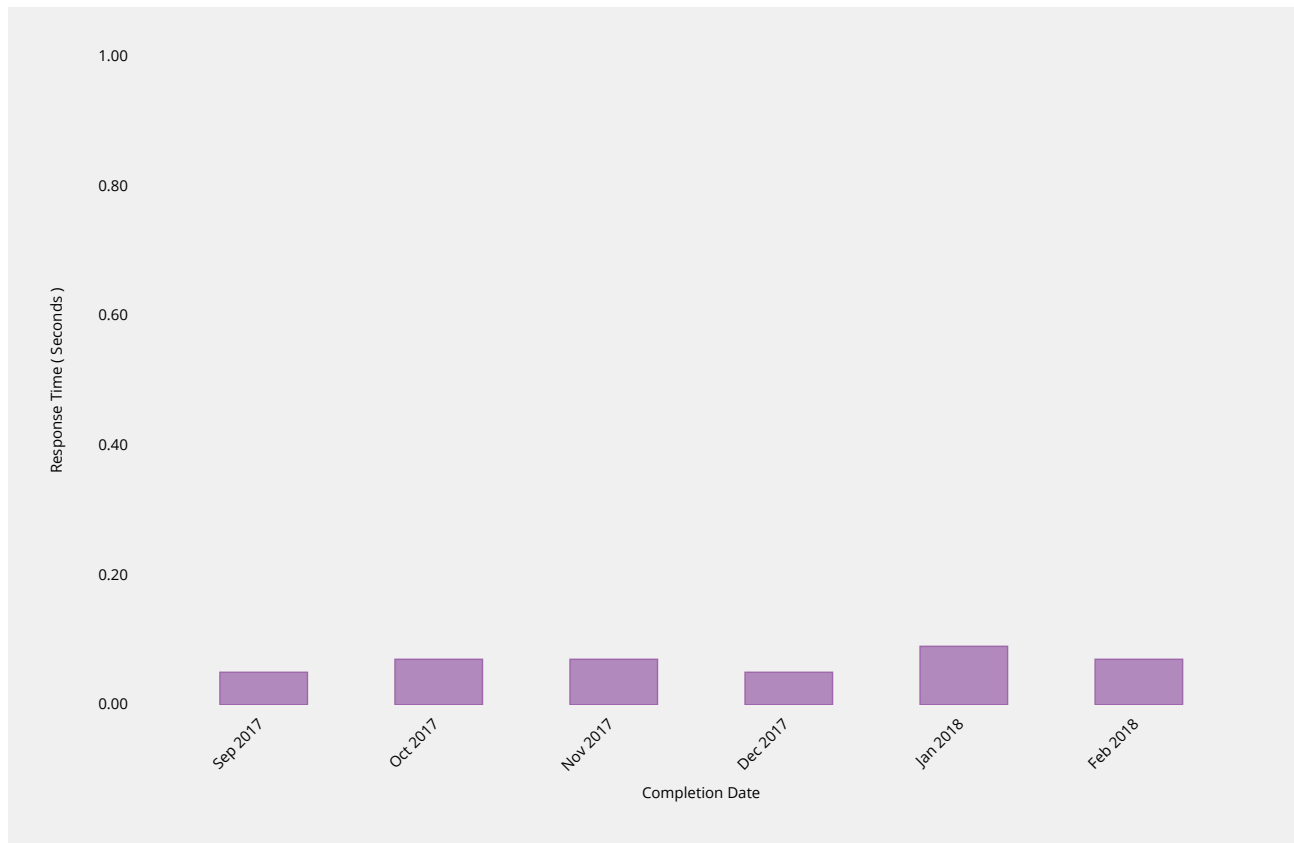
Availability of accurate, timely reporting to these standards via dashboard and other mechanisms.



Dashboard Availability	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Credential Recovery

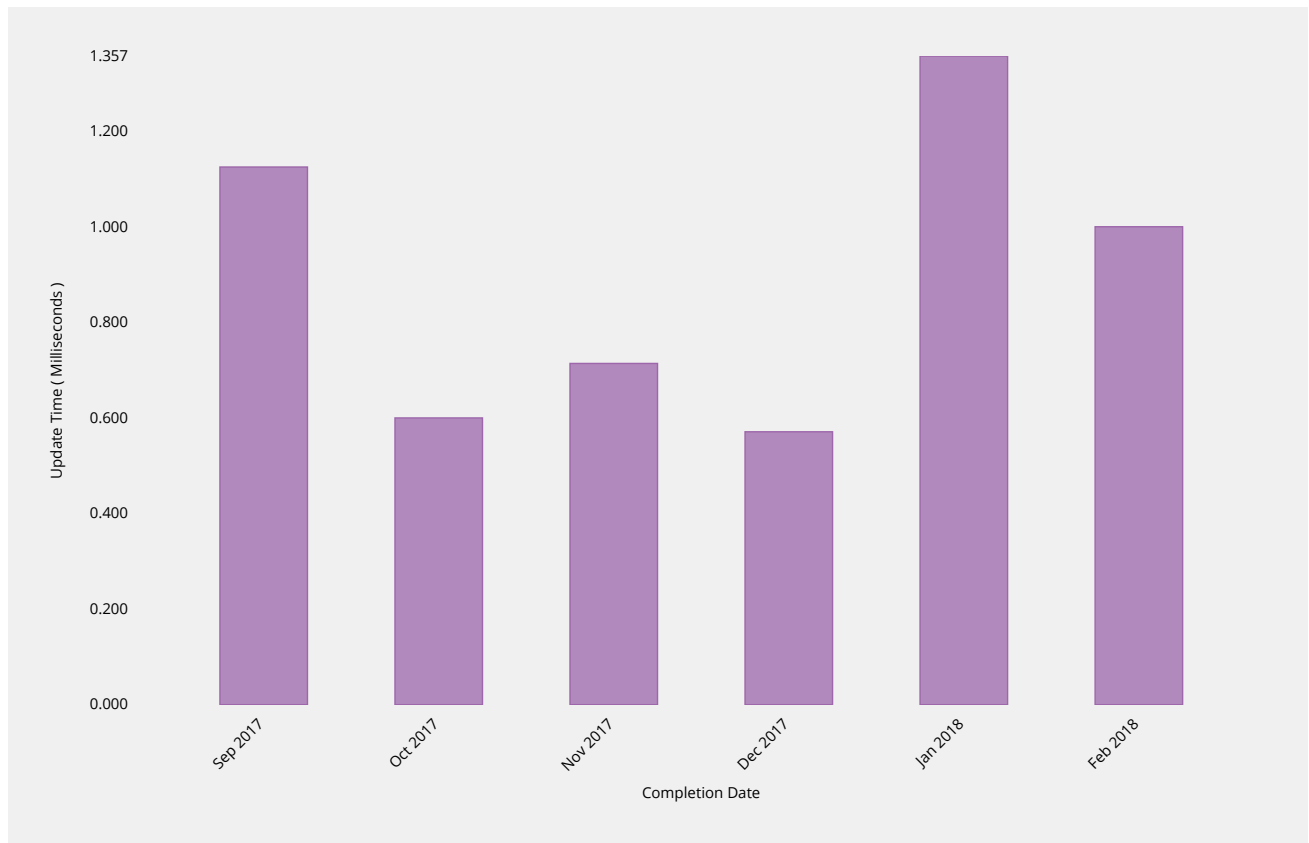
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
Response Time	0.05s	0.07s	0.07s	0.05s	0.09s	<b>0.07s</b>
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Response Count	10	18	9	7	38	11
Mean Time	0.04s	0.05s	0.05s	0.05s	0.06s	0.05s
Shortest Time	0.01s	0.01s	0.04s	0.04s	0.02s	0.03s
Longest Time	0.05s	0.1s	0.08s	0.06s	0.11s	0.08s
Median Time	0.05s	0.05s	0.05s	0.05s	0.07s	0.04s
PStDev Time	0.01s	0.02s	0.01s	0s	0.03s	0.02s

## Credential Change

Time to implement new password within the system.



Credential Change	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
Update Time	2ms	1.6ms	1ms	1.7ms	3ms	<b>2ms</b>
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Update Count	8	15	7	7	14	7
Mean Time	1.125ms	0.6ms	0.714ms	0.571ms	1.357ms	1ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	2ms	3ms	1ms	2ms	3ms	2ms
Median Time	1ms	0ms	1ms	0ms	1ms	1ms
PStDev Time	0.599ms	0.8ms	0.452ms	0.728ms	0.972ms	0.926ms

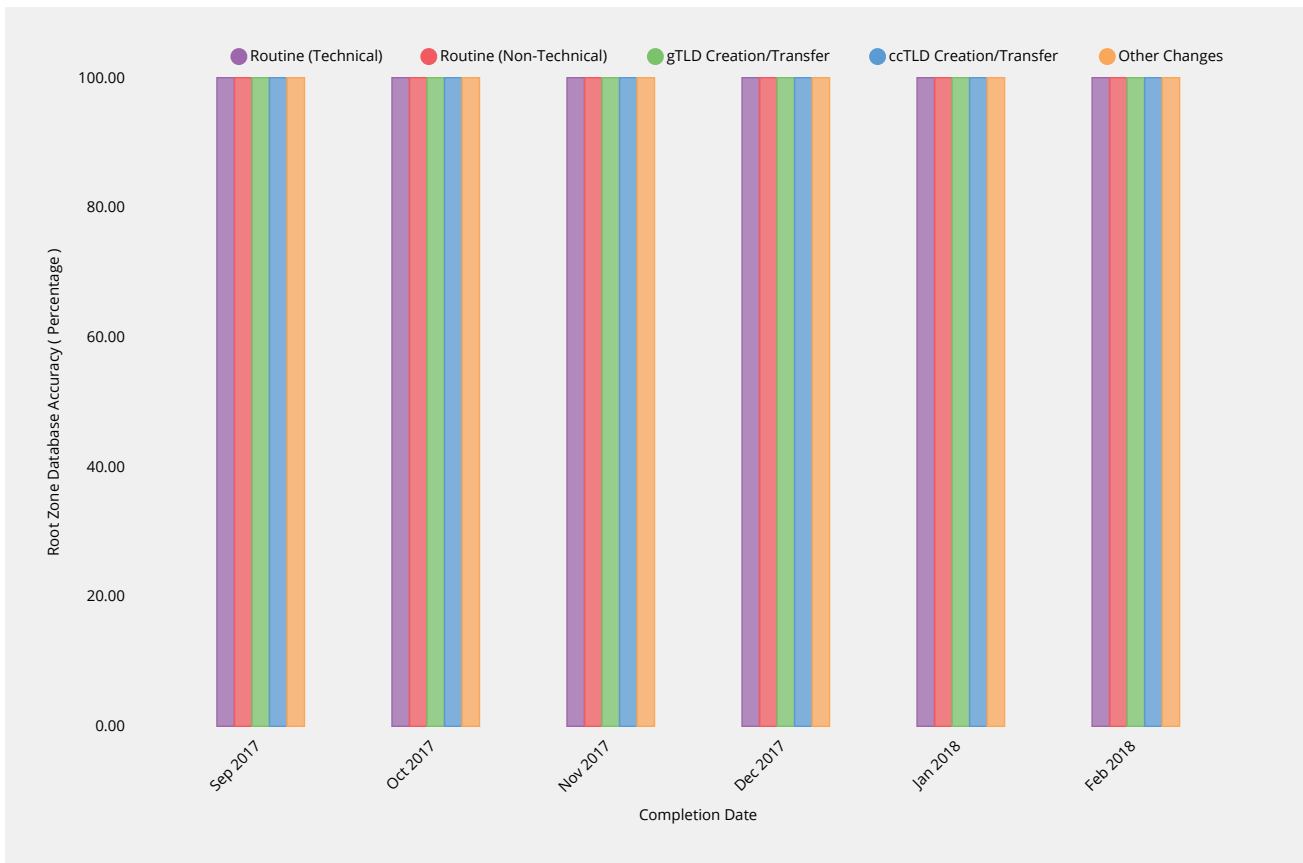




Other Changes	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	4	3	2	0	0	0

## Root Zone Database

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



Routine (Technical)	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
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	23	96	71	59	69	48

Routine (Non-Technical)	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
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	7	26	15	6	20	248

gTLD Creation/Transfer	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	1	1	0	1	2	3

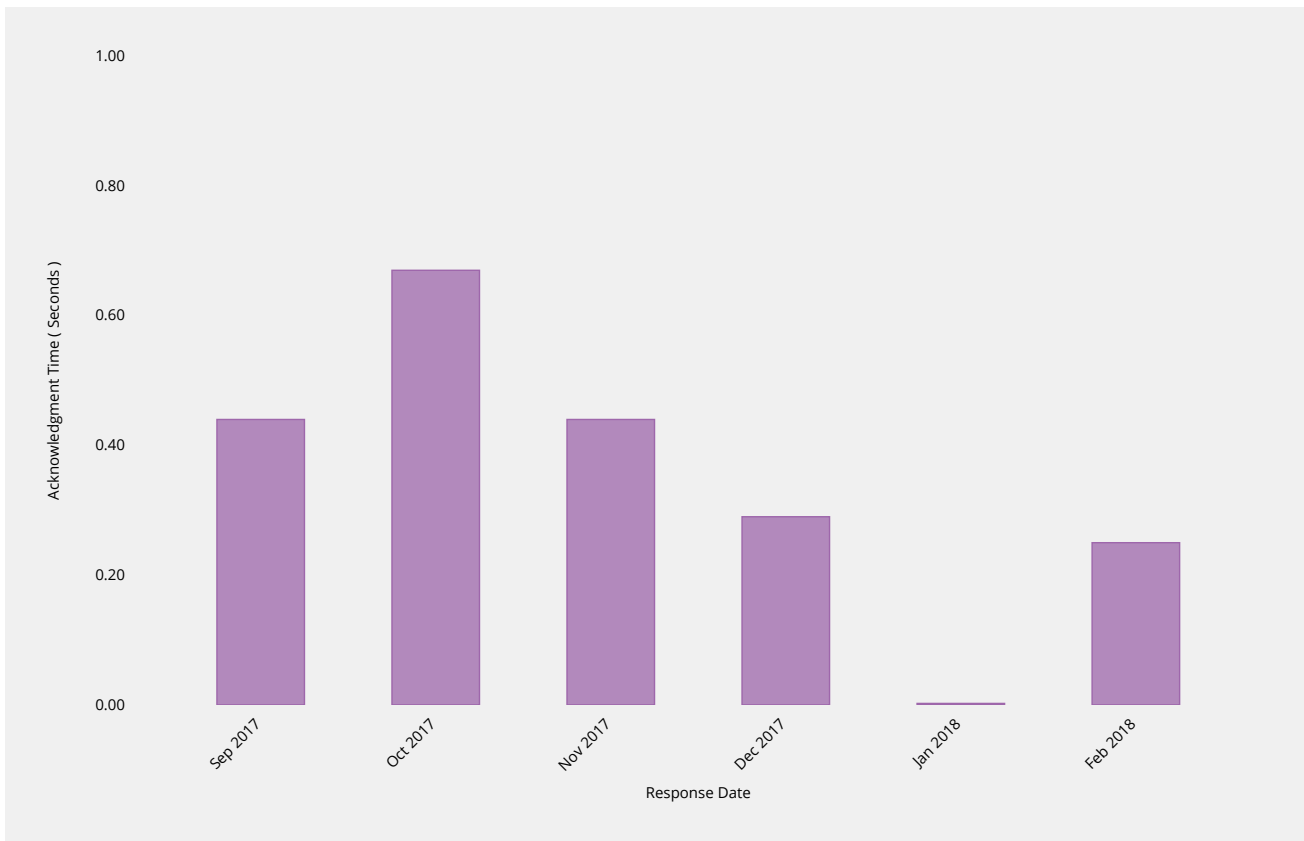
ccTLD Creation/Transfer	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	0	1	0	0	0	0

Other Changes	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
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	4	3	2	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.

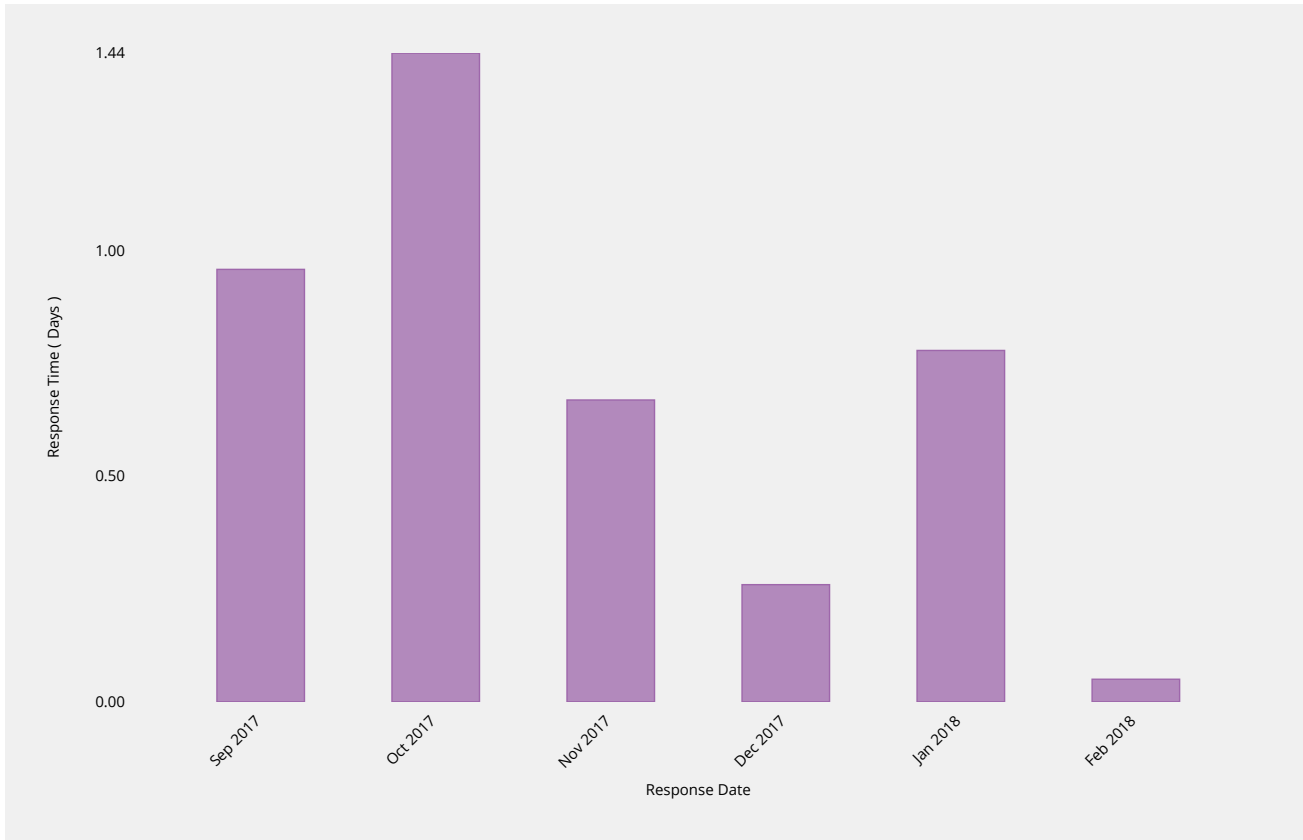


Manual Enquiries	2017-09	2017-10	2017-11	2017-12	2018-01	2018-02
Acknowledgment Time	1s	1.6s	1s	1s	0s	0.85s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	9	9	9	7	4	4
Mean Time	0.44s	0.67s	0.44s	0.29s	0s	0.25s
Shortest Time	0s	0s	0s	0s	0s	0s
Longest Time	1s	2s	1s	1s	0s	1s

Manual Enquiries	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
Median Time	0s	1s	0s	0s	0s	0s
PStDev Time	0.5s	0.67s	0.5s	0.45s	0s	0.43s

## Time to initial response

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



Manual Enquiries	2017-09	2017-10	2017-11	2017-12	2018-01	<b>2018-02</b>
Response Time	2.33d	3.06d	1.25d	0.63d	1.44d	0.08d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	9	9	9	7	4	4
Mean Time	0.96d	1.44d	0.67d	0.26d	0.78d	0.05d
Shortest Time	0d	0.02d	0.14d	0.01d	0.02d	0d
Longest Time	3.55d	8.88d	1.61d	0.84d	1.67d	0.08d
Median Time	0.46d	0.39d	0.51d	0.09d	0.72d	0.06d
PStDev Time	1.11d	2.68d	0.45d	0.28d	0.6d	0.03d

# 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

Below is a summary of requests to add or modify IDN tables in the IDN Practices Repository (<https://www.iana.org/domains/idn-tables>) processed during February 2018:

TLDs involved in submission	# of Tables	Request Type	Start Date	End Date	Processing notes
2	2	IDN Table Addition and Modification	2018-01-25	2018-02-06	
1	103	IDN Table Addition	2018-02-14	2018-02-14	