

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

April 2018

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Summary of Performance

Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 1.79s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.34s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ 2.23s	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 1.23s	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 0.87s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.56d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.45d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ 0.26d	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ 0.43d	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✗ 156.62m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ 9.03m	p10
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ —	p10
Technical Check (Retest)	Routine (Technical)	≤3m (95.0%)	✗ 3.8m	p11
Technical Check (Retest)	gTLD Creation/Transfer	≤3m (95.0%)	✓ —	p11
Technical Check (Retest)	ccTLD Creation/Transfer	≤3m (95.0%)	✗ 3.48m	p12
Technical Check (Retest)	Other Changes	≤3m (95.0%)	✓ —	p12
Technical Check (Supplemental)	Routine (Technical)	≤1m (95.0%)	✓ 0.52m	p13
Technical Check (Supplemental)	gTLD Creation/Transfer	≤5m (95.0%)	✓ —	p13
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤5m (95.0%)	✓ —	p13
Technical Check (Supplemental)	Other Changes	≤5m (95.0%)	✓ —	p14
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 1ms	p15
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1.85ms	p15
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%)	✓ 1ms	p15
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 0.55ms	p16
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 0.95ms	p16
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0.95ms	p17
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p17
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 0ms	p17
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 1.67d	p18
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 3.08d	p18
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 0.56d	p19
Validation and Reviews	ccTLD Creation/Transfer	≤60d (100.0%)	✓ 0d	p19
Validation and Reviews	Other Changes	≤0d	✓ 0.17d	p19
Third Party Approval	ccTLD Creation/Transfer	≤60d	✓ —	p20
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 23.59h	p21
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p21
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p22
Root Zone Publication	Other Changes	≤0h	✓ 21.33h	p22
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.4s	p22

Metric	Category	Expected	Actual	Detail
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.27s	p23
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p23
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p23
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 0.22s	p23
System Availability				
IANA Website	IANA Site Availability	≥99%	✓ 100%	p24
Root Zone Management System	RZM Availability	≥99%	✓ 100%	p25
Directory Service	WHOIS Availability	≥99%	✓ 100%	p26
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100%	p27
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.05s	p28
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 1.65ms	p29
Accuracy				
Root Zone File	Routine (Technical)	100%	✓ 100%	p30
Root Zone File	gTLD Creation/Transfer	100%	✓ 100%	p30
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100%	p30
Root Zone File	Other Changes	100%	✓ 100%	p30
Root Zone Database	Routine (Technical)	100%	✓ 100%	p31
Root Zone Database	Routine (Non-Technical)	100%	✓ 100%	p31
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100%	p31
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100%	p31
Root Zone Database	Other Changes	100%	✓ 100%	p32
Enquiry Processing				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 1s	p32
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 1.72d	p33

Percentage of SLA thresholds met of those defined	95.3%
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Exceptions and Narrative for Reporting Period

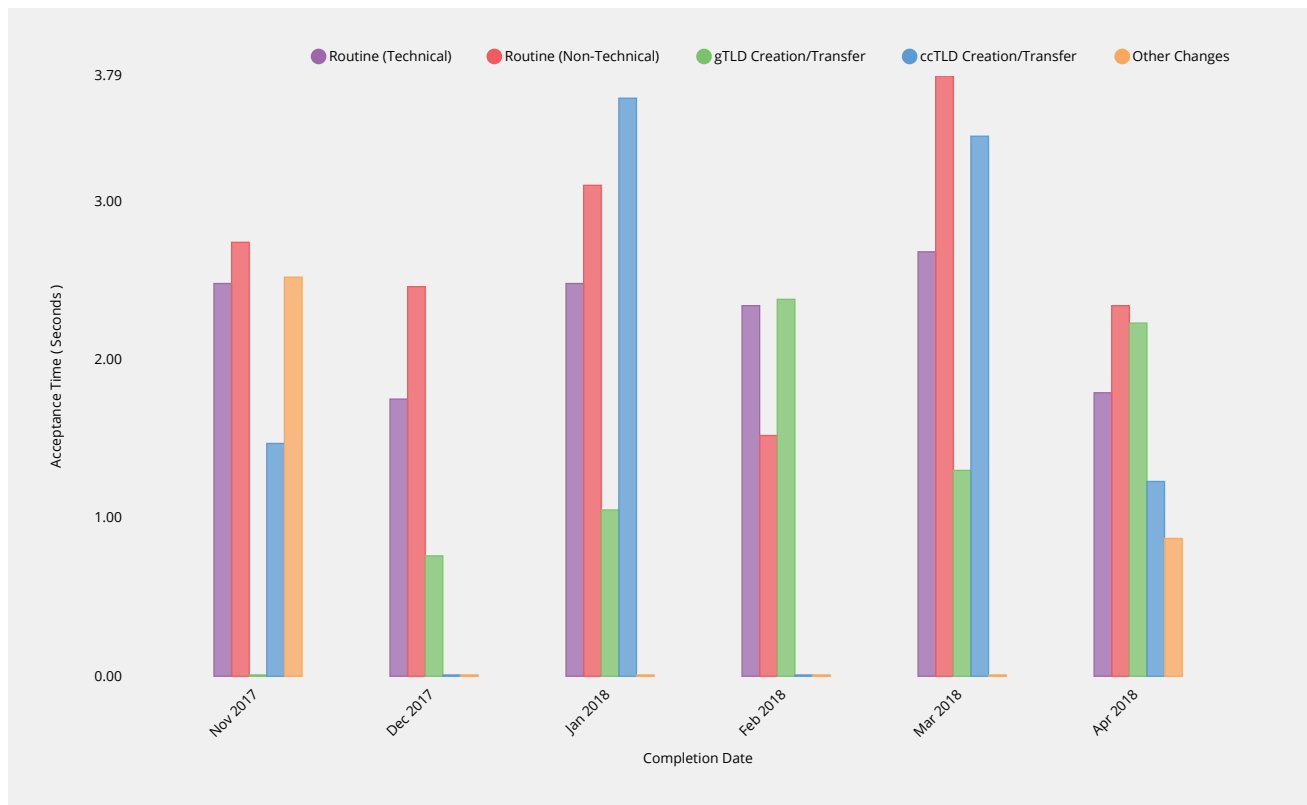
Metric	Category	Expected	Actual
Technical Check (First)	Routine (Technical)	50m	156.62m 
Primary cause:	Queuing of pending technical checks		
Analysis/Comments:	When requests are submitted in a batch of multiple requests, the RZM system queues these requests according to their submission time and performs technical checks on the requests one by one in a serial fashion. Queuing requests for technical checks causes requests submitted later in the batch to take longer to go through technical checks.		
Technical Check (Retest)	Routine (Technical)	3m	3.8m 
Primary cause:	Threshold requires revisiting		
Analysis/Comments:	Three 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 (Retest)	ccTLD Creation/Transfer	3m	3.48m 
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.		

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)	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Acceptance Time	2.48s	1.75s	2.48s	2.34s	2.68s	1.79s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	94	74	82	56	57	78
Mean Time	1.32s	0.89s	1.11s	1.07s	1.35s	0.93s
Shortest Time	0.61s	0.55s	0.61s	0.57s	0.64s	0.65s
Longest Time	3.43s	1.9s	2.74s	2.4s	3.55s	2.71s
Median Time	1.36s	0.72s	0.83s	0.84s	1.3s	0.77s
PStDev Time	0.57s	0.38s	0.61s	0.5s	0.66s	0.4s

Routine (Non-Technical)	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Acceptance Time	2.74s	2.46s	3.1s	1.52s	3.79s	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	16	13	25	252	257	64
Mean Time	2.18s	1.65s	1.86s	1.1s	3.28s	1.47s
Shortest Time	1.24s	1.06s	0.97s	0.94s	1.21s	0.96s

Routine (Non-Technical)	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Longest Time	2.84s	2.78s	3.25s	2.93s	4.08s	2.75s
Median Time	2.29s	1.44s	1.61s	1.03s	3.37s	1.34s
PStDev Time	0.44s	0.55s	0.62s	0.31s	0.47s	0.37s

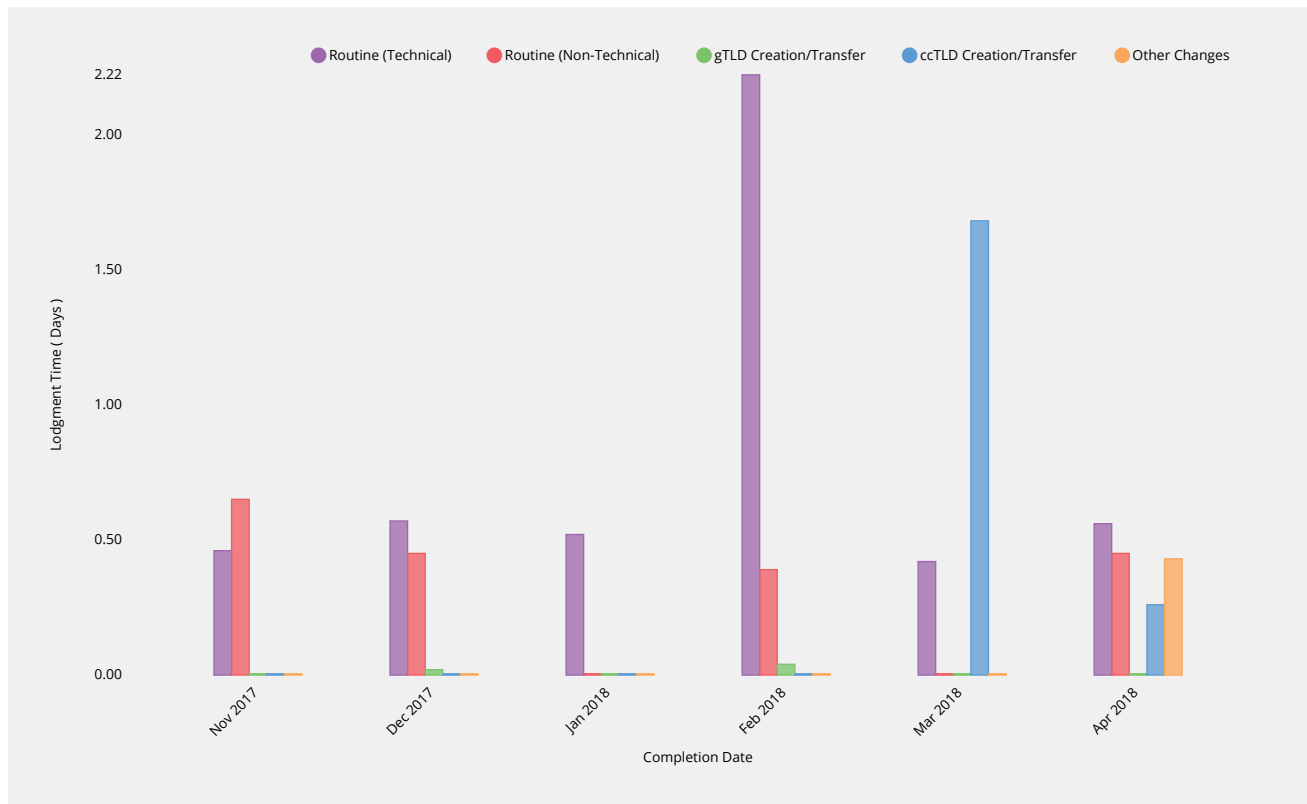
gTLD Creation/Transfer	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Acceptance Time	—	0.76s	1.05s	2.38s	1.3s	2.23s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	0	1	2	4	197	2
Mean Time	—	0.76s	1.04s	1.95s	1.24s	2.18s
Shortest Time	—	0.76s	1.03s	1.72s	1.14s	2.11s
Longest Time	—	0.76s	1.05s	2.47s	1.72s	2.24s
Median Time	—	0.76s	1.04s	1.81s	1.23s	2.18s
PStDev Time	—	0s	0.01s	0.3s	0.06s	0.06s

ccTLD Creation/Transfer	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Acceptance Time	1.47s	—	3.65s	—	3.41s	1.23s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	2	0	1	0	1	2
Mean Time	1.47s	—	3.65s	—	3.41s	1.13s
Shortest Time	1.46s	—	3.65s	—	3.41s	1.01s
Longest Time	1.47s	—	3.65s	—	3.41s	1.24s
Median Time	1.47s	—	3.65s	—	3.41s	1.13s
PStDev Time	0.01s	—	0s	—	0s	0.11s

Other Changes	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Acceptance Time	2.52s	—	—	—	—	0.87s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	2	0	0	0	0	1
Mean Time	2.5s	—	—	—	—	0.87s
Shortest Time	2.48s	—	—	—	—	0.87s
Longest Time	2.52s	—	—	—	—	0.87s
Median Time	2.5s	—	—	—	—	0.87s
PStDev Time	0.02s	—	—	—	—	0s

Manual Lodgment Time

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



Routine (Technical)	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Lodgment Time	0.46d	0.57d	0.52d	2.22d	0.42d	0.56d
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	13	10	9	6	8
Mean Time	0.22d	0.23d	0.35d	0.62d	0.17d	0.25d
Shortest Time	0.04d	0.01d	0.03d	0d	0d	0.07d
Longest Time	0.51d	0.66d	0.6d	3.38d	0.46d	0.64d
Median Time	0.19d	0.16d	0.43d	0.37d	0.13d	0.22d
PStDev Time	0.17d	0.18d	0.17d	0.99d	0.16d	0.19d

Routine (Non-Technical)	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Lodgment Time	0.65d	0.45d	—	0.39d	—	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	2	1	0	1	0	2
Mean Time	0.46d	0.45d	—	0.39d	—	0.37d
Shortest Time	0.24d	0.45d	—	0.39d	—	0.28d
Longest Time	0.67d	0.45d	—	0.39d	—	0.46d
Median Time	0.46d	0.45d	—	0.39d	—	0.37d
PStDev Time	0.21d	0d	—	0d	—	0.09d

gTLD Creation/Transfer	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Lodgment Time	—	0.02d	—	0.04d	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d

gTLD Creation/Transfer	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	1	0	1	0	0
Mean Time	—	0.02d	—	0.04d	—	—
Shortest Time	—	0.02d	—	0.04d	—	—
Longest Time	—	0.02d	—	0.04d	—	—
Median Time	—	0.02d	—	0.04d	—	—
PStDev Time	—	0d	—	0d	—	—

ccTLD Creation/Transfer	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Lodgment Time	0d	—	—	—	1.68d	0.26d
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	0	1	1
Mean Time	0d	—	—	—	1.68d	0.26d
Shortest Time	0d	—	—	—	1.68d	0.26d
Longest Time	0d	—	—	—	1.68d	0.26d
Median Time	0d	—	—	—	1.68d	0.26d
PStDev Time	0d	—	—	—	0d	0d

Other Changes	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Lodgment Time	—	—	—	—	—	0.43d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	0	0	0	1
Mean Time	—	—	—	—	—	0.43d
Shortest Time	—	—	—	—	—	0.43d
Longest Time	—	—	—	—	—	0.43d
Median Time	—	—	—	—	—	0.43d
PStDev Time	—	—	—	—	—	0d

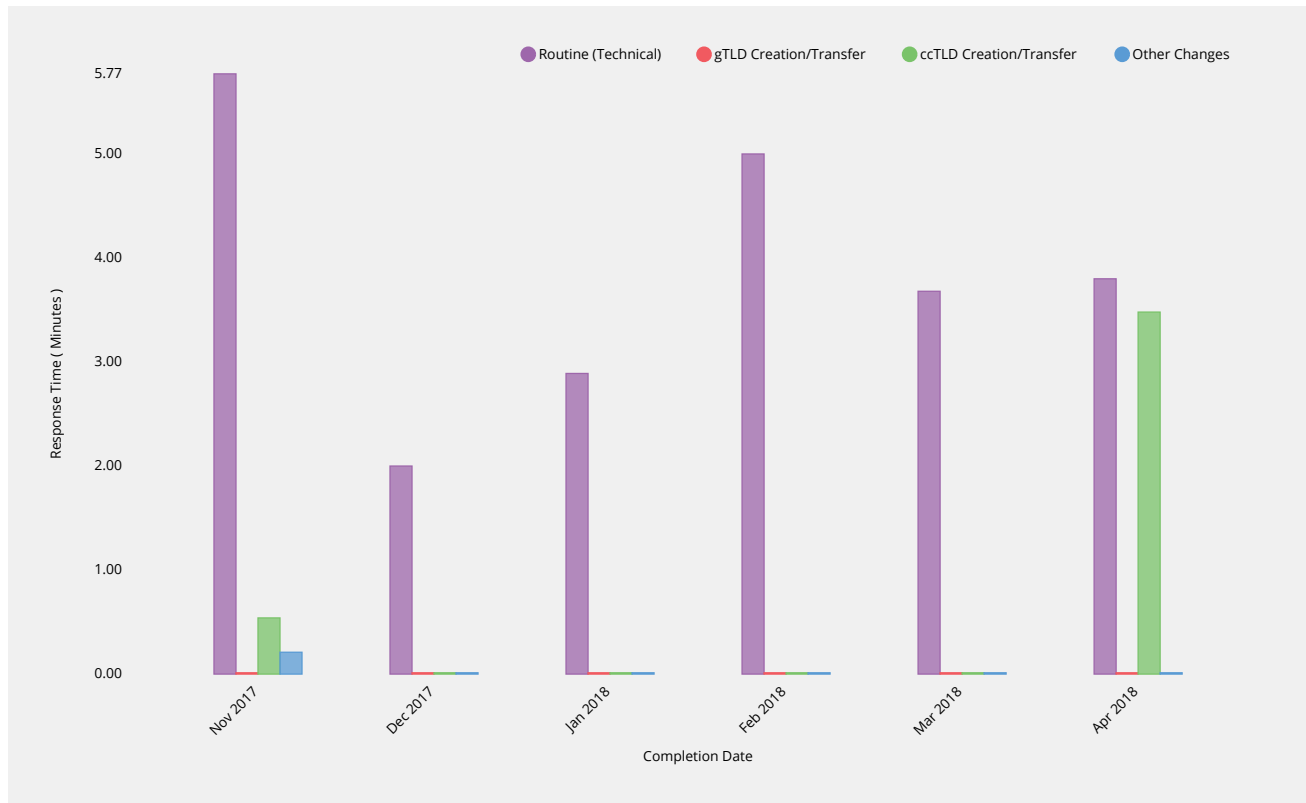
gTLD Creation/Transfer	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
First Test Count	0	1	2	2	0	0
Mean Time	—	1.5m	5.55m	1.77m	—	—
Shortest Time	—	1.5m	3.6m	1.18m	—	—
Longest Time	—	1.5m	7.49m	2.37m	—	—
Median Time	—	1.5m	5.55m	1.77m	—	—
PStDev Time	—	0m	1.95m	0.59m	—	—

ccTLD Creation/Transfer	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Response Time	4.96m	—	—	—	—	9.03m
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	2	0	0	0	0	2
Mean Time	3.29m	—	—	—	—	6.72m
Shortest Time	1.43m	—	—	—	—	4.15m
Longest Time	5.15m	—	—	—	—	9.29m
Median Time	3.29m	—	—	—	—	6.72m
PStDev Time	1.86m	—	—	—	—	2.57m

Other Changes	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
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	1	0	0	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.




	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Routine (Technical)						
Response Time	5.77m	2m	2.89m	5m	3.68m	3.8m
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	494	382	412	175	217	111
Mean Time	1.76m	0.67m	0.86m	2.01m	1.31m	0.74m
Shortest Time	0.06m	0.12m	0.1m	0.1m	0.1m	0.19m
Longest Time	5.82m	10.16m	8.8m	5.06m	4.56m	9.16m
Median Time	0.48m	0.32m	0.42m	0.38m	0.61m	0.37m
PStDev Time	1.89m	1.13m	1.07m	2.26m	1.23m	1.22m

Exception Narrative

Primary cause: Threshold requires revisiting
 Analysis/Comments: Three 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.

	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
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
Mean Time	—	—	—	—	—	—

gTLD Creation/Transfer	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

ccTLD Creation/Transfer	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Response Time	0.54m	—	—	—	—	3.48m 
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	27	0	0	0	0	26
Mean Time	0.21m	—	—	—	—	3.19m
Shortest Time	0.14m	—	—	—	—	0.08m
Longest Time	0.83m	—	—	—	—	5.45m
Median Time	0.16m	—	—	—	—	3.36m
PStDev Time	0.15m	—	—	—	—	0.81m

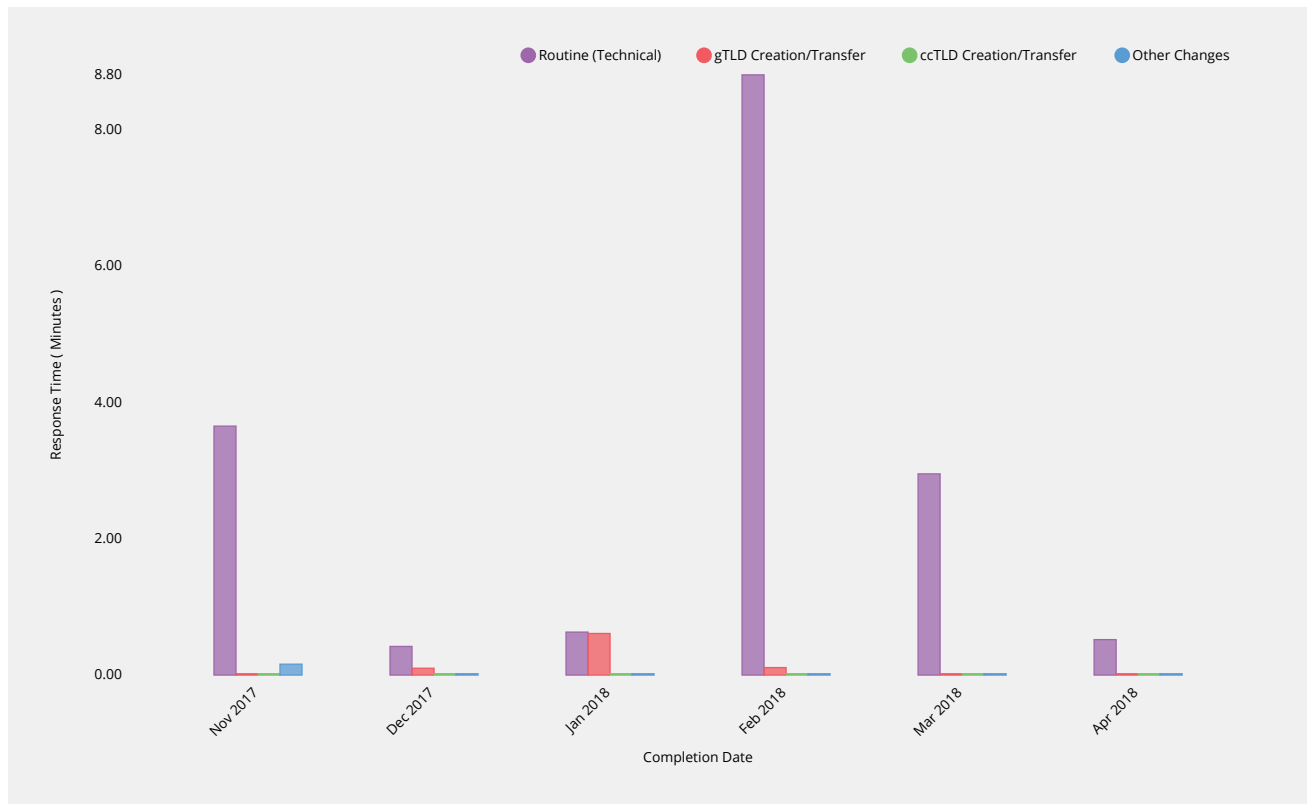
Exception Narrative

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.

Other Changes	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
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	34	0	0	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.



Routine (Technical)	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Response Time	3.65m	0.42m	0.63m	8.8m	2.95m	0.52m
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	87	88	98	137	166	71
Mean Time	1.07m	0.26m	0.28m	3.34m	1.01m	0.27m
Shortest Time	0.05m	0.1m	0.04m	0.06m	0.07m	0.1m
Longest Time	11m	1.12m	0.8m	11.71m	4.61m	3.84m
Median Time	0.33m	0.25m	0.24m	1.81m	0.56m	0.16m
PStDev Time	1.84m	0.14m	0.17m	3.36m	1.16m	0.45m

gTLD Creation/Transfer	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Response Time	—	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	0	1	2	1	0	0
Mean Time	—	0.1m	0.42m	0.11m	—	—
Shortest Time	—	0.1m	0.2m	0.11m	—	—
Longest Time	—	0.1m	0.63m	0.11m	—	—
Median Time	—	0.1m	0.42m	0.11m	—	—
PStDev Time	—	0m	0.21m	0m	—	—

ccTLD Creation/Transfer	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Response Time	—	—	—	—	—	—
Monthly Threshold	5m	5m	5m	5m	5m	5m

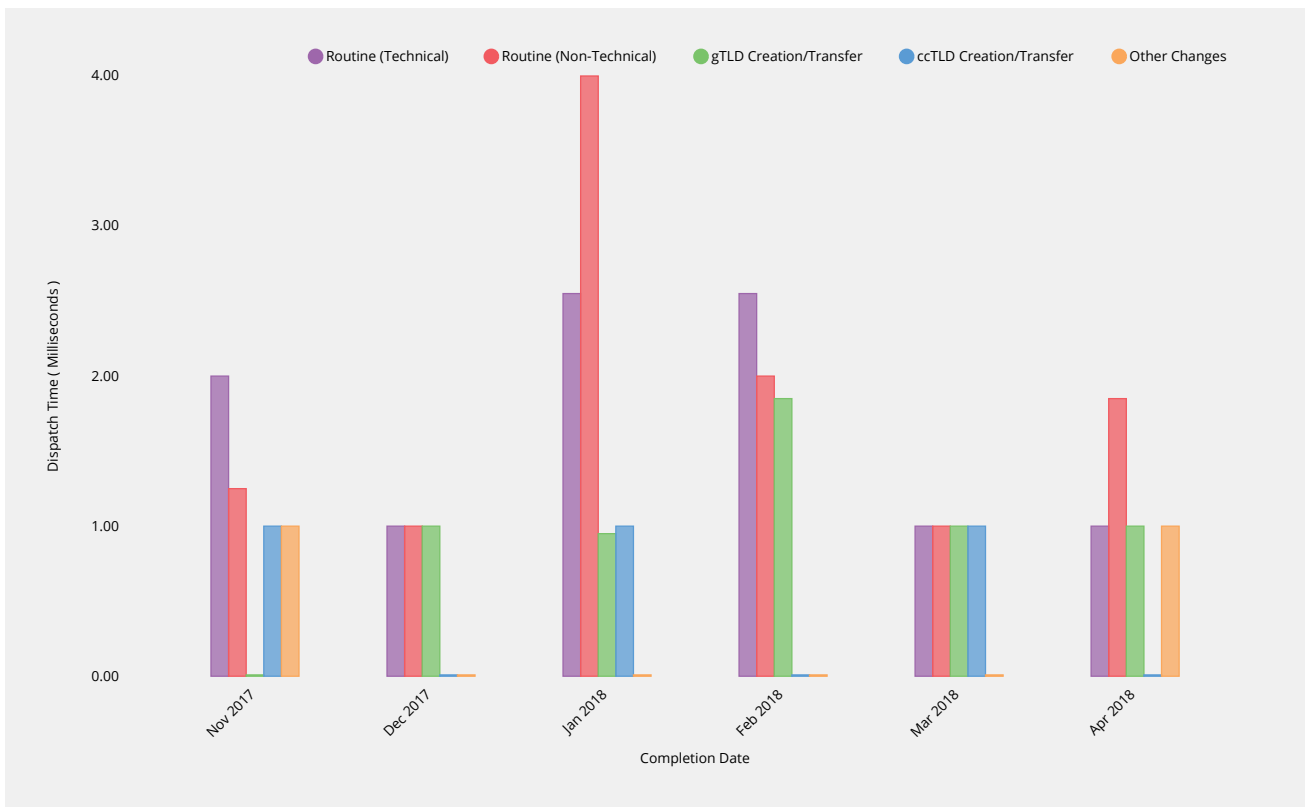
ccTLD Creation/Transfer	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

Other Changes	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
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	1	0	0	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)	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Dispatch Time	2ms	1ms	2.55ms	2.55ms	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	72	62	70	50	56	71
Mean Time	0.83ms	0.79ms	1.69ms	1.46ms	0.7ms	0.65ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	5ms	3ms	5ms	3ms	1ms	1ms
Median Time	1ms	1ms	2ms	1ms	1ms	1ms
PStDev Time	0.78ms	0.54ms	0.71ms	0.7ms	0.46ms	0.48ms

Routine (Non-Technical)	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Dispatch Time	1.25ms	1ms	4ms	2ms	1ms	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	16	13	25	252	257	64
Mean Time	1ms	1ms	2.16ms	1.06ms	0.88ms	0.91ms
Shortest Time	0ms	1ms	1ms	0ms	0ms	0ms
Longest Time	2ms	1ms	10ms	4ms	4ms	2ms
Median Time	1ms	1ms	2ms	1ms	1ms	1ms
PStDev Time	0.35ms	0ms	1.85ms	0.4ms	0.42ms	0.46ms

gTLD Creation/Transfer	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Dispatch Time	—	1ms	0.95ms	1.85ms	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	1	2	4	197	2
Mean Time	—	1ms	0.5ms	0.75ms	0.84ms	1ms
Shortest Time	—	1ms	0ms	0ms	0ms	1ms
Longest Time	—	1ms	1ms	2ms	2ms	1ms
Median Time	—	1ms	0.5ms	0.5ms	1ms	1ms
PStDev Time	—	0ms	0.5ms	0.83ms	0.39ms	0ms

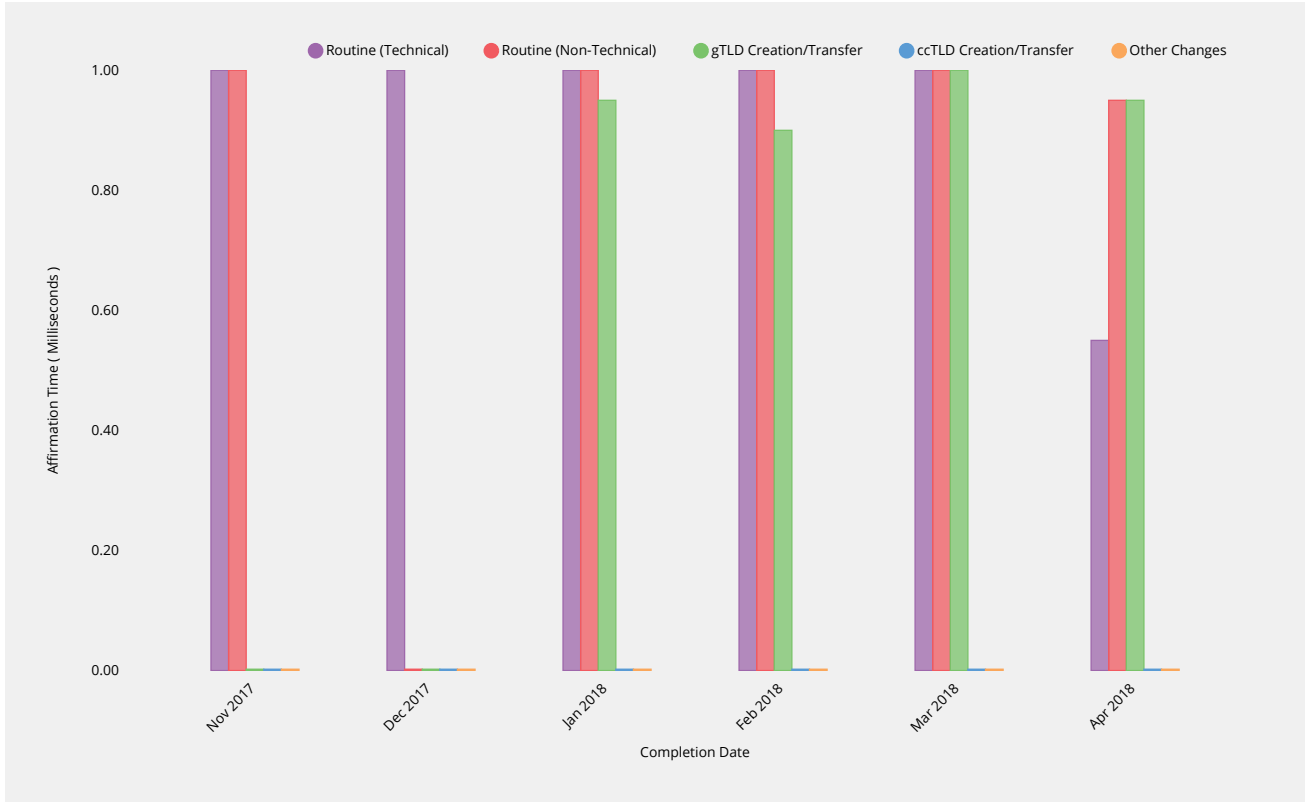
ccTLD Creation/Transfer	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Dispatch Time	1ms	—	1ms	—	1ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	1	0	1	0	1	0
Mean Time	1ms	—	1ms	—	1ms	—
Shortest Time	1ms	—	1ms	—	1ms	—
Longest Time	1ms	—	1ms	—	1ms	—
Median Time	1ms	—	1ms	—	1ms	—
PStDev Time	0ms	—	0ms	—	0ms	—

Other Changes	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Dispatch Time	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	2	0	0	0	0	1
Mean Time	1ms	—	—	—	—	1ms
Shortest Time	1ms	—	—	—	—	1ms

Other Changes	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Longest Time	1ms	—	—	—	—	1ms
Median Time	1ms	—	—	—	—	1ms
PStDev Time	0ms	—	—	—	—	0ms

Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Affirmation Time	1ms	1ms	1ms	1ms	1ms	0.55ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	71	61	69	48	55	70
Mean Time	0.08ms	0.07ms	0.1ms	0.12ms	0.11ms	0.06ms
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	0.28ms	0.25ms	0.3ms	0.33ms	0.31ms	0.23ms

Routine (Non-Technical)	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Affirmation Time	1ms	0ms	1ms	1ms	1ms	0.95ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	15	6	20	249	257	62
Mean Time	0.13ms	0ms	0.15ms	0.06ms	0.07ms	0.06ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	0ms	1ms	1ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms

Routine (Non-Technical)	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
PStDev Time	0.34ms	0ms	0.36ms	0.24ms	0.25ms	0.25ms

gTLD Creation/Transfer	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Affirmation Time	—	0ms	0.95ms	0.9ms	1ms	0.95ms
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	3	197	2
Mean Time	—	0ms	0.5ms	0.33ms	0.09ms	0.5ms
Shortest Time	—	0ms	0ms	0ms	0ms	0ms
Longest Time	—	0ms	1ms	1ms	1ms	1ms
Median Time	—	0ms	0.5ms	0ms	0ms	0.5ms
PStDev Time	—	0ms	0.5ms	0.47ms	0.29ms	0.5ms

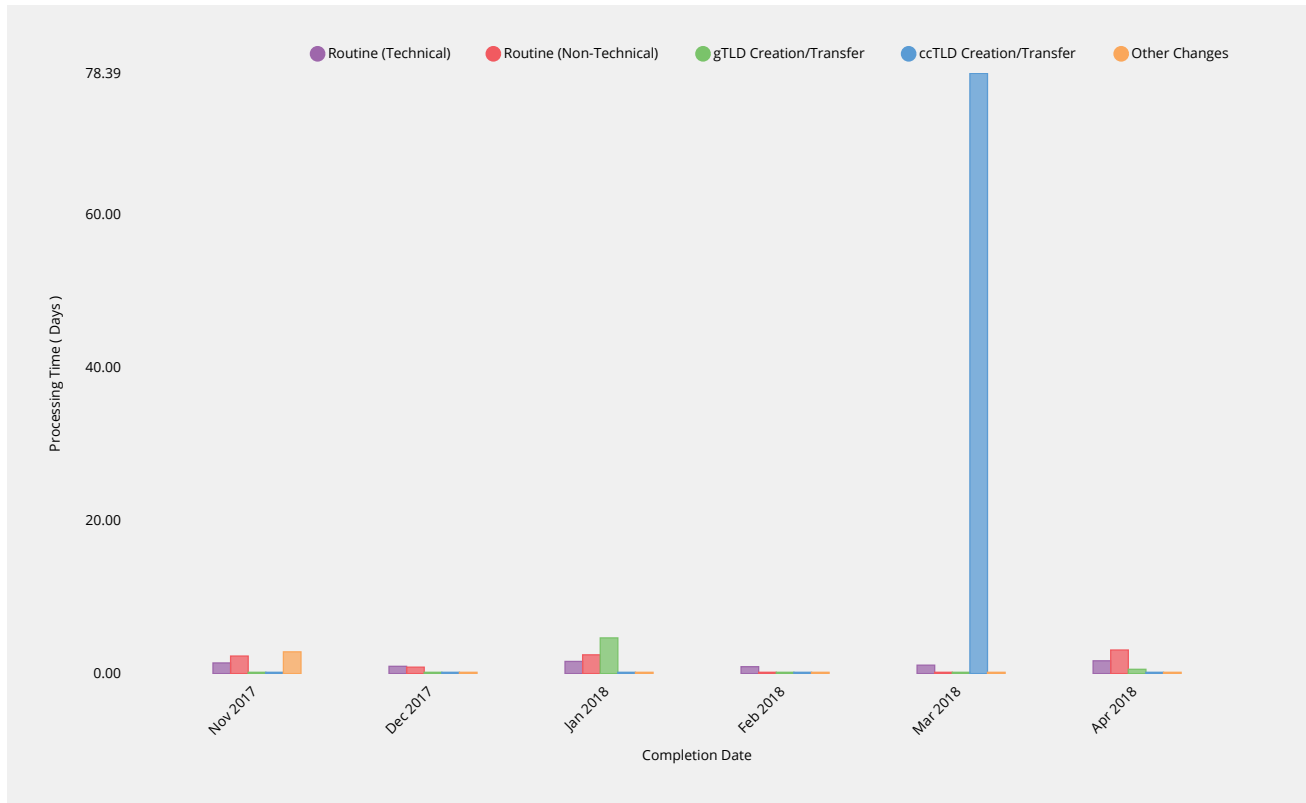
ccTLD Creation/Transfer	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Affirmation Time	—	—	0ms	—	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	0	1	0	0	0
Mean Time	—	—	0ms	—	—	—
Shortest Time	—	—	0ms	—	—	—
Longest Time	—	—	0ms	—	—	—
Median Time	—	—	0ms	—	—	—
PStDev Time	—	—	0ms	—	—	—

Other Changes	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Affirmation Time	0ms	—	—	—	—	0ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	2	0	0	0	0	1
Mean Time	0ms	—	—	—	—	0ms
Shortest Time	0ms	—	—	—	—	0ms
Longest Time	0ms	—	—	—	—	0ms
Median Time	0ms	—	—	—	—	0ms
PStDev Time	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)	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Processing Time	1.39d	0.95d	1.59d	0.9d	1.1d	1.67d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	71	60	72	48	55	70
Mean Time	0.66d	0.61d	0.88d	0.57d	0.75d	0.61d
Shortest Time	0d	0d	0d	0.01d	0.01d	0.01d
Longest Time	4.56d	2.71d	2.93d	2.11d	11.16d	3.29d
Median Time	0.48d	0.61d	0.72d	0.48d	0.45d	0.36d
PStDev Time	0.71d	0.46d	0.66d	0.43d	1.5d	0.65d

Routine (Non-Technical)	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Processing Time	2.29d	0.84d	2.45d	0d	0d	3.08d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	15	6	20	248	257	62
Mean Time	0.71d	0.38d	0.99d	0.02d	0.03d	1.03d
Shortest Time	0.02d	0d	0.08d	0d	0d	0d
Longest Time	3.01d	0.98d	2.45d	1.4d	1.27d	3.6d
Median Time	0.33d	0.28d	0.83d	0d	0d	0.59d
PStDev Time	0.96d	0.35d	0.81d	0.14d	0.14d	1.08d

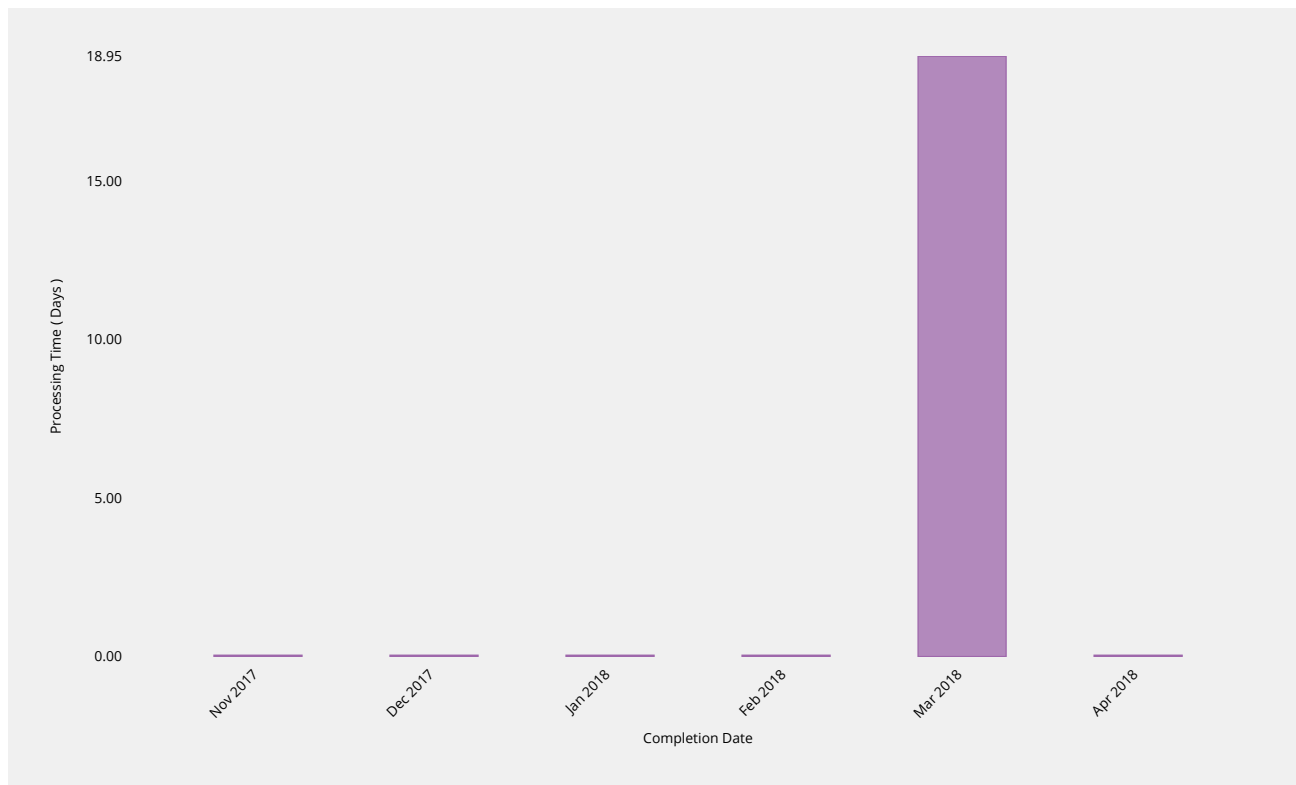
gTLD Creation/Transfer	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Processing Time	—	0.15d	4.66d	0.13d	0d	0.56d
Monthly Threshold	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	0	1	2	3	197	2
Mean Time	—	0.15d	3.24d	0.11d	0d	0.56d
Shortest Time	—	0.15d	1.46d	0.07d	0d	0.56d
Longest Time	—	0.15d	5.02d	0.14d	0.66d	0.56d
Median Time	—	0.15d	3.24d	0.1d	0d	0.56d
PStDev Time	—	0d	1.78d	0.03d	0.05d	0d

ccTLD Creation/Transfer	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Processing Time	—	—	—	—	78.39d	0d
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Request Count	0	0	0	0	1	1
Mean Time	—	—	—	—	78.39d	0d
Shortest Time	—	—	—	—	78.39d	0d
Longest Time	—	—	—	—	78.39d	0d
Median Time	—	—	—	—	78.39d	0d
PStDev Time	—	—	—	—	0d	0d

Other Changes	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Processing Time	2.84d	—	—	—	—	0.17d
Monthly Threshold	0d	0d	0d	0d	0d	0d
Threshold Percentile	—	—	—	—	—	—
Request Count	2	0	0	0	0	1
Mean Time	1.88d	—	—	—	—	0.17d
Shortest Time	0.92d	—	—	—	—	0.17d
Longest Time	2.84d	—	—	—	—	0.17d
Median Time	1.88d	—	—	—	—	0.17d
PStDev Time	0.96d	—	—	—	—	0d

Third Party Approval

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

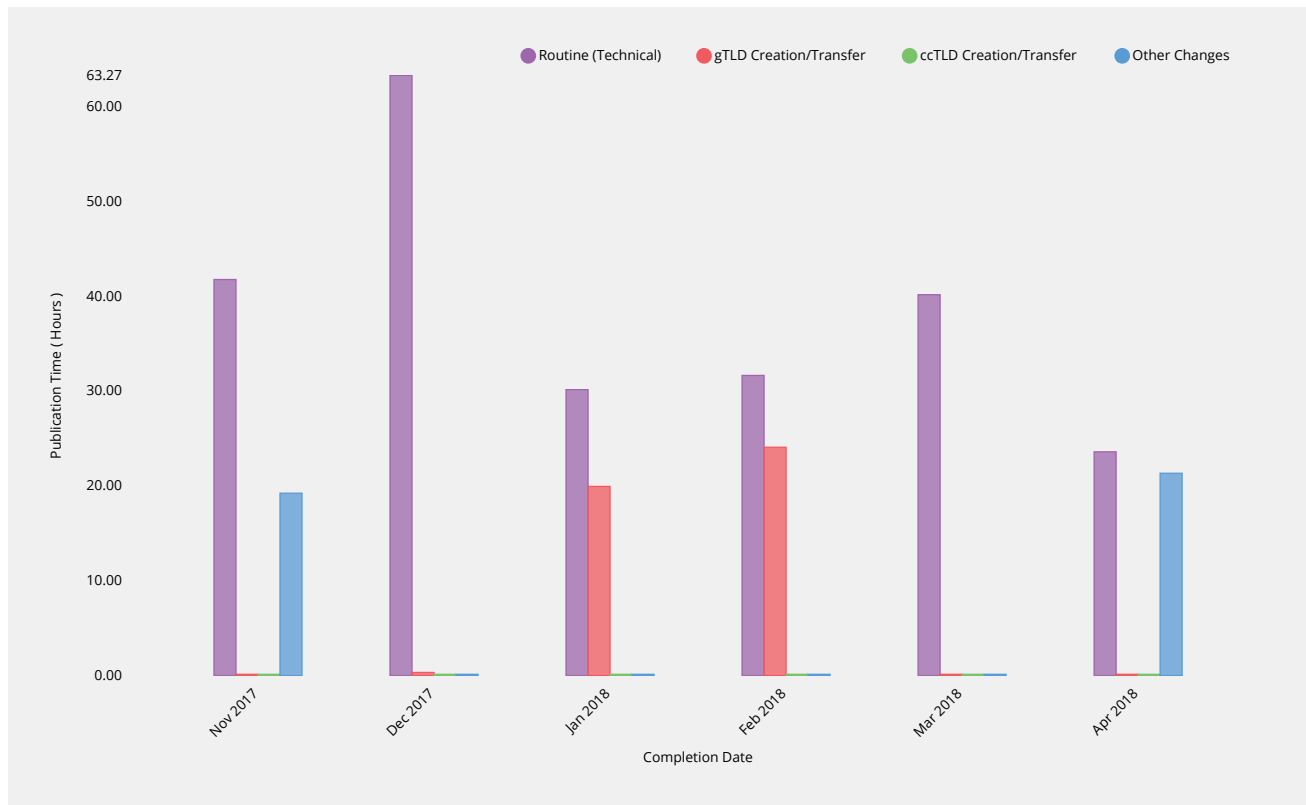


ccTLD Creation/Transfer	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Processing Time	—	—	—	—	18.95d	—
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	—	—	—	—	—	—
Request Count	0	0	0	0	1	0
Mean Time	—	—	—	—	18.95d	—
Shortest Time	—	—	—	—	18.95d	—
Longest Time	—	—	—	—	18.95d	—
Median Time	—	—	—	—	18.95d	—
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)	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Publication Time	41.75h	63.27h	30.14h	31.64h	40.15h	23.59h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	71	60	69	48	54	70
Mean Time	12.97h	16.6h	16.44h	15.67h	14.23h	14.57h
Shortest Time	0.28h	0.72h	0.77h	0.78h	1.32h	0.37h
Longest Time	70.58h	63.3h	38.41h	31.89h	47.09h	24.84h
Median Time	11.83h	15.86h	19.12h	19.26h	16.78h	17.22h
PStDev Time	11.76h	14.99h	8.08h	9.3h	9.93h	7.77h

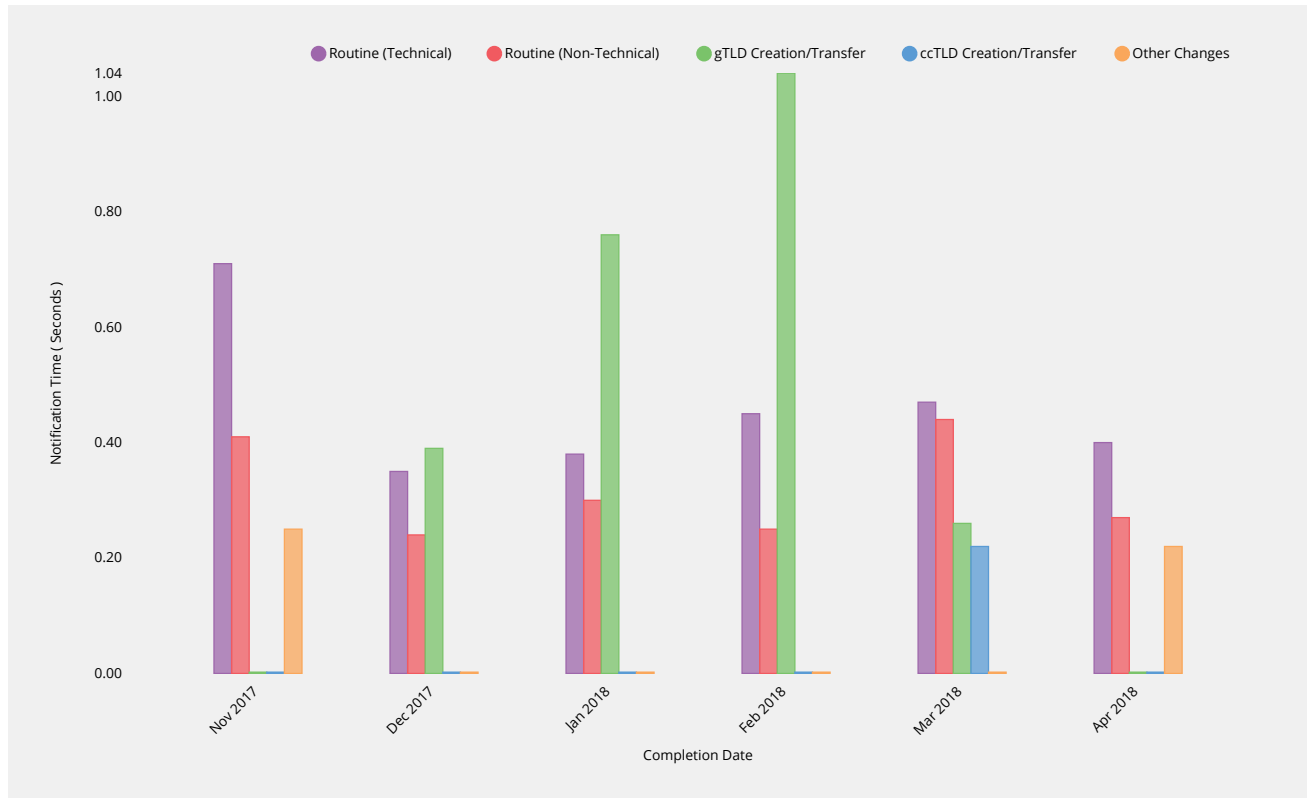
gTLD Creation/Transfer	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Publication Time	—	0.33h	19.94h	24.07h	—	—
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	0	1	2	1	0	0
Mean Time	—	0.33h	18.44h	24.07h	—	—
Shortest Time	—	0.33h	16.9h	24.07h	—	—
Longest Time	—	0.33h	19.97h	24.07h	—	—
Median Time	—	0.33h	18.44h	24.07h	—	—
PStDev Time	—	0h	1.54h	0h	—	—

ccTLD Creation/Transfer	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
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	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Publication Time	19.23h	—	—	—	—	21.33h
Monthly Threshold	0h	0h	0h	0h	0h	0h
Threshold Percentile	—	—	—	—	—	—
Publication Count	1	0	0	0	0	1
Mean Time	19.23h	—	—	—	—	21.33h
Shortest Time	19.23h	—	—	—	—	21.33h
Longest Time	19.23h	—	—	—	—	21.33h
Median Time	19.23h	—	—	—	—	21.33h
PStDev Time	0h	—	—	—	—	0h

Notification of Completion

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



Routine (Technical)	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Notification Time	0.71s	0.35s	0.38s	0.45s	0.47s	0.4s
Monthly Threshold	60s	60s	60s	60s	60s	60s

Routine (Technical)	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	71	59	69	48	54	70
Mean Time	0.31s	0.21s	0.26s	0.29s	0.33s	0.24s
Shortest Time	0.16s	0.15s	0.18s	0.17s	0.2s	0.16s
Longest Time	0.82s	0.38s	0.56s	0.79s	1.2s	0.66s
Median Time	0.24s	0.2s	0.24s	0.24s	0.25s	0.22s
PStDev Time	0.16s	0.05s	0.07s	0.12s	0.17s	0.09s

Routine (Non-Technical)	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Notification Time	0.41s	0.24s	0.3s	0.25s	0.44s	0.27s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	15	6	20	248	257	61
Mean Time	0.32s	0.22s	0.24s	0.2s	0.37s	0.23s
Shortest Time	0.21s	0.19s	0.19s	0.16s	0.18s	0.17s
Longest Time	0.42s	0.25s	0.35s	0.49s	0.5s	0.29s
Median Time	0.35s	0.23s	0.23s	0.2s	0.37s	0.22s
PStDev Time	0.09s	0.02s	0.04s	0.05s	0.05s	0.03s

gTLD Creation/Transfer	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Notification Time	—	0.39s	0.76s	1.04s	0.26s	—
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	2	3	197	0
Mean Time	—	0.39s	0.66s	0.68s	0.23s	—
Shortest Time	—	0.39s	0.55s	0.42s	0.2s	—
Longest Time	—	0.39s	0.77s	1.1s	0.32s	—
Median Time	—	0.39s	0.66s	0.54s	0.23s	—
PStDev Time	—	0s	0.11s	0.29s	0.02s	—

ccTLD Creation/Transfer	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Notification Time	—	—	—	—	0.22s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	0	0	1	0
Mean Time	—	—	—	—	0.22s	—
Shortest Time	—	—	—	—	0.22s	—
Longest Time	—	—	—	—	0.22s	—
Median Time	—	—	—	—	0.22s	—
PStDev Time	—	—	—	—	0s	—

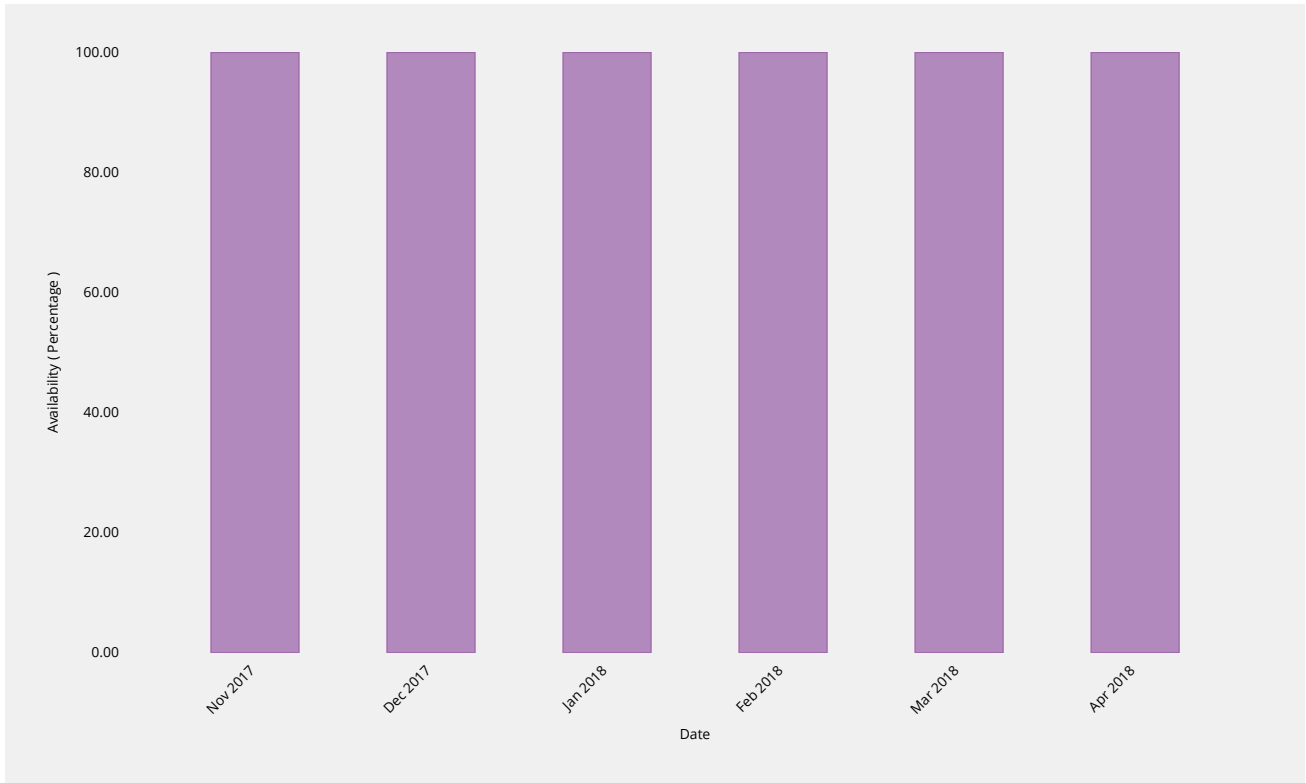
Other Changes	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Notification Time	0.25s	—	—	—	—	0.22s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	2	0	0	0	0	1
Mean Time	0.24s	—	—	—	—	0.22s
Shortest Time	0.22s	—	—	—	—	0.22s
Longest Time	0.25s	—	—	—	—	0.22s
Median Time	0.24s	—	—	—	—	0.22s

Other Changes	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
PStDev Time	0.01s	—	—	—	—	0s

System Availability

IANA Website

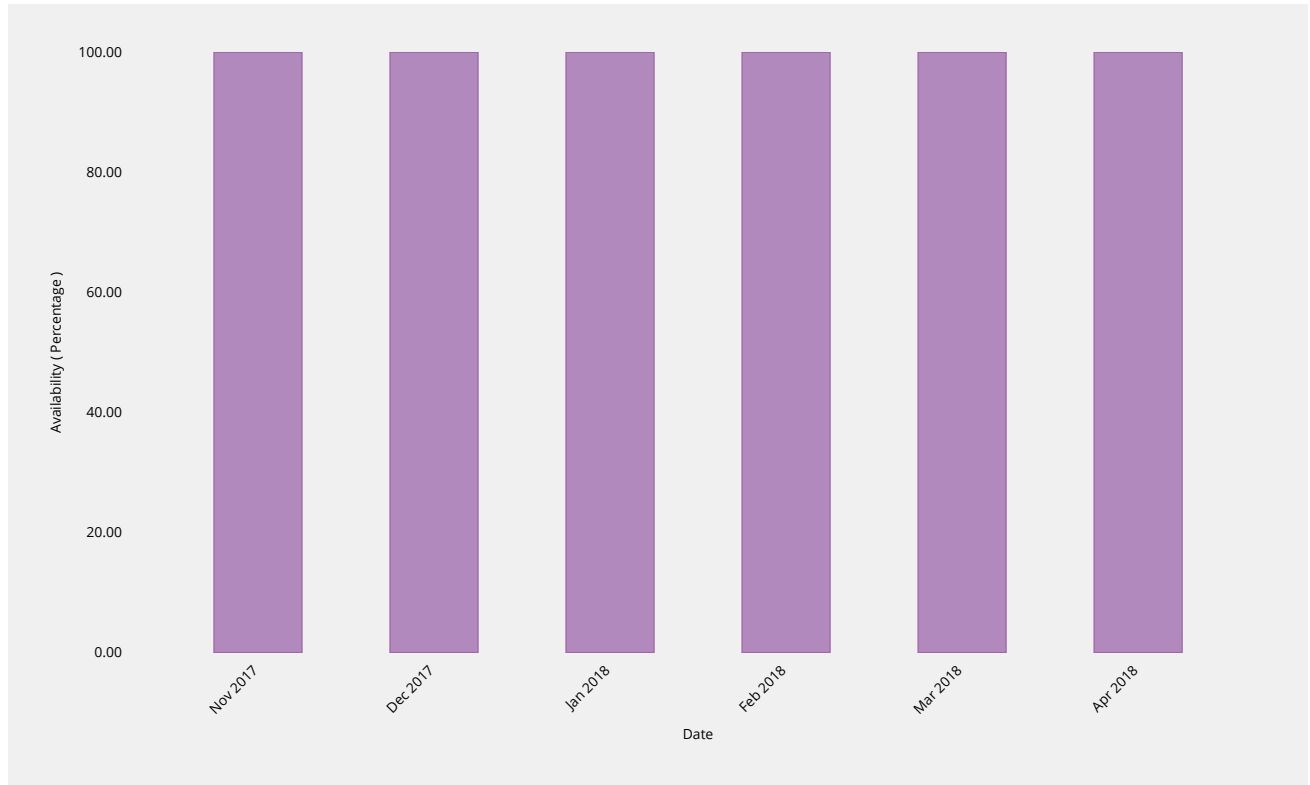
Percentage availability of IANA website for consulting documentations and other posted materials.



IANA Site Availability	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Root Zone Management System

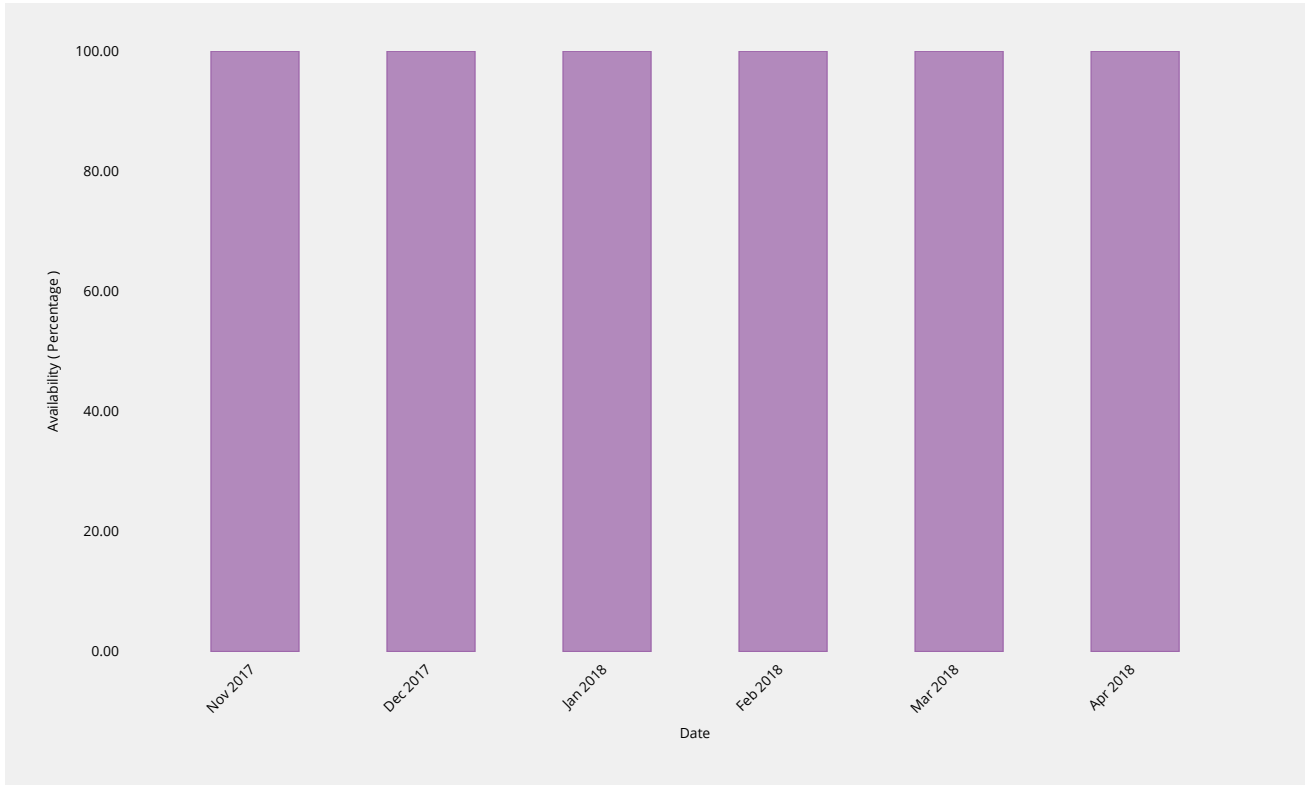
Percentage availability of the RZMS to allow customers to perform self-service operations via the web interface.



RZM Availability	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Directory Service

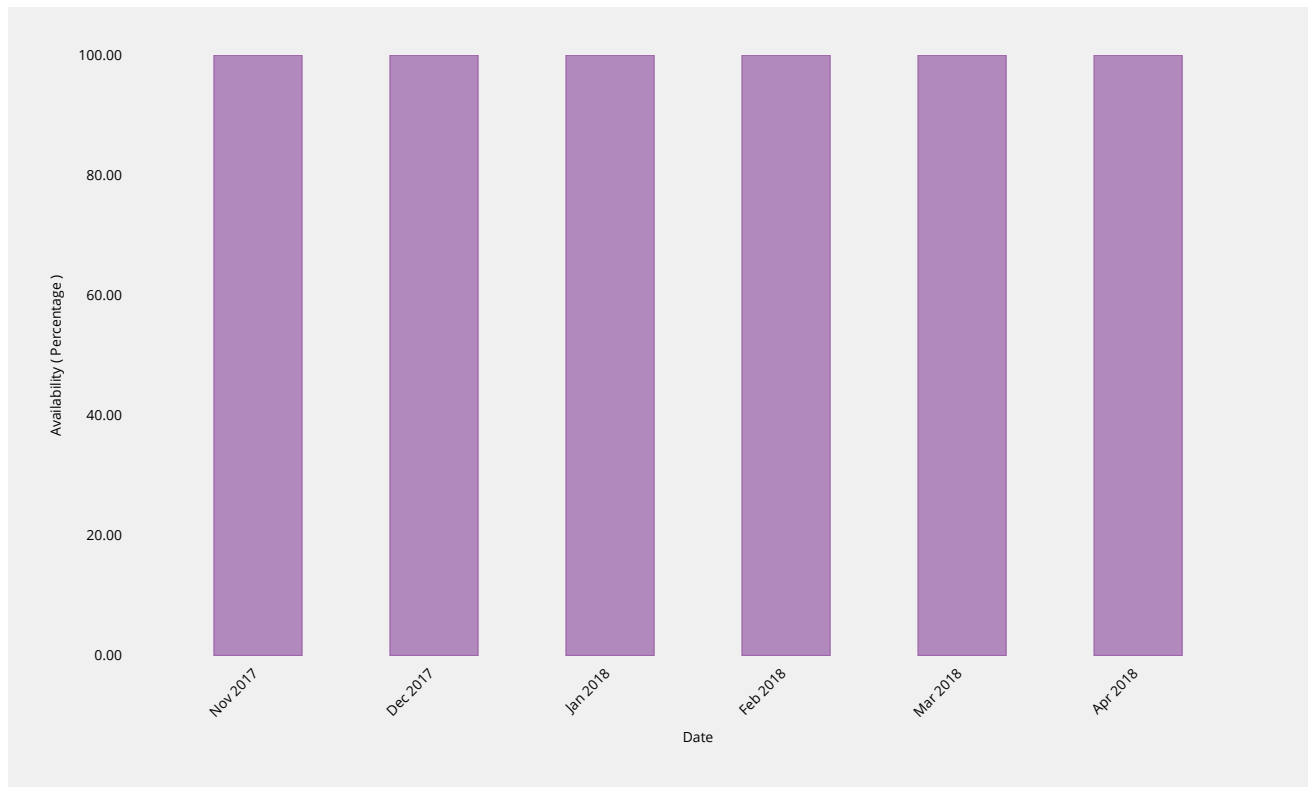
Percentage availability of WHOIS server and other registration data publication services.



WHOIS Availability	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Root Zone Service Level Dashboard

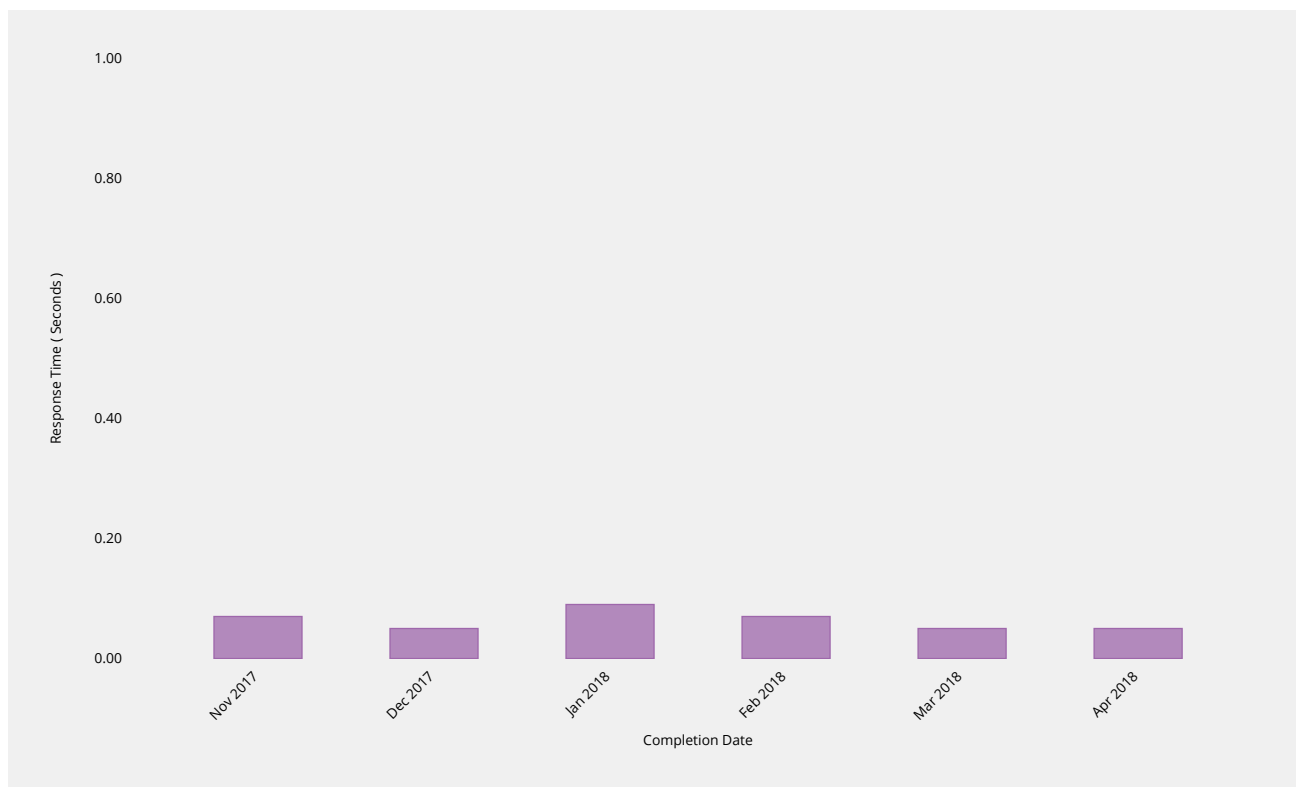
Availability of accurate, timely reporting to these standards via dashboard and other mechanisms.



Dashboard Availability	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Credential Recovery

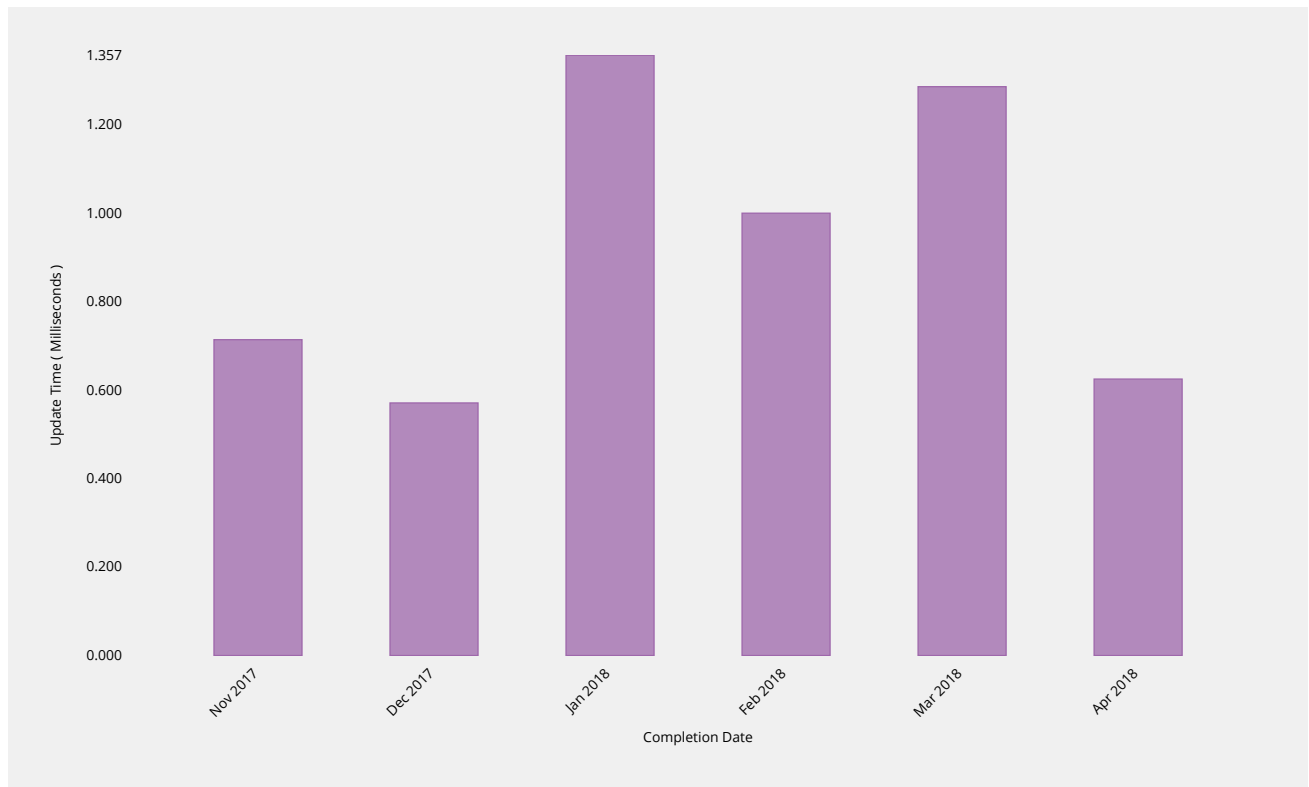
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Response Time	0.07s	0.05s	0.09s	0.07s	0.05s	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	9	7	38	11	27	14
Mean Time	0.05s	0.05s	0.06s	0.05s	0.04s	0.03s
Shortest Time	0.04s	0.04s	0.02s	0.03s	0.01s	0.01s
Longest Time	0.08s	0.06s	0.11s	0.08s	0.06s	0.05s
Median Time	0.05s	0.05s	0.07s	0.04s	0.04s	0.03s
PStDev Time	0.01s	0s	0.03s	0.02s	0.01s	0.01s

Credential Change

Time to implement new password within the system.

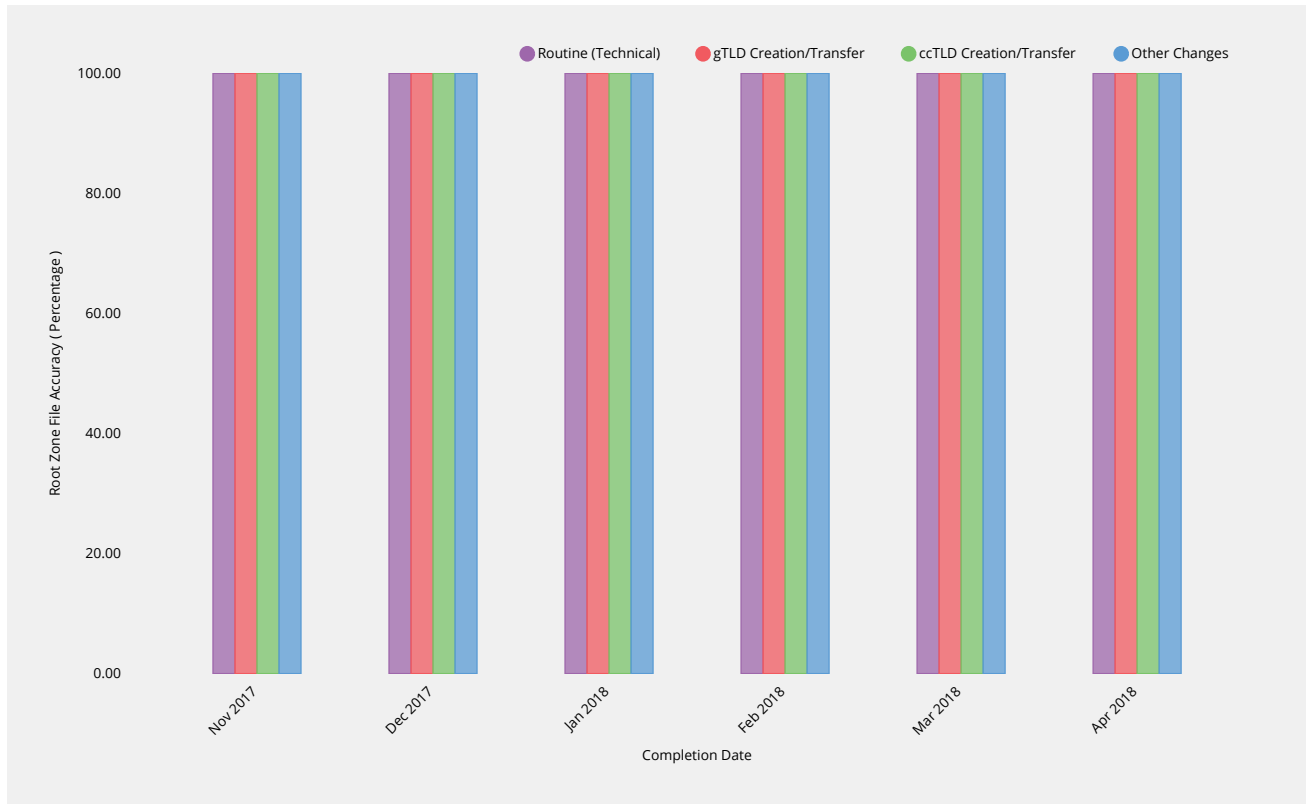


Credential Change	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Update Time	1ms	1.7ms	3ms	2ms	4.8ms	1.65ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Update Count	7	7	14	7	14	8
Mean Time	0.714ms	0.571ms	1.357ms	1ms	1.286ms	0.625ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	2ms	3ms	2ms	10ms	2ms
Median Time	1ms	0ms	1ms	1ms	1ms	0.5ms
PStDev Time	0.452ms	0.728ms	0.972ms	0.926ms	2.491ms	0.696ms

Accuracy

Root Zone File

Root zone file data published in the root zone matches that provided in the change request.



Routine (Technical)	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
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	71	59	69	48	54	70

gTLD Creation/Transfer	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
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	2	3	197	0

ccTLD Creation/Transfer	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
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	0	1	0

Other Changes	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0

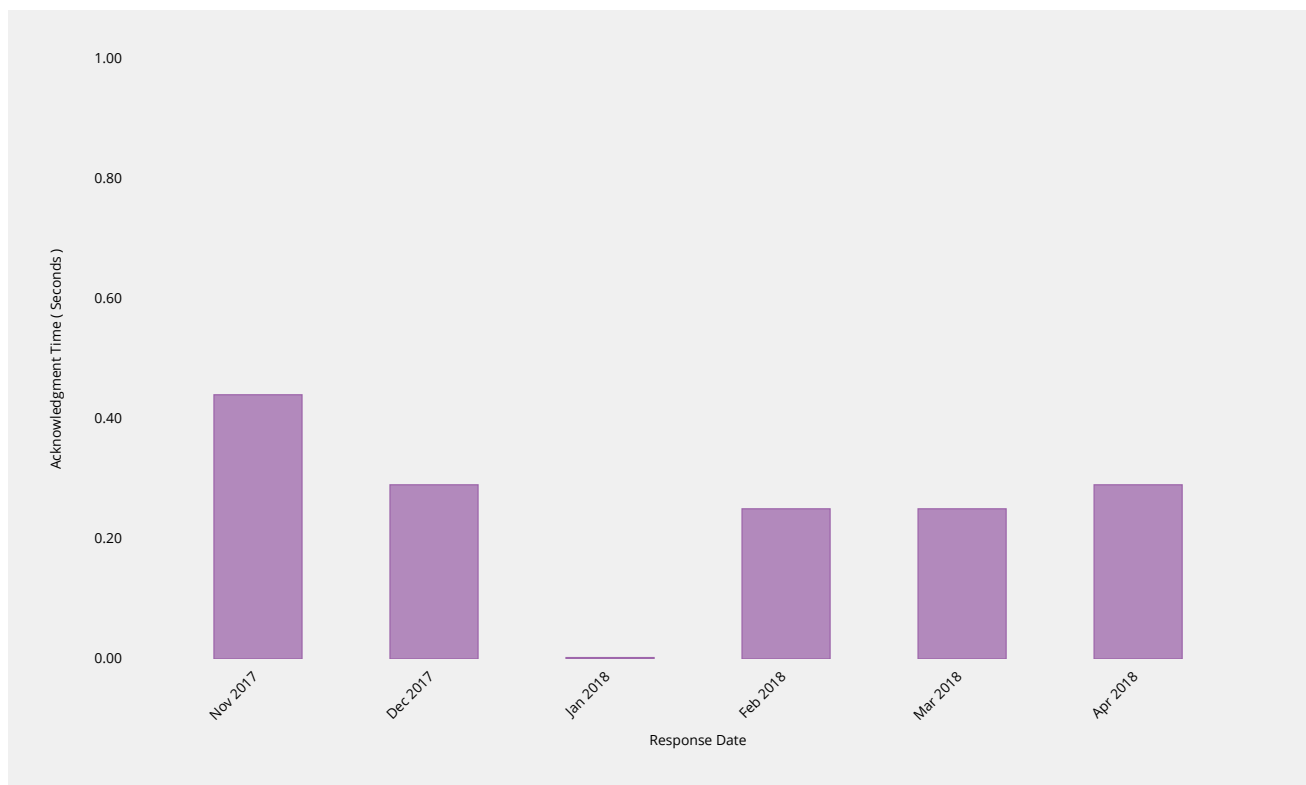
ccTLD Creation/Transfer	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Incident Count	0	0	0	0	0	0
Request Count	0	0	0	0	1	0

Other Changes	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
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	2	0	0	0	0	1

Enquiry Processing

Time to acknowledge

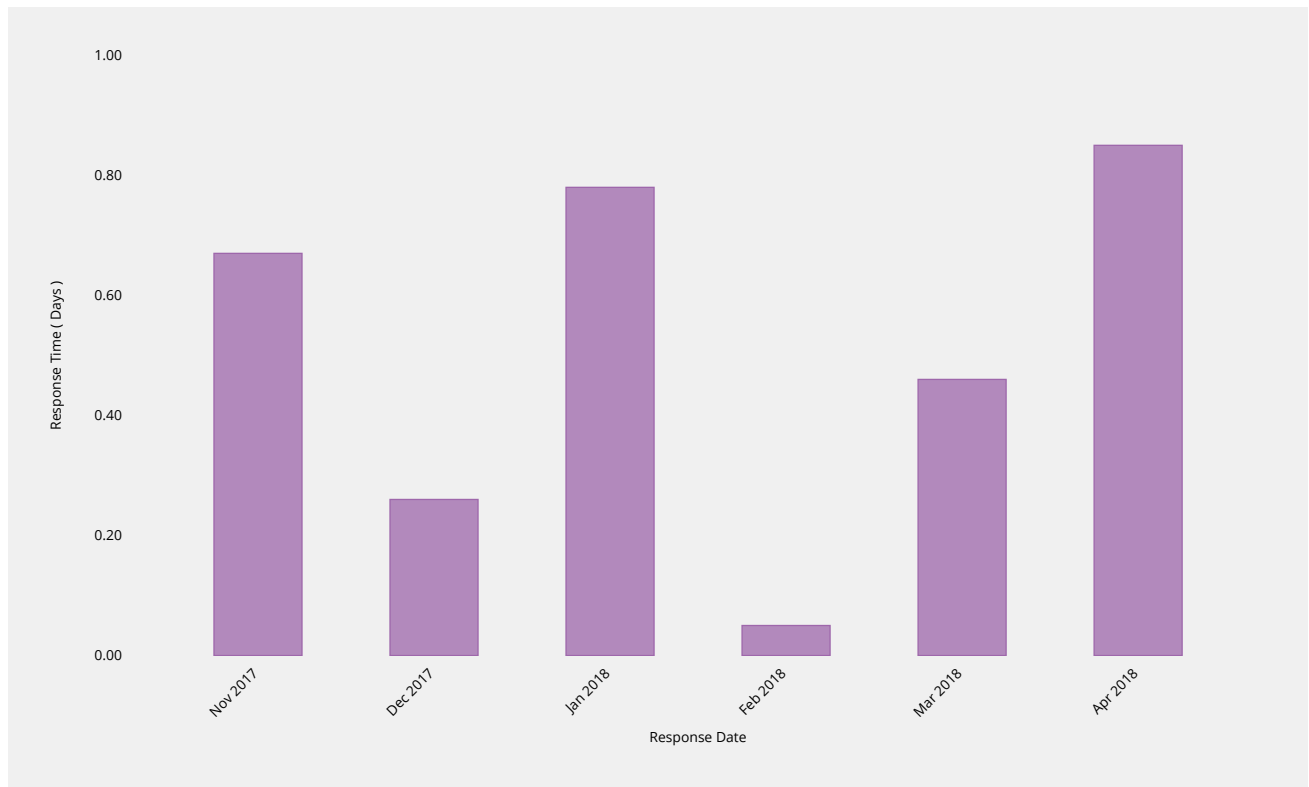
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Acknowledgment Time	1s	1s	0s	0.85s	0.85s	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	9	7	4	4	4	7
Mean Time	0.44s	0.29s	0s	0.25s	0.25s	0.29s
Shortest Time	0s	0s	0s	0s	0s	0s
Longest Time	1s	1s	0s	1s	1s	1s
Median Time	0s	0s	0s	0s	0s	0s
PStDev Time	0.5s	0.45s	0s	0.43s	0.43s	0.45s

Time to initial response

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



Manual Enquiries	2017-11	2017-12	2018-01	2018-02	2018-03	2018-04
Response Time	1.25d	0.63d	1.44d	0.08d	0.79d	1.72d
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	7	4	4	4	7
Mean Time	0.67d	0.26d	0.78d	0.05d	0.46d	0.85d
Shortest Time	0.14d	0.01d	0.02d	0d	0.02d	0.09d
Longest Time	1.61d	0.84d	1.67d	0.08d	0.89d	2.45d
Median Time	0.51d	0.09d	0.72d	0.06d	0.47d	0.65d
PStDev Time	0.45d	0.28d	0.6d	0.03d	0.31d	0.74d

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 in April 2018:

TLDs involved in submission	# of Tables	Request Type	Start Date	End Date	Processing notes
25	1	IDN Table Addition and Modification	2018-02-10	2018-04-02	
1	1	IDN Table Addition	2018-03-27	2018-04-02	
1	103	IDN Table Addition	2018-03-30	2018-04-02	