

# IANA Naming Function Monthly Performance Report

July 2018

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## Summary of Performance


Metric	Category	Expected	Actual	Detail
<b>Submission</b>				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 2.32s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.58s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.99s	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 1.1s	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 1.08s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.18d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ 0.22d	p8
<b>Technical Checks</b>				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 8.05m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ 2.92m	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ 8.23m	p10
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ —	p10
Technical Check (Retest)	Routine (Technical)	≤3m (95.0%)	✓ 0.32m	p10
Technical Check (Retest)	gTLD Creation/Transfer	≤3m (95.0%)	✓ —	p11
Technical Check (Retest)	ccTLD Creation/Transfer	≤3m (95.0%)	✗ 4.29m	p11
Technical Check (Retest)	Other Changes	≤3m (95.0%)	✓ —	p11
Technical Check (Supplemental)	Routine (Technical)	≤1m (95.0%)	✓ 0.44m	p12
Technical Check (Supplemental)	gTLD Creation/Transfer	≤5m (95.0%)	✓ 0.11m	p12
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤5m (95.0%)	✓ —	p12
Technical Check (Supplemental)	Other Changes	≤5m (95.0%)	✓ —	p13
<b>Contact Confirmations</b>				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 1ms	p14
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 2.2ms	p14
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1ms	p14
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1ms	p14
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ —	p14
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 1ms	p15
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1ms	p15
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0ms	p16
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 0ms	p16
<b>Staff Processing</b>				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 1.61d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 2.03d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 0.83d	p18
Validation and Reviews	ccTLD Creation/Transfer	≤60d (100.0%)	✓ —	p18
Validation and Reviews	Other Changes	N/A	0.67d	p18
Third Party Approval	ccTLD Creation/Transfer	≤60d	✓ —	p19
<b>Implementation</b>				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 28.02h	p20
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ 4.38h	p20
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p21
Root Zone Publication	Other Changes	N/A	210.5h	p21
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.37s	p21

Metric	Category	Expected	Actual	Detail
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.47s	p22
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.79s	p22
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p22
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 0.3s	p22
<b>System Availability</b>				
IANA Website	IANA Site Availability	≥99%	✓ 100%	p23
Root Zone Management System	RZM Availability	≥99%	✓ 100%	p24
Directory Service	WHOIS Availability	≥99%	✓ 100%	p25
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100%	p26
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.05s	p27
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 1ms	p28
<b>Accuracy</b>				
Root Zone File	Routine (Technical)	100%	✓ 100%	p29
Root Zone File	gTLD Creation/Transfer	100%	✓ 100%	p29
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100%	p29
Root Zone File	Other Changes	100%	✓ 100%	p29
Root Zone Database	Routine (Technical)	100%	✓ 100%	p30
Root Zone Database	Routine (Non-Technical)	100%	✓ 100%	p30
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100%	p30
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100%	p30
Root Zone Database	Other Changes	100%	✓ 100%	p31
<b>Enquiry Processing</b>				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 0.55s	p31
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 2.85d	p32
<b>Label Generation Rulesets</b>				
Review Time	Review Time	N/A	85.66h	p33
Implementation Time	Implementation Time	N/A	10.57d	p34
Requester Clarification	Requester Clarification	N/A	39	p35
Time per Actor	IANA	N/A	18.63d	p36
Time per Actor	Requester	N/A	5.85d	p36
Time per Actor	Authorizer	N/A	6.02d	p36
Time per Actor	Regulatory	N/A	0.11d	p37
Request Volumes	Request Volumes	N/A	349	p37

Percentage of SLA thresholds met of those defined

**98.4%**

## Exceptions and Narrative for Reporting Period

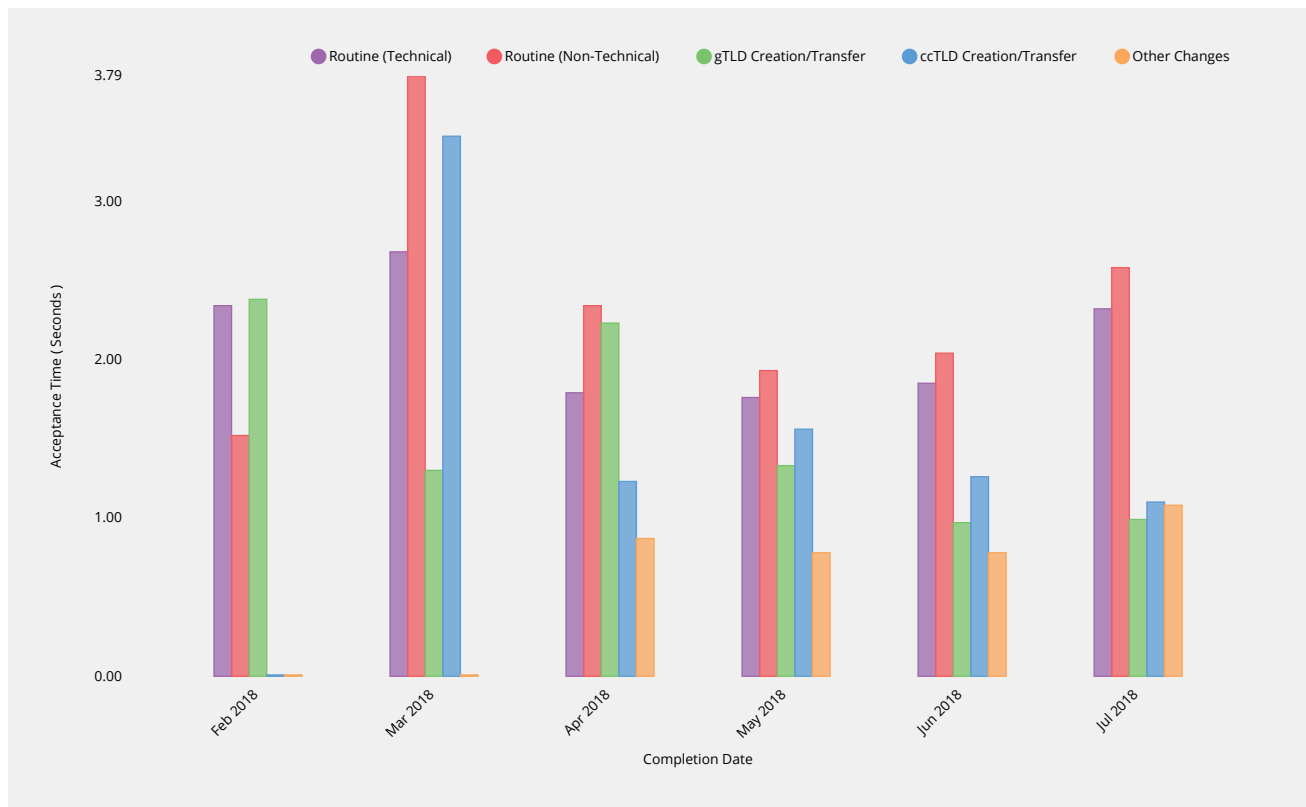
Metric	Category	Expected	Actual
Technical Check (Retest)	ccTLD Creation/Transfer	3m	4.29m 
Primary cause:	Threshold requires revisiting		
Analysis/Comments:	One request exceeded the technical check threshold of three minutes. This exception relates to time spent waiting for responses from nameservers 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)	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Acceptance Time	2.34s	2.68s	1.79s	1.76s	1.85s	2.32s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	56	57	78	50	114	16
Mean Time	1.07s	1.35s	0.93s	0.9s	0.9s	1.1s
Shortest Time	0.57s	0.64s	0.65s	0.54s	0.64s	0.59s
Longest Time	2.4s	3.55s	2.71s	2s	2.43s	2.33s
Median Time	0.84s	1.3s	0.77s	0.8s	0.74s	0.81s
PStDev Time	0.5s	0.66s	0.4s	0.31s	0.38s	0.61s

Routine (Non-Technical)	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Acceptance Time	1.52s	3.79s	2.34s	1.93s	2.04s	2.58s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	252	257	64	32	63	17
Mean Time	1.1s	3.28s	1.47s	1.38s	1.43s	1.62s
Shortest Time	0.94s	1.21s	0.96s	1.08s	1.07s	1.24s

Routine (Non-Technical)	2018-02	2018-03	2018-04	2018-05	2018-06	<b>2018-07</b>
Longest Time	2.93s	4.08s	2.75s	2.56s	2.25s	2.61s
Median Time	1.03s	3.37s	1.34s	1.33s	1.39s	1.43s
PStDev Time	0.31s	0.47s	0.37s	0.29s	0.25s	0.42s

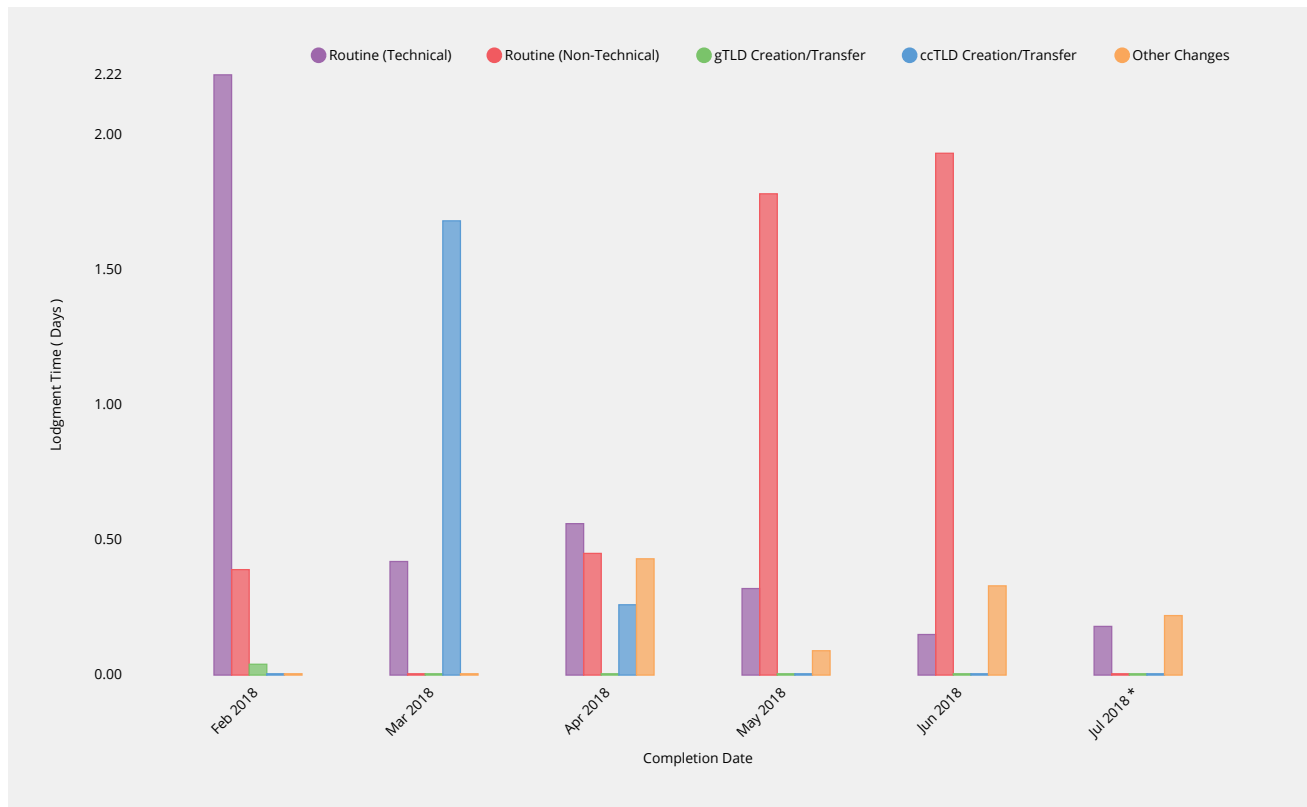
gTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	<b>2018-07</b>
Acceptance Time	2.38s	1.3s	2.23s	1.33s	0.97s	0.99s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	4	197	2	1	1	1
Mean Time	1.95s	1.24s	2.18s	1.33s	0.97s	0.99s
Shortest Time	1.72s	1.14s	2.11s	1.33s	0.97s	0.99s
Longest Time	2.47s	1.72s	2.24s	1.33s	0.97s	0.99s
Median Time	1.81s	1.23s	2.18s	1.33s	0.97s	0.99s
PStDev Time	0.3s	0.06s	0.06s	0s	0s	0s

ccTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	<b>2018-07</b>
Acceptance Time	—	3.41s	1.23s	1.56s	1.26s	1.1s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	0	1	2	1	2	2
Mean Time	—	3.41s	1.13s	1.56s	1.25s	1s
Shortest Time	—	3.41s	1.01s	1.56s	1.23s	0.9s
Longest Time	—	3.41s	1.24s	1.56s	1.26s	1.11s
Median Time	—	3.41s	1.13s	1.56s	1.25s	1s
PStDev Time	—	0s	0.11s	0s	0.02s	0.1s

Other Changes	2018-02	2018-03	2018-04	2018-05	2018-06	<b>2018-07</b>
Acceptance Time	—	—	0.87s	0.78s	0.78s	1.08s
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	2	2	1
Mean Time	—	—	0.87s	0.75s	0.78s	1.08s
Shortest Time	—	—	0.87s	0.73s	0.78s	1.08s
Longest Time	—	—	0.87s	0.78s	0.78s	1.08s
Median Time	—	—	0.87s	0.75s	0.78s	1.08s
PStDev Time	—	—	0s	0.03s	0s	0s

## Manual Lodgment Time

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



Routine (Technical)	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Lodgment Time	2.22d	0.42d	0.56d	0.32d	0.15d	0.18d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	9	6	8	8	3	4
Mean Time	0.62d	0.17d	0.25d	0.18d	0.09d	0.11d
Shortest Time	0d	0d	0.07d	0.05d	0d	0.02d
Longest Time	3.38d	0.46d	0.64d	0.34d	0.15d	0.18d
Median Time	0.37d	0.13d	0.22d	0.17d	0.12d	0.12d
PStDev Time	0.99d	0.16d	0.19d	0.08d	0.07d	0.07d

Routine (Non-Technical)	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Lodgment Time	0.39d	—	0.45d	1.78d	1.93d	—
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	2	4	3	0
Mean Time	0.39d	—	0.37d	0.74d	0.75d	—
Shortest Time	0.39d	—	0.28d	0d	0.01d	—
Longest Time	0.39d	—	0.46d	2d	2.14d	—
Median Time	0.39d	—	0.37d	0.47d	0.09d	—
PStDev Time	0d	—	0.09d	0.76d	0.98d	—

gTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Lodgment Time	0.04d	—	—	—	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d

gTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	<b>2018-07</b>
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	1	0	0	0	0	0
Mean Time	0.04d	—	—	—	—	—
Shortest Time	0.04d	—	—	—	—	—
Longest Time	0.04d	—	—	—	—	—
Median Time	0.04d	—	—	—	—	—
PStDev Time	0d	—	—	—	—	—

ccTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	<b>2018-07</b>
Lodgment Time	—	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	0	1	1	0	0	0
Mean Time	—	1.68d	0.26d	—	—	—
Shortest Time	—	1.68d	0.26d	—	—	—
Longest Time	—	1.68d	0.26d	—	—	—
Median Time	—	1.68d	0.26d	—	—	—
PStDev Time	—	0d	0d	—	—	—

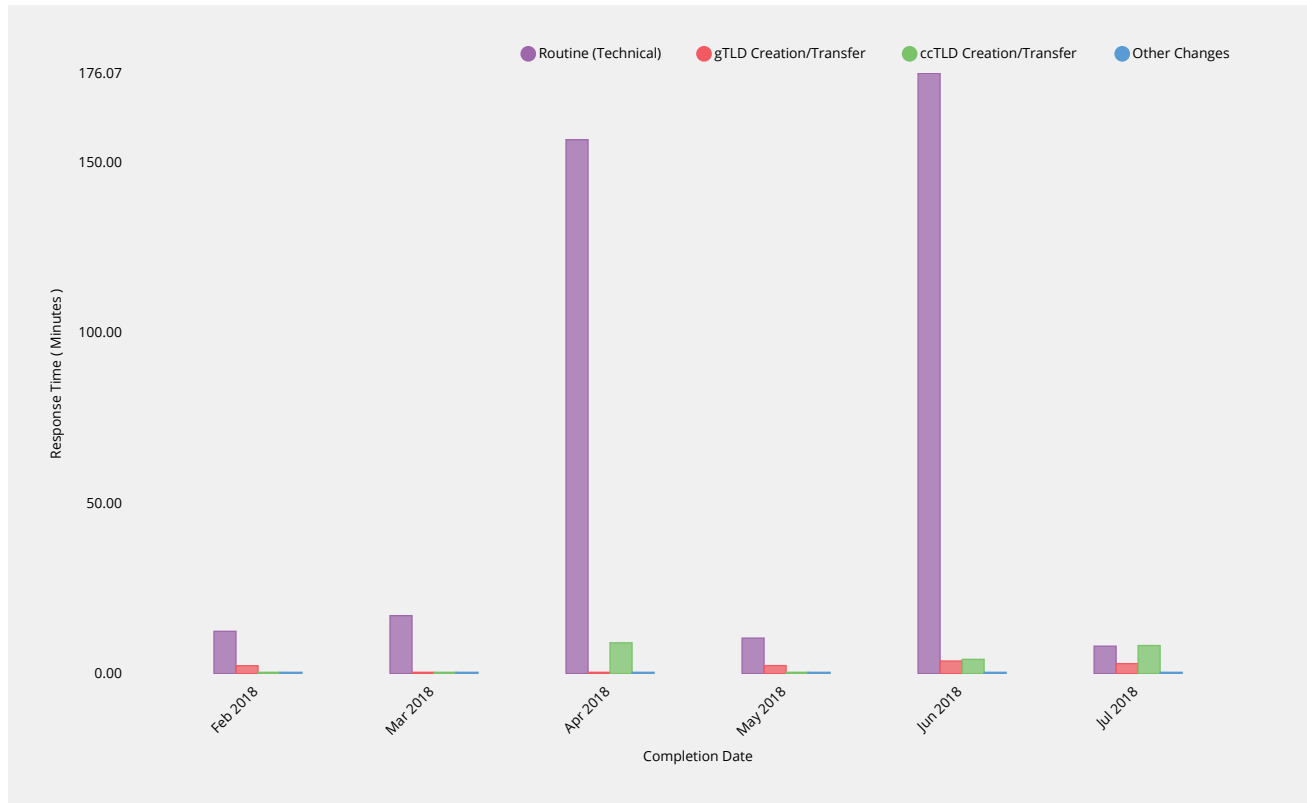
Other Changes	2018-02	2018-03	2018-04	2018-05	2018-06	<b>2018-07</b>
Lodgment Time	—	—	0.43d	0.09d	0.33d	0.22d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	1	2	2	1
Mean Time	—	—	0.43d	0.06d	0.28d	0.22d
Shortest Time	—	—	0.43d	0.03d	0.22d	0.22d
Longest Time	—	—	0.43d	0.09d	0.34d	0.22d
Median Time	—	—	0.43d	0.06d	0.28d	0.22d
PStDev Time	—	—	0d	0.03d	0.06d	0d



## Technical Checks

### Technical Check (First)

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



Routine (Technical)	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Response Time	12.41m	17m	156.62m	10.41m	176.07m	8.05m
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	56	57	78	50	114	16
Mean Time	4.5m	5.89m	48.4m	4.2m	41.32m	3.28m
Shortest Time	0.31m	0.37m	0.31m	0.39m	0.14m	0.23m
Longest Time	23.61m	22.59m	173.47m	14.78m	202.88m	9.84m
Median Time	3.63m	4.4m	14.41m	3.83m	4.68m	3.25m
PStDev Time	4.03m	4.83m	54.67m	2.78m	60.47m	2.59m

gTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Response Time	2.31m	—	—	2.35m	3.69m	2.92m
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	1	1	1
Mean Time	1.77m	—	—	2.35m	3.69m	2.92m
Shortest Time	1.18m	—	—	2.35m	3.69m	2.92m
Longest Time	2.37m	—	—	2.35m	3.69m	2.92m
Median Time	1.77m	—	—	2.35m	3.69m	2.92m
PStDev Time	0.59m	—	—	0m	0m	0m

ccTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Response Time	—	—	9.03m	—	4.18m	8.23m
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	1	2
Mean Time	—	—	6.72m	—	4.18m	4.79m
Shortest Time	—	—	4.15m	—	4.18m	0.98m
Longest Time	—	—	9.29m	—	4.18m	8.61m
Median Time	—	—	6.72m	—	4.18m	4.79m
PStDev Time	—	—	2.57m	—	0m	3.82m

Other Changes	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Response Time	—	—	—	—	—	—
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	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

## Technical Check (Retest)


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



Routine (Technical)	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Response Time	5m	3.68m	3.8m	1.33m	0.49m	0.32m

Routine (Technical)	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	175	217	111	128	330	26
Mean Time	2.01m	1.31m	0.74m	0.46m	0.18m	0.21m
Shortest Time	0.1m	0.1m	0.19m	0.09m	0.06m	0.07m
Longest Time	5.06m	4.56m	9.16m	2.59m	4.73m	0.4m
Median Time	0.38m	0.61m	0.37m	0.25m	0.08m	0.24m
PStDev Time	2.26m	1.23m	1.22m	0.48m	0.4m	0.08m

gTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
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	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Response Time	—	—	3.48m	—	0.29m	4.29m 
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	26	0	3	55
Mean Time	—	—	3.19m	—	0.23m	2.54m
Shortest Time	—	—	0.08m	—	0.19m	0.24m
Longest Time	—	—	5.45m	—	0.3m	4.51m
Median Time	—	—	3.36m	—	0.21m	2.49m
PStDev Time	—	—	0.81m	—	0.05m	1.32m

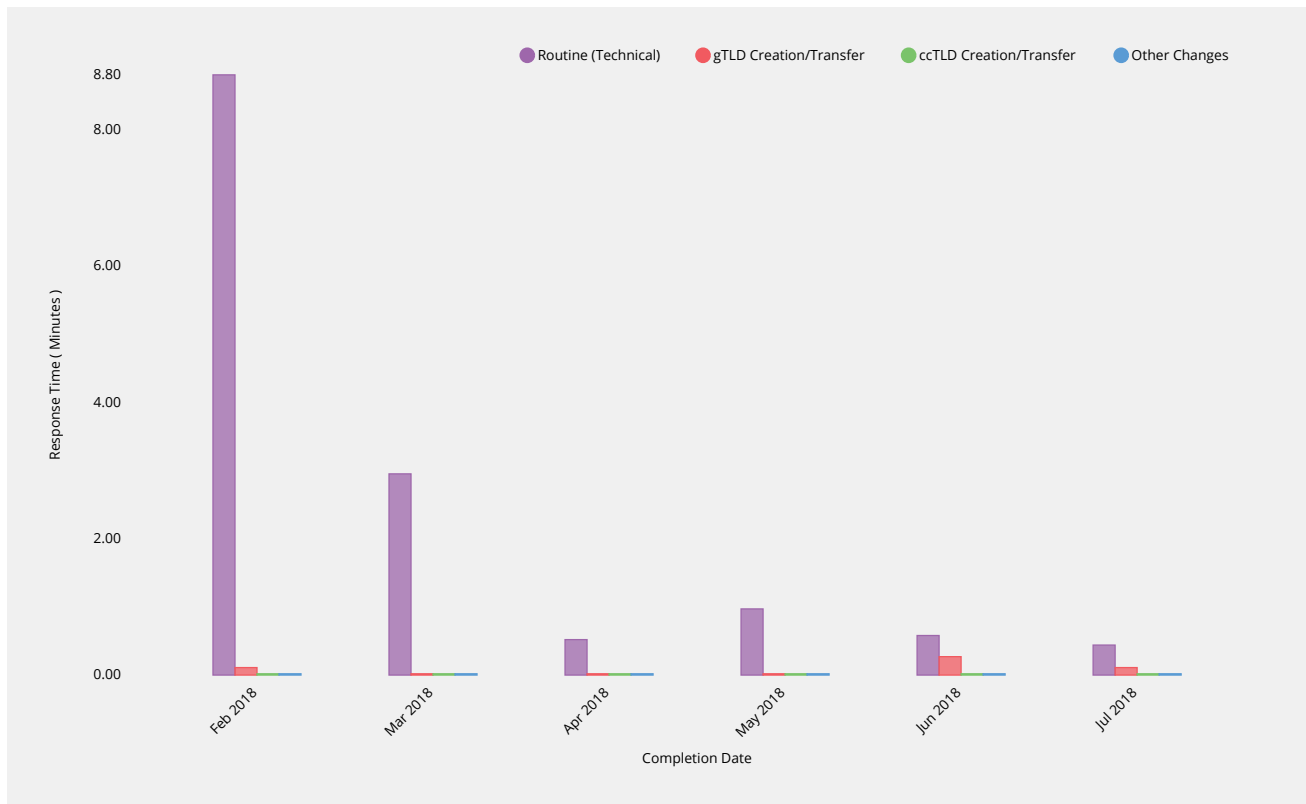
### Exception Narrative

Primary cause: Threshold requires revisiting  
 Analysis/Comments: One request 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	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
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	—	—	—	—	—	—

## Technical Check (Supplemental)

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



Routine (Technical)	2018-02	2018-03	2018-04	2018-05	2018-06	<b>2018-07</b>
Response Time	8.8m	2.95m	0.52m	0.97m	0.58m	0.44m
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	137	166	71	55	118	17
Mean Time	3.34m	1.01m	0.27m	0.51m	0.26m	0.22m
Shortest Time	0.06m	0.07m	0.1m	0.08m	0.07m	0.07m
Longest Time	11.71m	4.61m	3.84m	6.61m	4.69m	0.45m
Median Time	1.81m	0.56m	0.16m	0.24m	0.15m	0.19m
PStDev Time	3.36m	1.16m	0.45m	1.21m	0.57m	0.12m

gTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	<b>2018-07</b>
Response Time	0.11m	—	—	—	0.27m	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	0	1	1
Mean Time	0.11m	—	—	—	0.27m	0.11m
Shortest Time	0.11m	—	—	—	0.27m	0.11m
Longest Time	0.11m	—	—	—	0.27m	0.11m
Median Time	0.11m	—	—	—	0.27m	0.11m
PStDev Time	0m	—	—	—	0m	0m

ccTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	<b>2018-07</b>
Response Time	—	—	—	—	—	—
Monthly Threshold	5m	5m	5m	5m	5m	5m

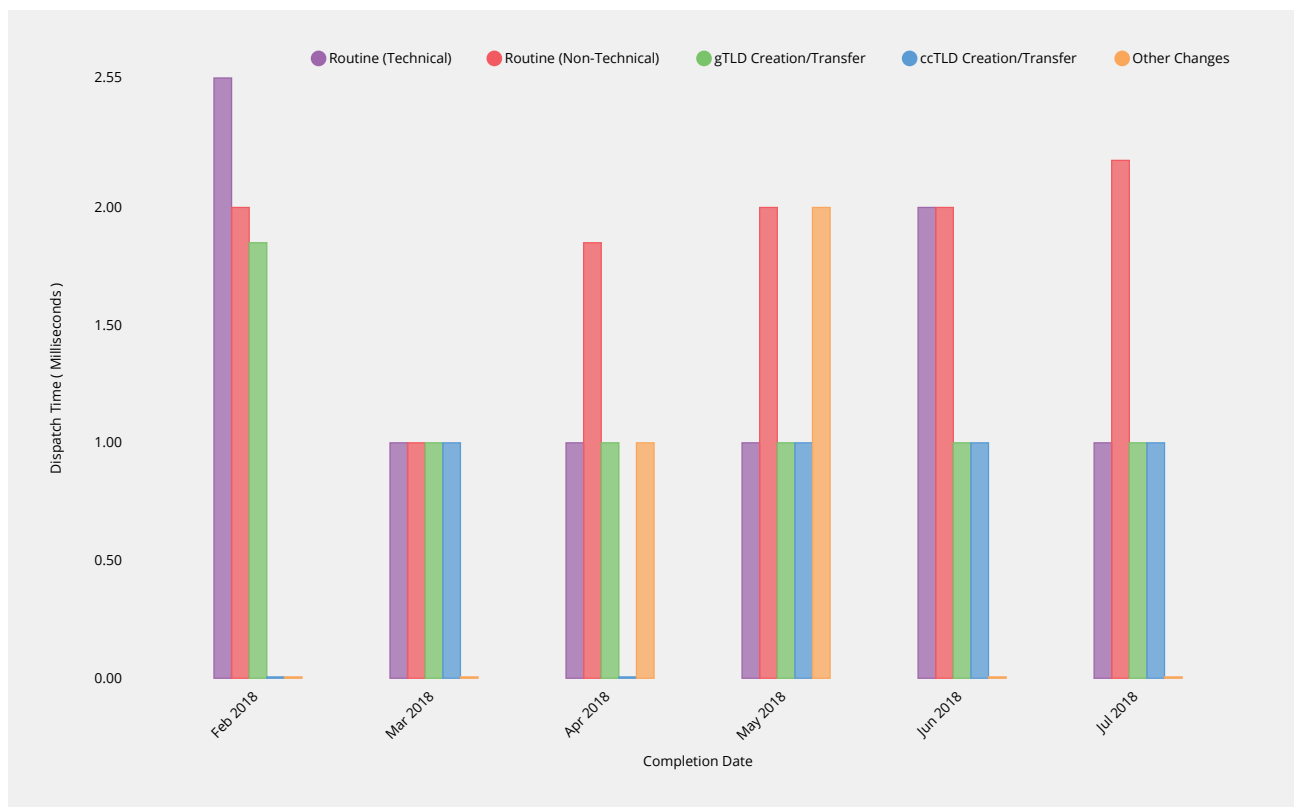
ccTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

Other Changes	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
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	—	—	—	—	—	—

## Contact Confirmations

### Email Dispatch

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



Routine (Technical)	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Dispatch Time	2.55ms	1ms	1ms	1ms	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	50	56	71	46	110	15
Mean Time	1.46ms	0.7ms	0.65ms	0.7ms	0.75ms	0.87ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	3ms	1ms	1ms	2ms	4ms	1ms
Median Time	1ms	1ms	1ms	1ms	1ms	1ms
PStDev Time	0.7ms	0.46ms	0.48ms	0.55ms	0.64ms	0.34ms

Routine (Non-Technical)	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Dispatch Time	2ms	1ms	1.85ms	2ms	2ms	2.2ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	252	257	64	32	63	17
Mean Time	1.06ms	0.88ms	0.91ms	1ms	1.17ms	1.41ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	1ms
Longest Time	4ms	4ms	2ms	2ms	2ms	3ms
Median Time	1ms	1ms	1ms	1ms	1ms	1ms
PStDev Time	0.4ms	0.42ms	0.46ms	0.5ms	0.52ms	0.6ms

gTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Dispatch Time	1.85ms	1ms	1ms	1ms	1ms	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	4	197	2	1	1	1
Mean Time	0.75ms	0.84ms	1ms	1ms	1ms	1ms
Shortest Time	0ms	0ms	1ms	1ms	1ms	1ms
Longest Time	2ms	2ms	1ms	1ms	1ms	1ms
Median Time	0.5ms	1ms	1ms	1ms	1ms	1ms
PStDev Time	0.83ms	0.39ms	0ms	0ms	0ms	0ms

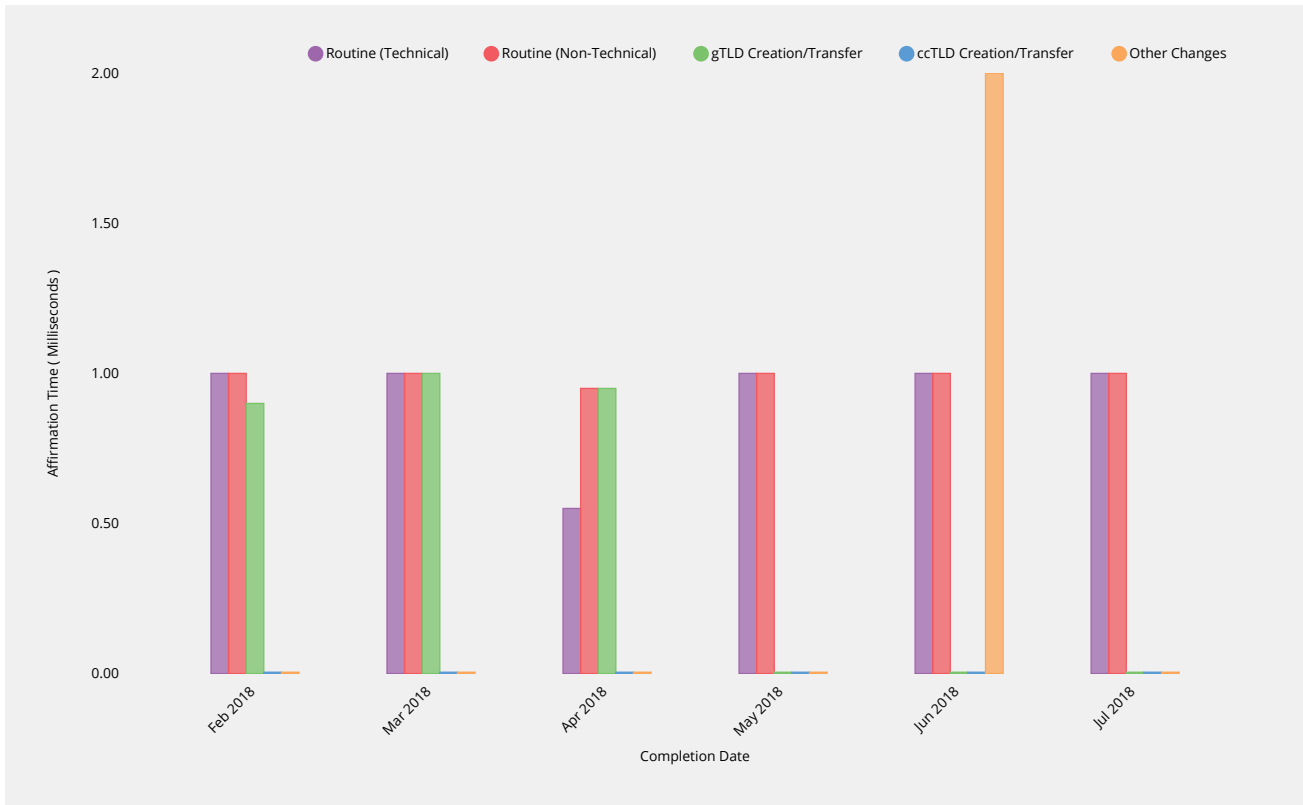
ccTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Dispatch Time	—	1ms	—	1ms	1ms	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	1	0	1	2	1
Mean Time	—	1ms	—	1ms	1ms	1ms
Shortest Time	—	1ms	—	1ms	1ms	1ms
Longest Time	—	1ms	—	1ms	1ms	1ms
Median Time	—	1ms	—	1ms	1ms	1ms
PStDev Time	—	0ms	—	0ms	0ms	0ms

Other Changes	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Dispatch Time	—	—	1ms	2ms	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	0	1	2	0	0
Mean Time	—	—	1ms	2ms	—	—
Shortest Time	—	—	1ms	2ms	—	—

Other Changes	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Longest Time	—	—	1ms	2ms	—	—
Median Time	—	—	1ms	2ms	—	—
PStDev Time	—	—	0ms	0ms	—	—

## Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Affirmation Time	1ms	1ms	0.55ms	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	48	55	70	42	109	15
Mean Time	0.12ms	0.11ms	0.06ms	0.21ms	0.22ms	0.27ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	1ms	1ms	2ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.33ms	0.31ms	0.23ms	0.41ms	0.44ms	0.44ms

Routine (Non-Technical)	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Affirmation Time	1ms	1ms	0.95ms	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	249	257	62	28	60	17
Mean Time	0.06ms	0.07ms	0.06ms	0.11ms	0.12ms	0.29ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	1ms	1ms	1ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms

Routine (Non-Technical)	2018-02	2018-03	2018-04	2018-05	2018-06	<b>2018-07</b>
PStDev Time	0.24ms	0.25ms	0.25ms	0.31ms	0.32ms	0.46ms

gTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	<b>2018-07</b>
Affirmation Time	0.9ms	1ms	0.95ms	—	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	3	197	2	0	1	1
Mean Time	0.33ms	0.09ms	0.5ms	—	0ms	0ms
Shortest Time	0ms	0ms	0ms	—	0ms	0ms
Longest Time	1ms	1ms	1ms	—	0ms	0ms
Median Time	0ms	0ms	0.5ms	—	0ms	0ms
PStDev Time	0.47ms	0.29ms	0.5ms	—	0ms	0ms

ccTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	<b>2018-07</b>
Affirmation Time	—	—	—	0ms	0ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	0	0	1	2	0
Mean Time	—	—	—	0ms	0ms	—
Shortest Time	—	—	—	0ms	0ms	—
Longest Time	—	—	—	0ms	0ms	—
Median Time	—	—	—	0ms	0ms	—
PStDev Time	—	—	—	0ms	0ms	—

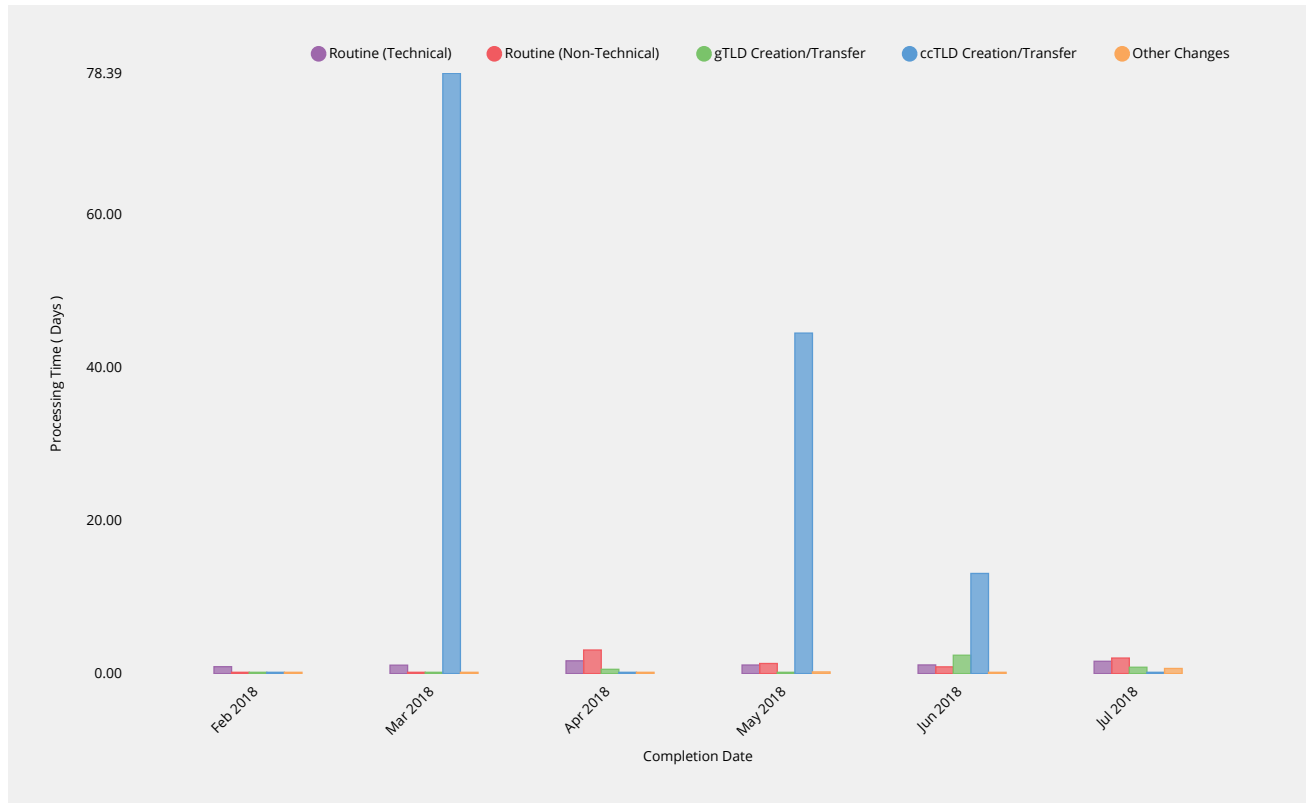
Other Changes	2018-02	2018-03	2018-04	2018-05	2018-06	<b>2018-07</b>
Affirmation Time	—	—	0ms	0ms	2ms	0ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	0	1	2	1	1
Mean Time	—	—	0ms	0ms	2ms	0ms
Shortest Time	—	—	0ms	0ms	2ms	0ms
Longest Time	—	—	0ms	0ms	2ms	0ms
Median Time	—	—	0ms	0ms	2ms	0ms
PStDev Time	—	—	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)	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Processing Time	0.9d	1.1d	1.67d	1.12d	1.13d	1.61d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	48	55	70	42	108	15
Mean Time	0.57d	0.75d	0.61d	0.57d	0.34d	0.86d
Shortest Time	0.01d	0.01d	0.01d	0.02d	0d	0d
Longest Time	2.11d	11.16d	3.29d	2.39d	2.37d	1.86d
Median Time	0.48d	0.45d	0.36d	0.45d	0.07d	0.76d
PStDev Time	0.43d	1.5d	0.65d	0.51d	0.46d	0.6d

Routine (Non-Technical)	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Processing Time	0d	0d	3.08d	1.32d	0.88d	2.03d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	248	257	62	27	60	17
Mean Time	0.02d	0.03d	1.03d	0.44d	0.73d	0.76d
Shortest Time	0d	0d	0d	0.01d	0.01d	0d
Longest Time	1.4d	1.27d	3.6d	1.46d	1.04d	3.6d
Median Time	0d	0d	0.59d	0.24d	0.78d	0.27d
PStDev Time	0.14d	0.14d	1.08d	0.5d	0.23d	1.08d

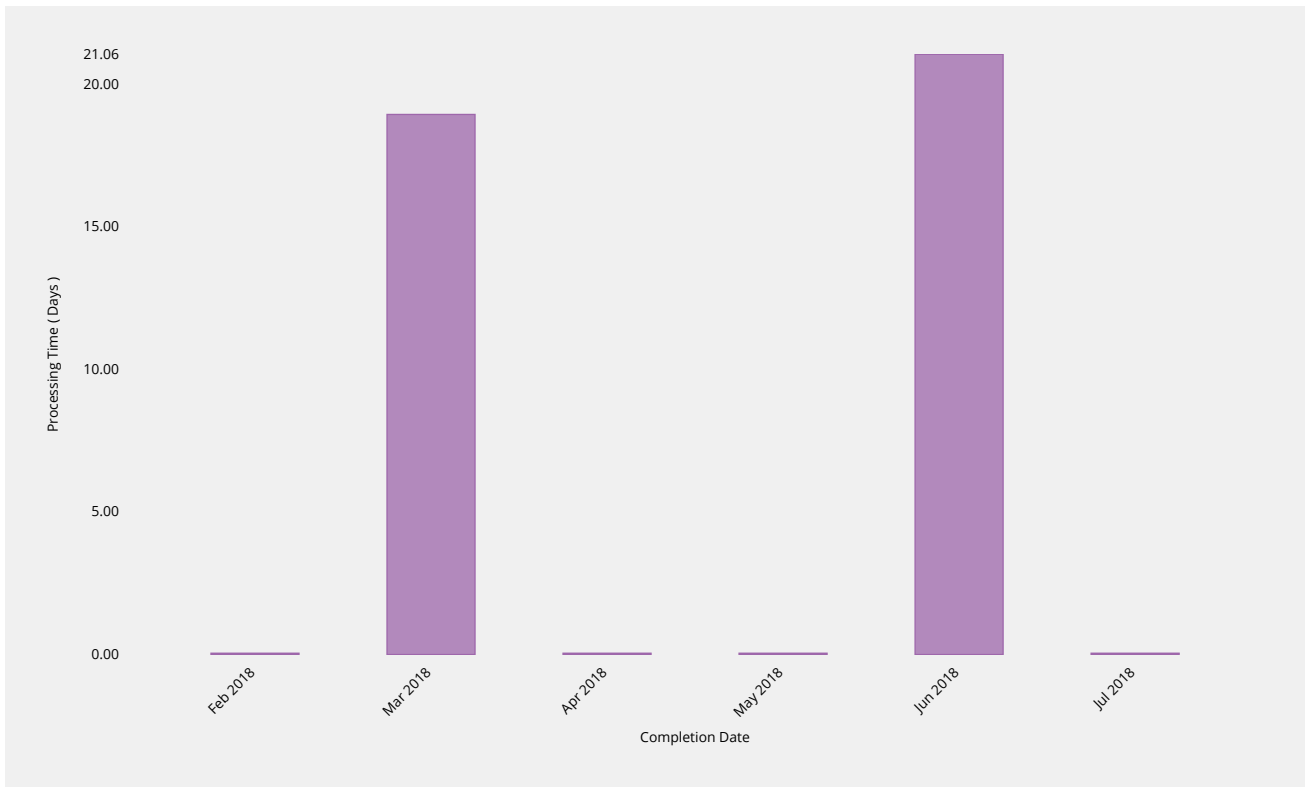
gTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Processing Time	0.13d	0d	0.56d	—	2.4d	0.83d
Monthly Threshold	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	3	197	2	0	1	1
Mean Time	0.11d	0d	0.56d	—	2.4d	0.83d
Shortest Time	0.07d	0d	0.56d	—	2.4d	0.83d
Longest Time	0.14d	0.66d	0.56d	—	2.4d	0.83d
Median Time	0.1d	0d	0.56d	—	2.4d	0.83d
PStDev Time	0.03d	0.05d	0d	—	0d	0d

ccTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Processing Time	—	78.39d	0d	44.47d	13.08d	—
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Request Count	0	1	1	1	1	0
Mean Time	—	78.39d	0d	44.47d	13.08d	—
Shortest Time	—	78.39d	0d	44.47d	13.08d	—
Longest Time	—	78.39d	0d	44.47d	13.08d	—
Median Time	—	78.39d	0d	44.47d	13.08d	—
PStDev Time	—	0d	0d	0d	0d	—

Other Changes	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Processing Time	—	—	0.17d	0.22d	0.06d	0.67d
Monthly Threshold	0d	0d	0d	0d	0d	0d
Threshold Percentile	—	—	—	—	—	—
Request Count	0	0	1	2	1	1
Mean Time	—	—	0.17d	0.22d	0.06d	0.67d
Shortest Time	—	—	0.17d	0.22d	0.06d	0.67d
Longest Time	—	—	0.17d	0.22d	0.06d	0.67d
Median Time	—	—	0.17d	0.22d	0.06d	0.67d
PStDev Time	—	—	0d	0d	0d	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).

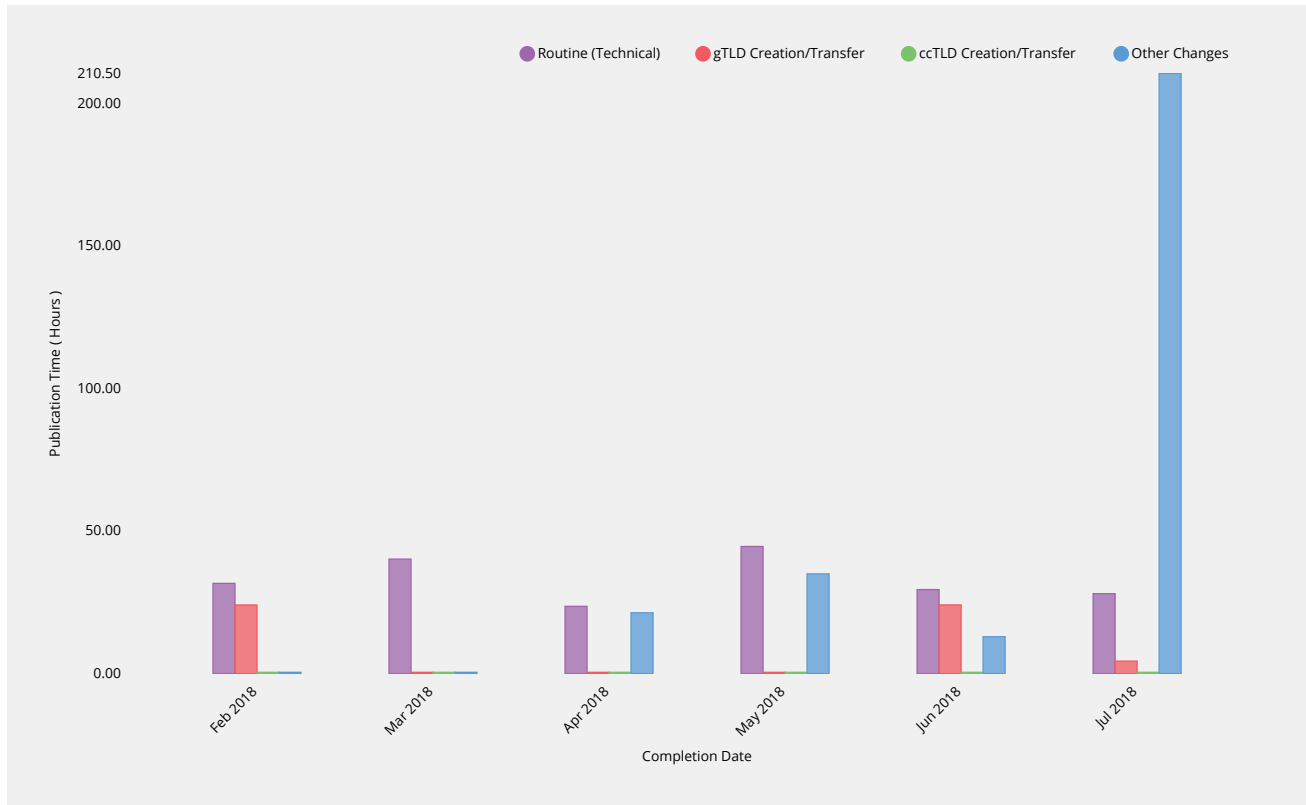


ccTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	<b>2018-07</b>
Processing Time	—	18.95d	—	—	21.06d	—
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	—	—	—	—	—	—
Request Count	0	1	0	0	1	0
Mean Time	—	18.95d	—	—	21.06d	—
Shortest Time	—	18.95d	—	—	21.06d	—
Longest Time	—	18.95d	—	—	21.06d	—
Median Time	—	18.95d	—	—	21.06d	—
PStDev Time	—	0d	—	—	0d	—

# Implementation

## Root Zone Publication

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



Routine (Technical)	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Publication Time	31.64h	40.15h	23.59h	44.59h	29.47h	28.02h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	48	54	70	42	108	15
Mean Time	15.67h	14.23h	14.57h	17.26h	11.89h	12.46h
Shortest Time	0.78h	1.32h	0.37h	2.01h	1.24h	0.85h
Longest Time	31.89h	47.09h	24.84h	44.89h	30.89h	28.03h
Median Time	19.26h	16.78h	17.22h	16.36h	11.82h	4.45h
PStDev Time	9.3h	9.93h	7.77h	11.71h	5.82h	10.69h

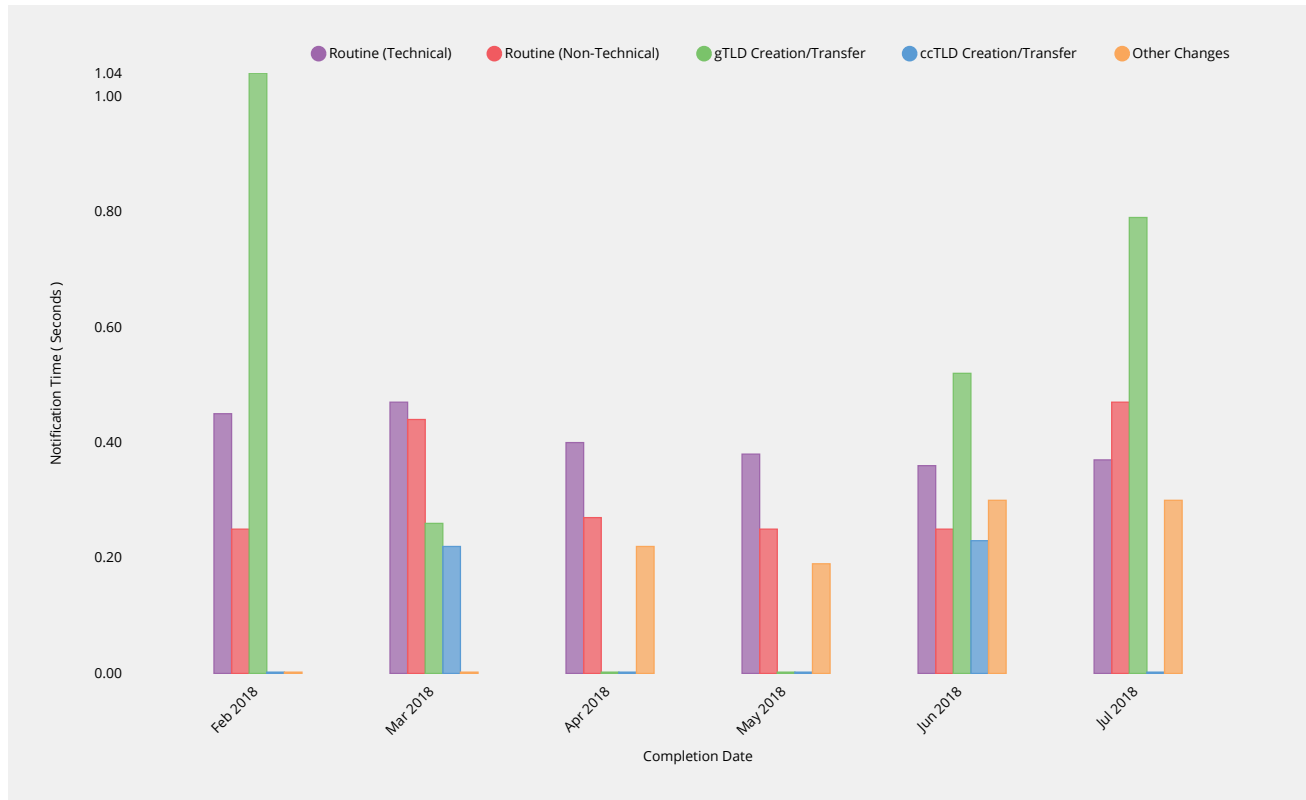
gTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Publication Time	24.07h	—	—	—	24.09h	4.38h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	1	0	0	0	1	1
Mean Time	24.07h	—	—	—	24.09h	4.38h
Shortest Time	24.07h	—	—	—	24.09h	4.38h
Longest Time	24.07h	—	—	—	24.09h	4.38h
Median Time	24.07h	—	—	—	24.09h	4.38h
PStDev Time	0h	—	—	—	0h	0h

ccTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
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	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Publication Time	—	—	21.33h	34.97h	12.94h	210.5h
Monthly Threshold	0h	0h	0h	0h	0h	0h
Threshold Percentile	—	—	—	—	—	—
Publication Count	0	0	1	2	1	1
Mean Time	—	—	21.33h	34.97h	12.94h	210.5h
Shortest Time	—	—	21.33h	34.96h	12.94h	210.5h
Longest Time	—	—	21.33h	34.97h	12.94h	210.5h
Median Time	—	—	21.33h	34.97h	12.94h	210.5h
PStDev Time	—	—	0h	0h	0h	0h

## Notification of Completion

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



Routine (Technical)	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Notification Time	0.45s	0.47s	0.4s	0.38s	0.36s	0.37s
Monthly Threshold	60s	60s	60s	60s	60s	60s

Routine (Technical)	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	48	54	70	42	108	15
Mean Time	0.29s	0.33s	0.24s	0.23s	0.22s	0.25s
Shortest Time	0.17s	0.2s	0.16s	0.18s	0.16s	0.2s
Longest Time	0.79s	1.2s	0.66s	0.38s	0.59s	0.38s
Median Time	0.24s	0.25s	0.22s	0.21s	0.2s	0.24s
PStDev Time	0.12s	0.17s	0.09s	0.06s	0.07s	0.05s

Routine (Non-Technical)	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Notification Time	0.25s	0.44s	0.27s	0.25s	0.25s	0.47s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	248	257	61	27	55	17
Mean Time	0.2s	0.37s	0.23s	0.22s	0.23s	0.28s
Shortest Time	0.16s	0.18s	0.17s	0.18s	0.17s	0.19s
Longest Time	0.49s	0.5s	0.29s	0.38s	1.3s	1.2s
Median Time	0.2s	0.37s	0.22s	0.21s	0.21s	0.22s
PStDev Time	0.05s	0.05s	0.03s	0.04s	0.15s	0.23s

gTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Notification Time	1.04s	0.26s	—	—	0.52s	0.79s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	3	197	0	0	1	1
Mean Time	0.68s	0.23s	—	—	0.52s	0.79s
Shortest Time	0.42s	0.2s	—	—	0.52s	0.79s
Longest Time	1.1s	0.32s	—	—	0.52s	0.79s
Median Time	0.54s	0.23s	—	—	0.52s	0.79s
PStDev Time	0.29s	0.02s	—	—	0s	0s

ccTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Notification Time	—	0.22s	—	—	0.23s	—
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	1	0
Mean Time	—	0.22s	—	—	0.23s	—
Shortest Time	—	0.22s	—	—	0.23s	—
Longest Time	—	0.22s	—	—	0.23s	—
Median Time	—	0.22s	—	—	0.23s	—
PStDev Time	—	0s	—	—	0s	—

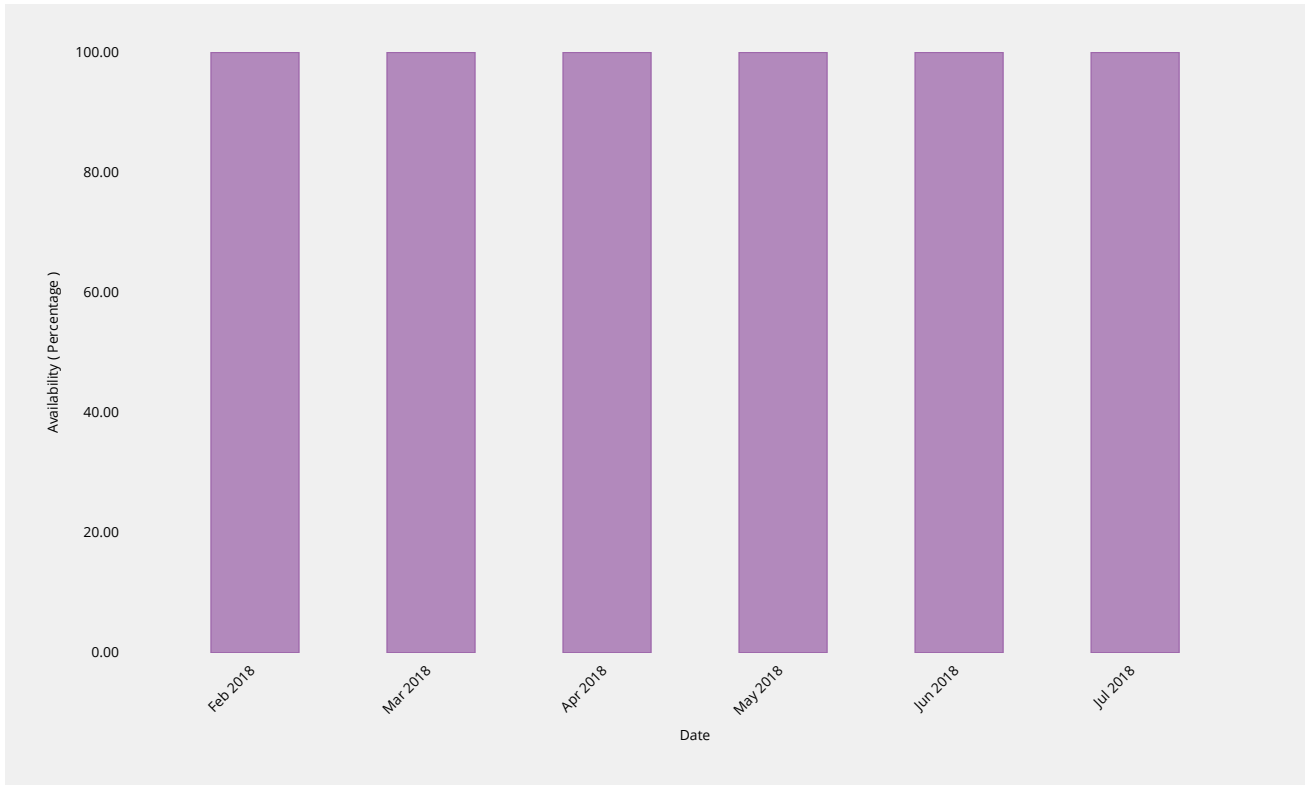
Other Changes	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Notification Time	—	—	0.22s	0.19s	0.3s	0.3s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	1	2	1	1
Mean Time	—	—	0.22s	0.19s	0.3s	0.3s
Shortest Time	—	—	0.22s	0.18s	0.3s	0.3s
Longest Time	—	—	0.22s	0.19s	0.3s	0.3s
Median Time	—	—	0.22s	0.19s	0.3s	0.3s

Other Changes	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
PStDev Time	—	—	0s	0s	0s	0s

## System Availability

### IANA Website

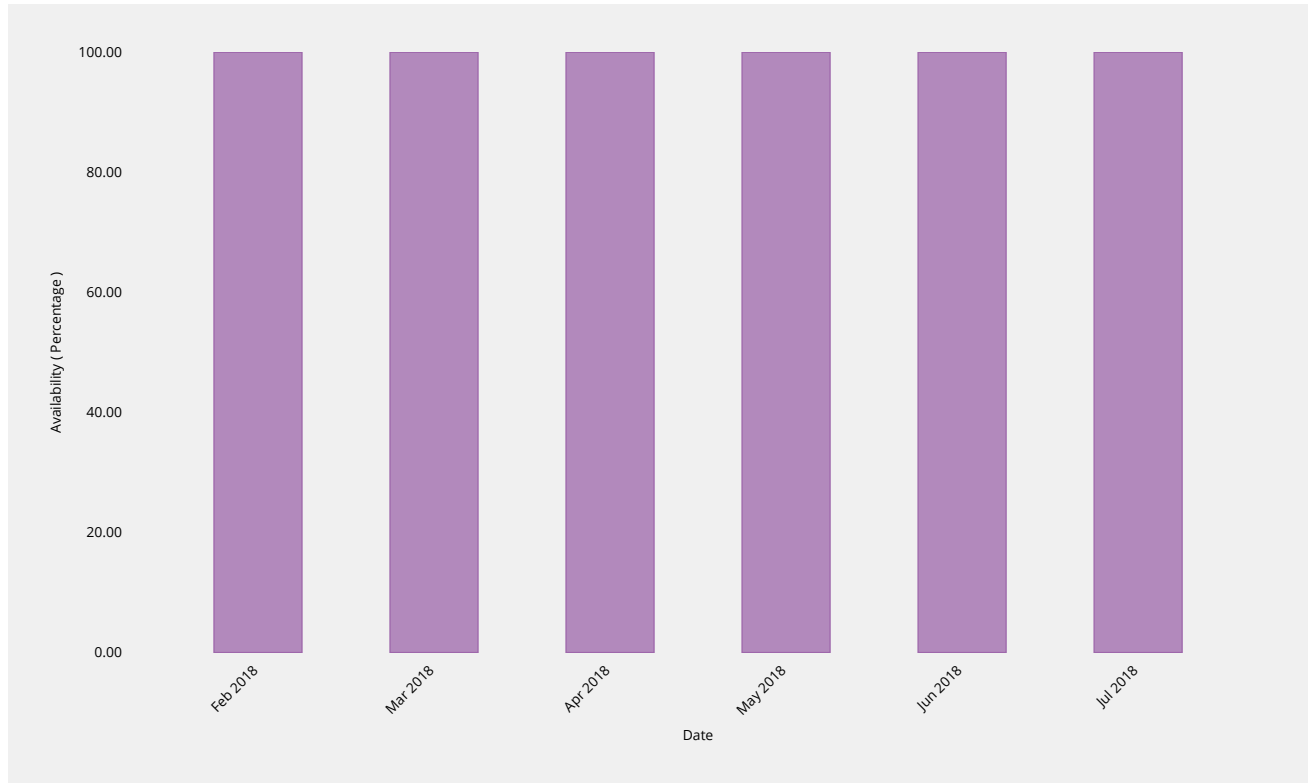
Percentage availability of IANA website for consulting documentations and other posted materials.



IANA Site Availability	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
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.

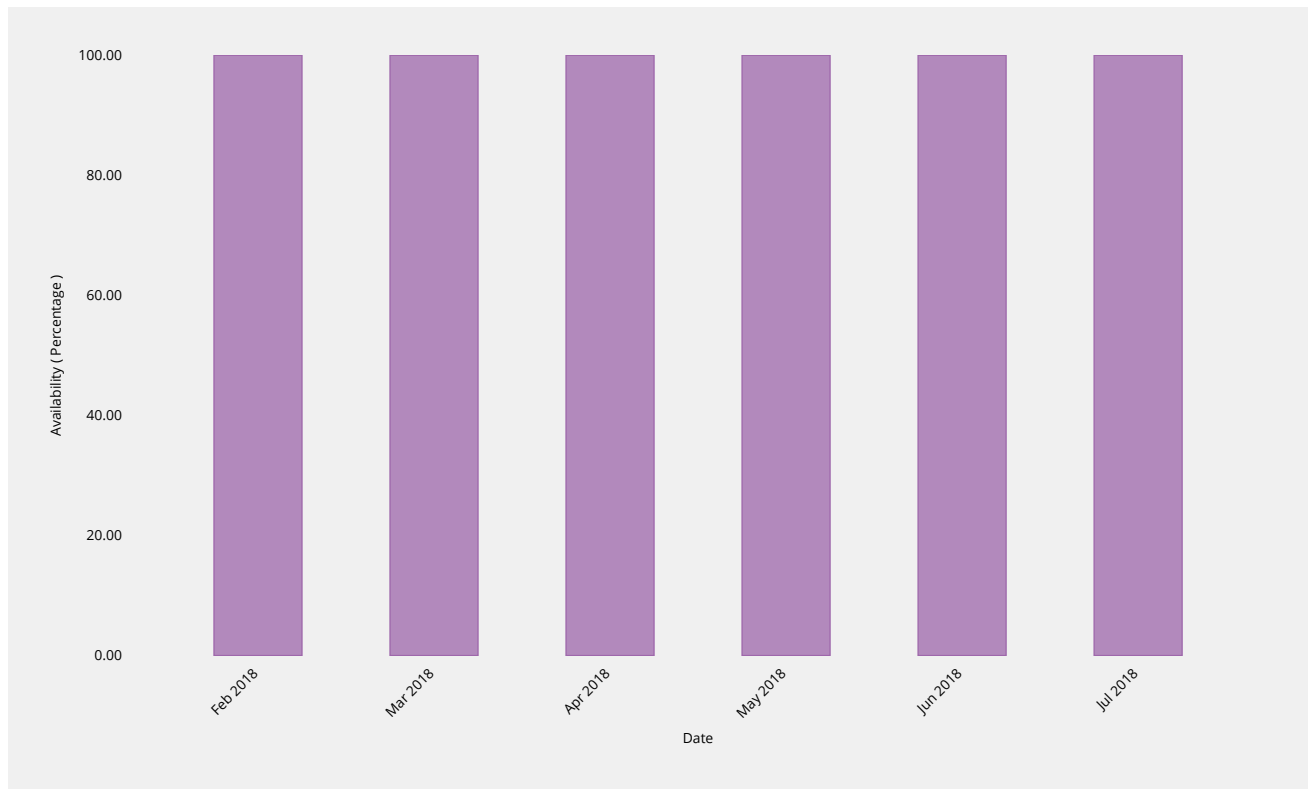


RZM Availability	2018-02	2018-03	2018-04	2018-05	2018-06	<b>2018-07</b>
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%



## Directory Service

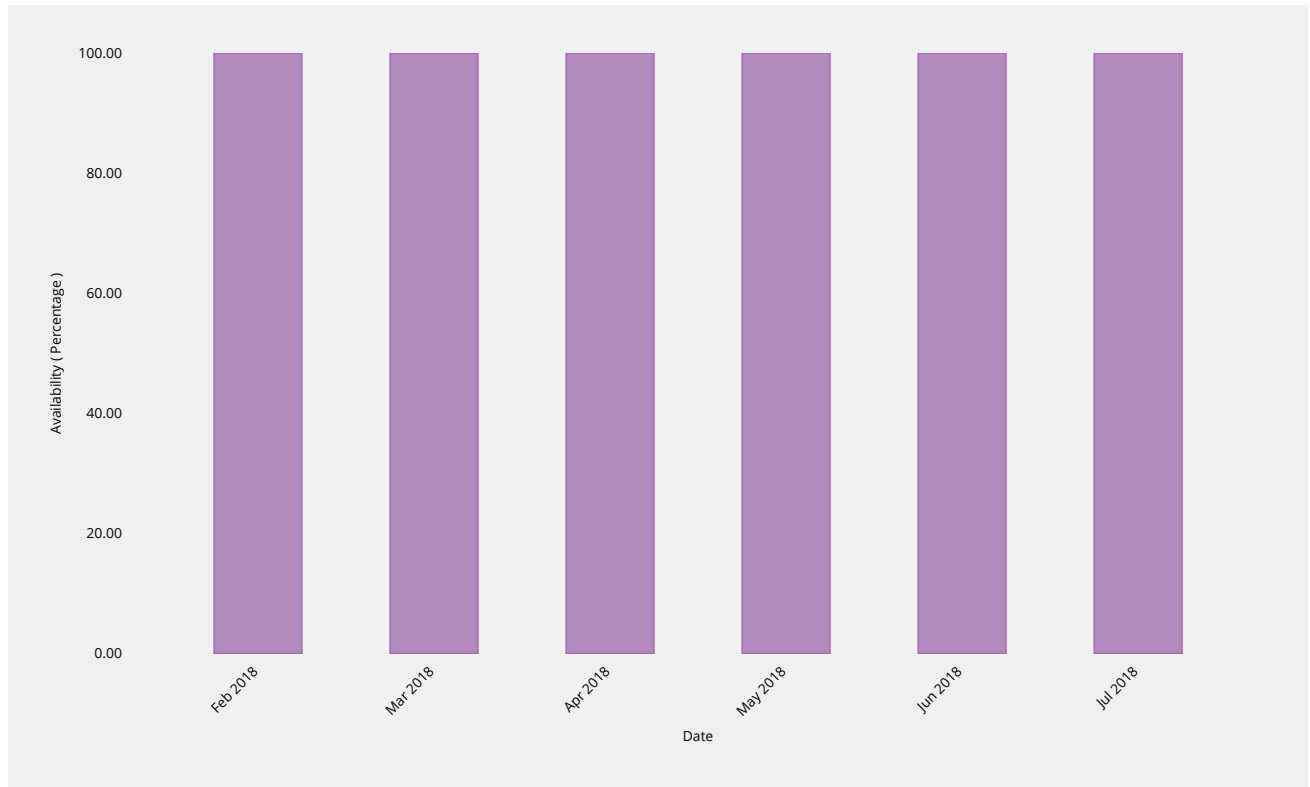
Percentage availability of WHOIS server and other registration data publication services.



WHOIS Availability	2018-02	2018-03	2018-04	2018-05	2018-06	<b>2018-07</b>
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Root Zone Service Level Dashboard

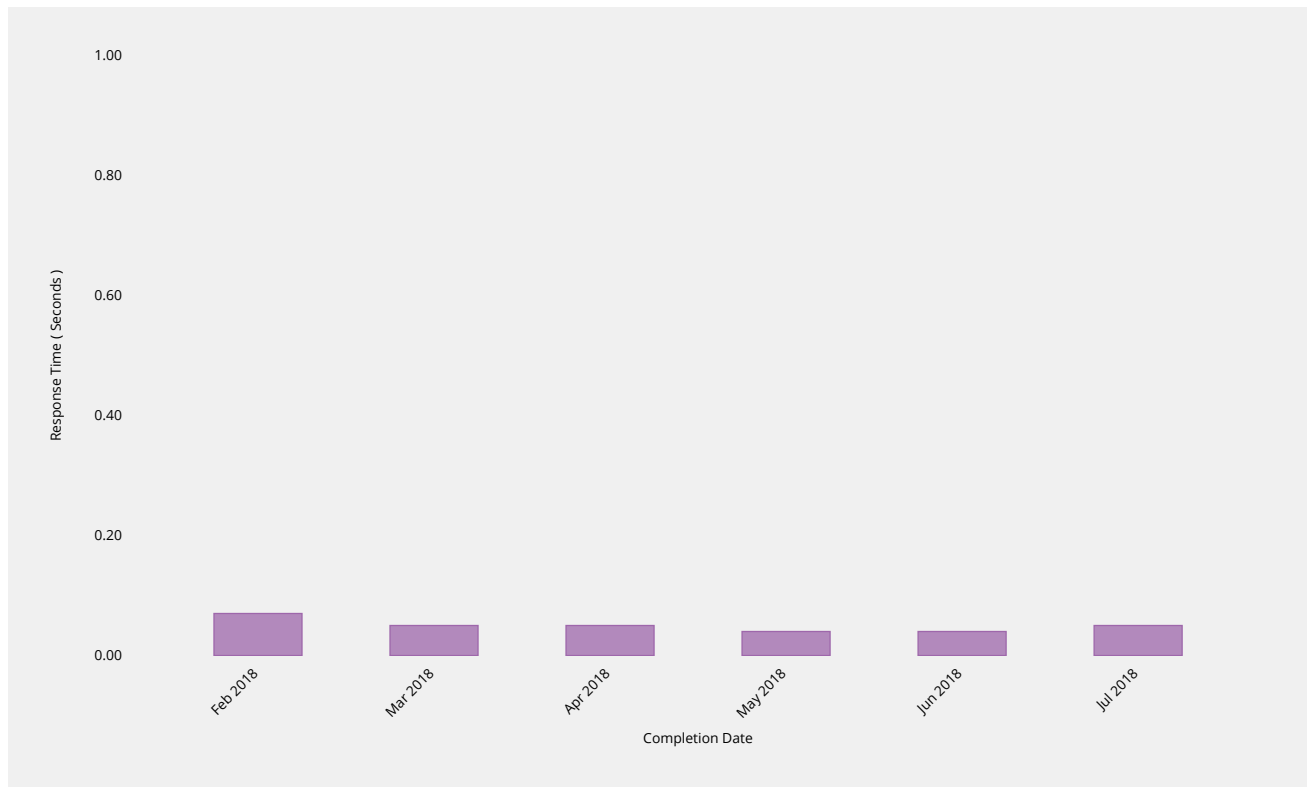
Availability of accurate, timely reporting to these standards via dashboard and other mechanisms.



Dashboard Availability	2018-02	2018-03	2018-04	2018-05	2018-06	<b>2018-07</b>
Availability	100%	99.97%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

## Credential Recovery

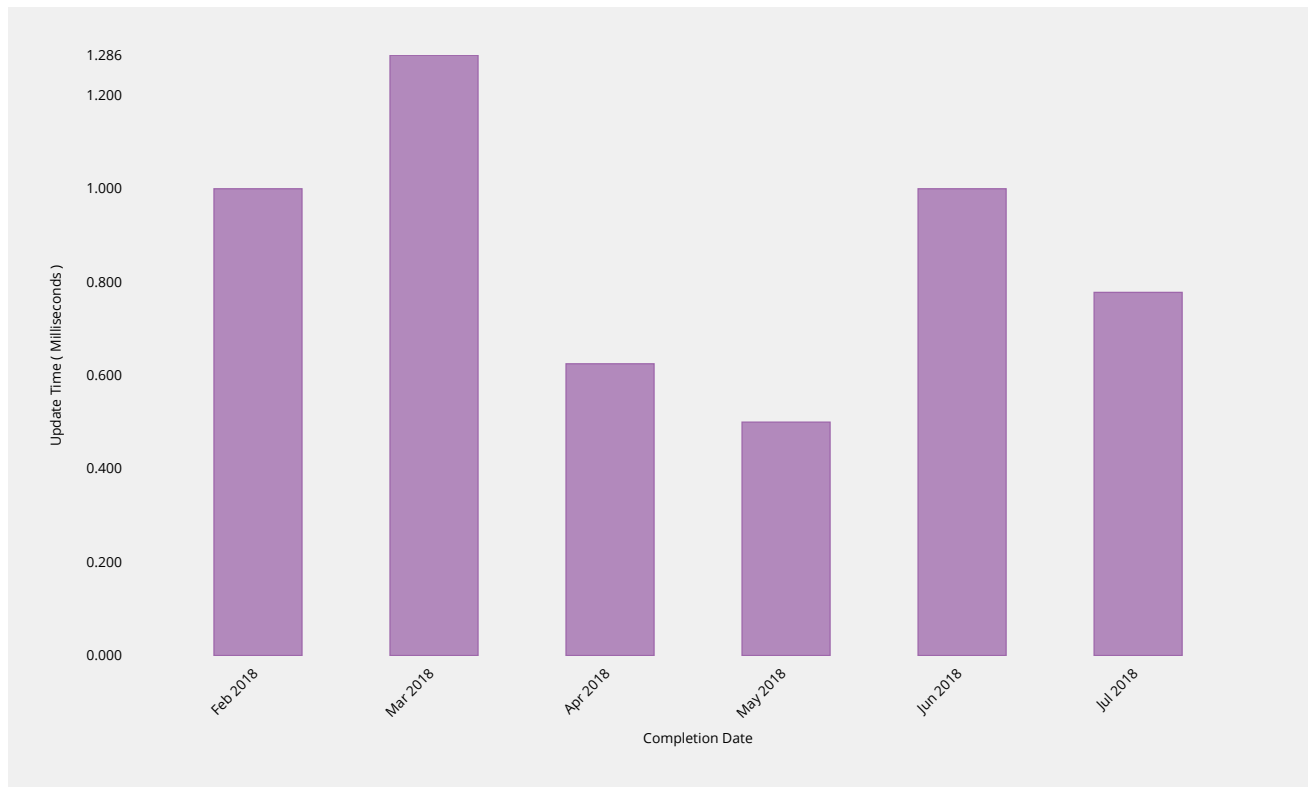
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2018-02	2018-03	2018-04	2018-05	2018-06	<b>2018-07</b>
Response Time	0.07s	0.05s	0.05s	0.04s	0.04s	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	11	27	14	28	10	9
Mean Time	0.05s	0.04s	0.03s	0.03s	0.03s	0.04s
Shortest Time	0.03s	0.01s	0.01s	0.01s	0.01s	0.03s
Longest Time	0.08s	0.06s	0.05s	0.05s	0.04s	0.05s
Median Time	0.04s	0.04s	0.03s	0.03s	0.04s	0.04s
PStDev Time	0.02s	0.01s	0.01s	0.01s	0.01s	0.01s

## Credential Change

Time to implement new password within the system.

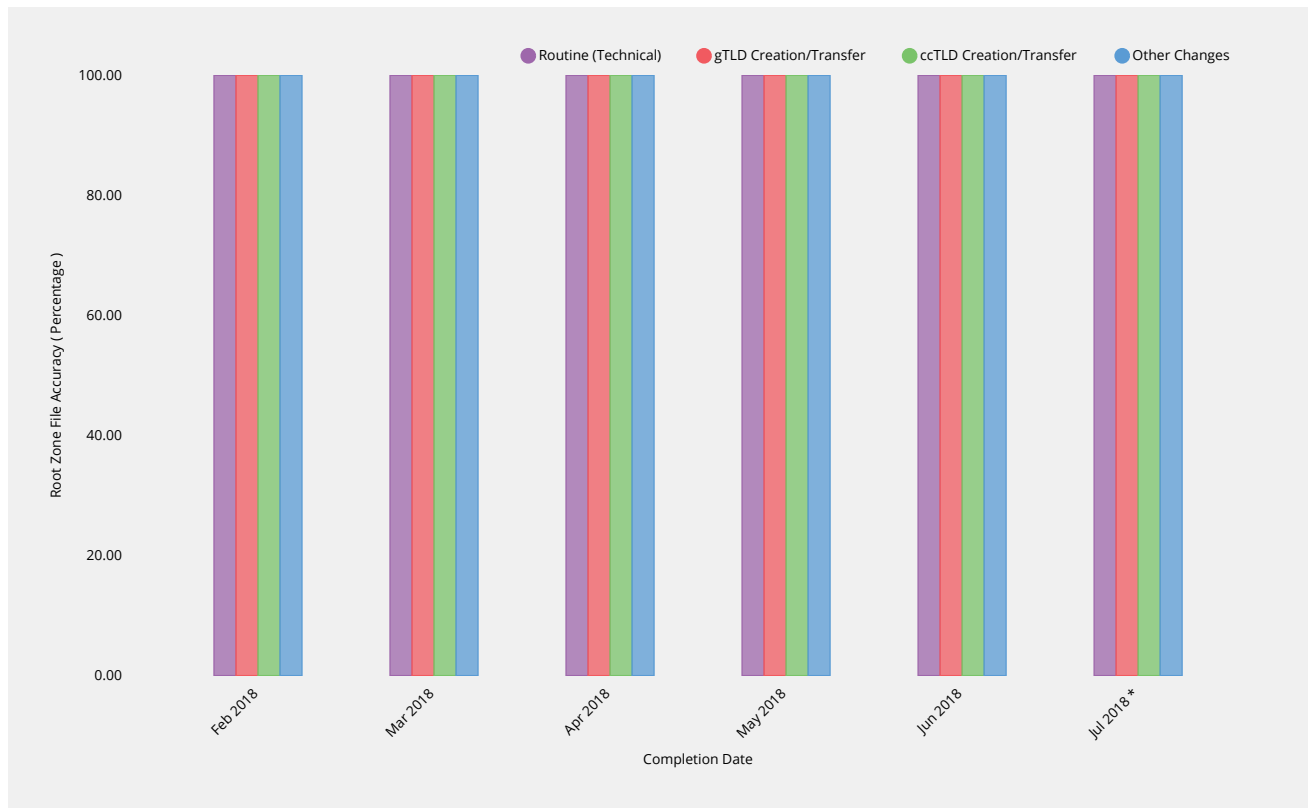


Credential Change	2018-02	2018-03	2018-04	2018-05	2018-06	<b>2018-07</b>
Update Time	2ms	4.8ms	1.65ms	2.05ms	2.2ms	<b>1ms</b>
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Update Count	7	14	8	20	9	9
Mean Time	1ms	1.286ms	0.625ms	0.5ms	1ms	0.778ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	2ms	10ms	2ms	3ms	3ms	1ms
Median Time	1ms	1ms	0.5ms	0ms	1ms	1ms
PStDev Time	0.926ms	2.491ms	0.696ms	0.806ms	0.816ms	0.416ms

# Accuracy

## Root Zone File

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



Routine (Technical)	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
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	48	54	70	42	108	14

gTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
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	3	197	0	0	1	1

ccTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
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	1	0

Other Changes	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0



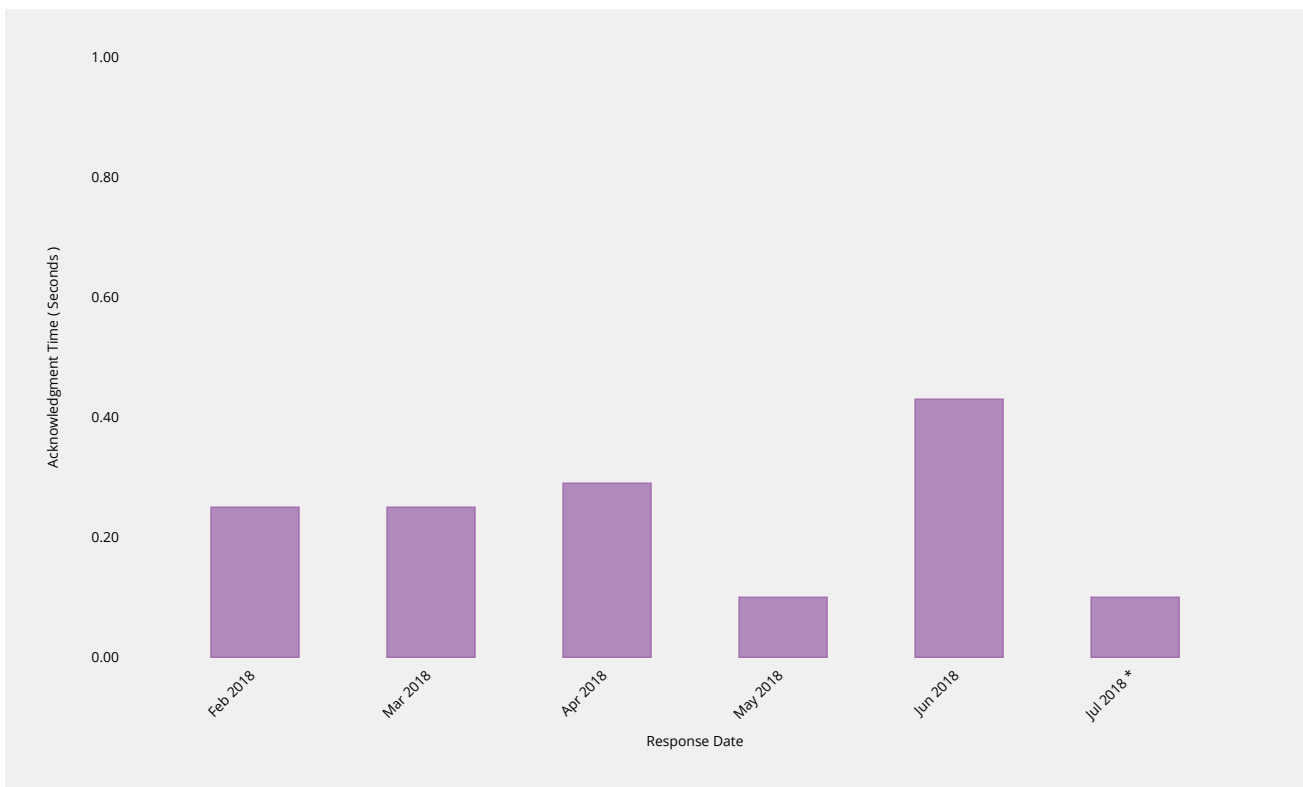
ccTLD Creation/Transfer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	0	1	0	0	1	0

Other Changes	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
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	2	1	1

## Enquiry Processing

### Time to acknowledge

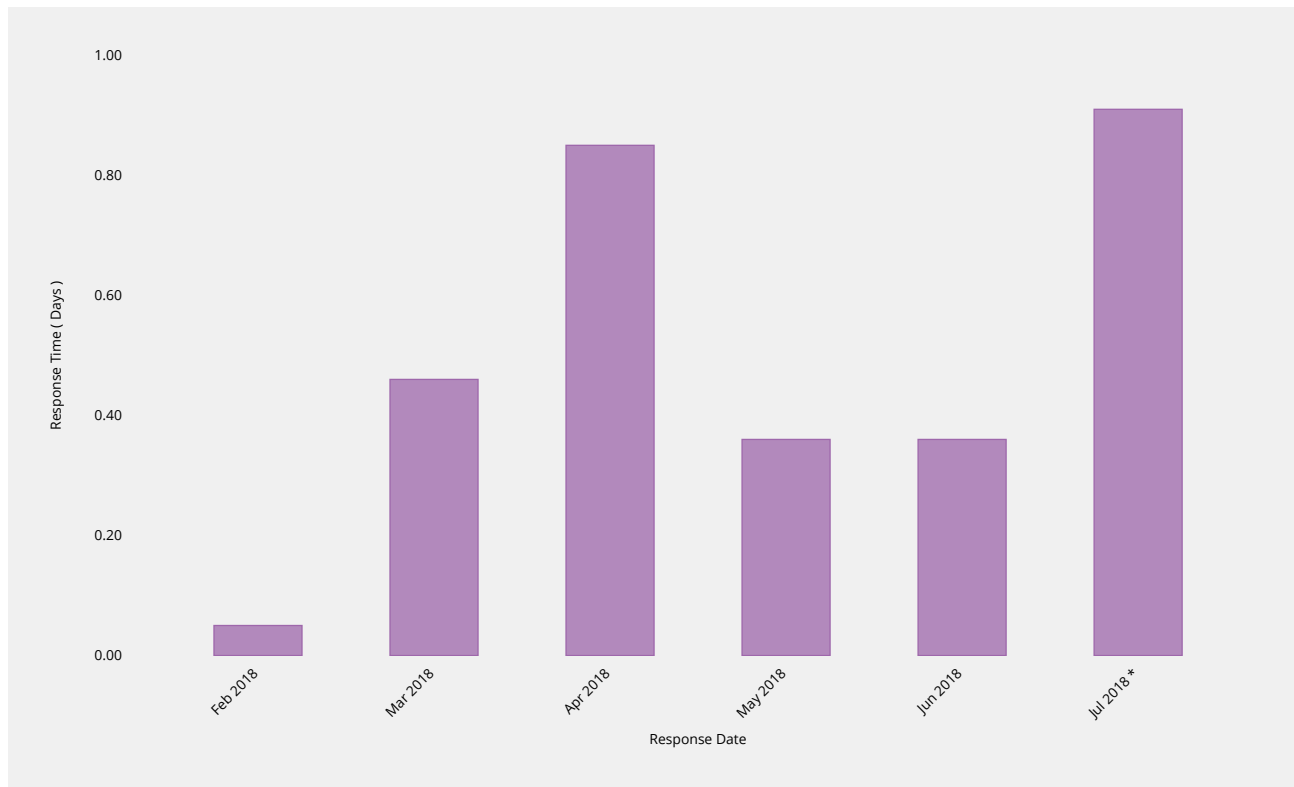
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Acknowledgment Time	0.85s	0.85s	1s	0.55s	1s	0.55s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	4	4	7	10	7	10
Mean Time	0.25s	0.25s	0.29s	0.1s	0.43s	0.1s
Shortest Time	0s	0s	0s	0s	0s	0s
Longest Time	1s	1s	1s	1s	1s	1s
Median Time	0s	0s	0s	0s	0s	0s
PStDev Time	0.43s	0.43s	0.45s	0.3s	0.49s	0.3s

## Time to initial response

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



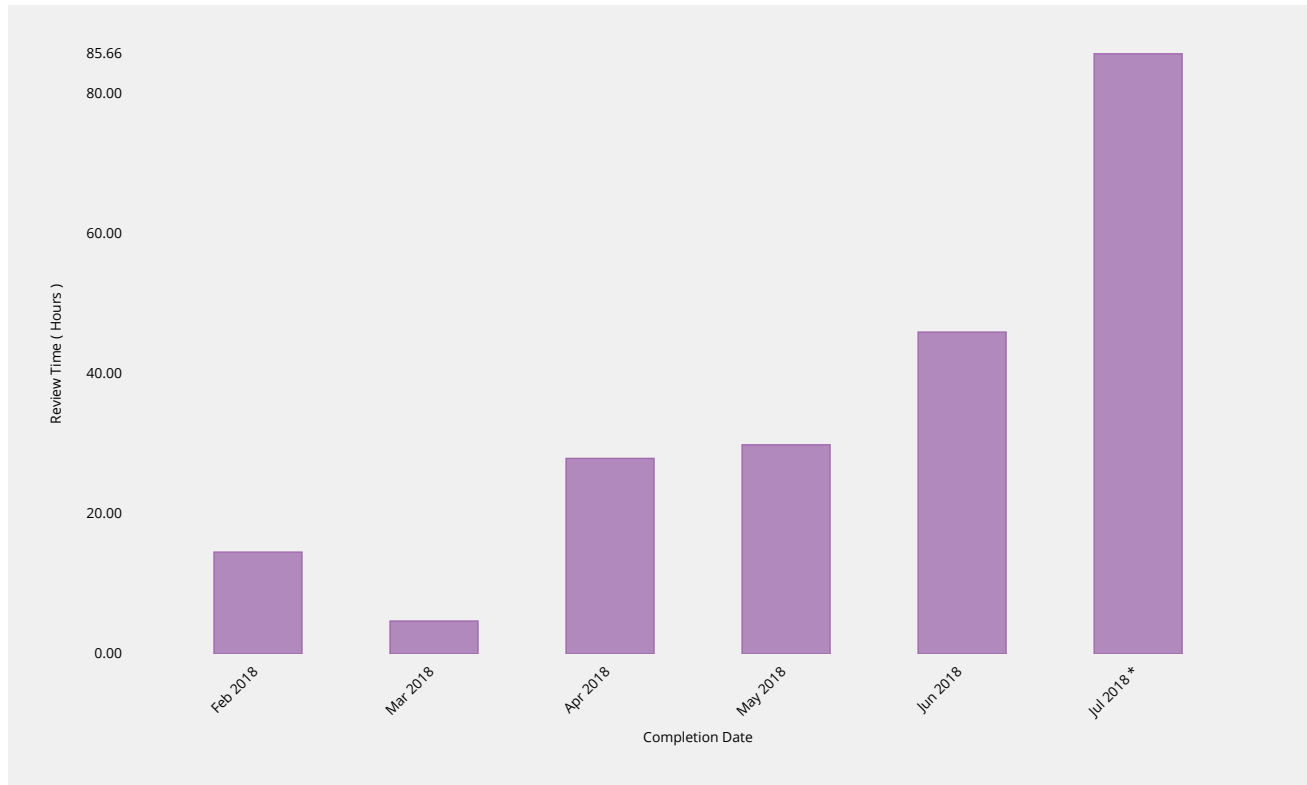
Manual Enquiries	2018-02	2018-03	2018-04	2018-05	2018-06	<b>2018-07</b>
Response Time	0.08d	0.79d	1.72d	0.54d	0.47d	<b>2.85d</b>
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	4	4	7	10	7	10
Mean Time	0.05d	0.46d	0.85d	0.36d	0.36d	0.91d
Shortest Time	0d	0.02d	0.09d	0.07d	0.23d	0.01d
Longest Time	0.08d	0.89d	2.45d	0.6d	0.58d	4.37d
Median Time	0.06d	0.47d	0.65d	0.41d	0.37d	0.31d
PStDev Time	0.03d	0.31d	0.74d	0.17d	0.11d	1.38d



## Label Generation Rulesets

### Review Time

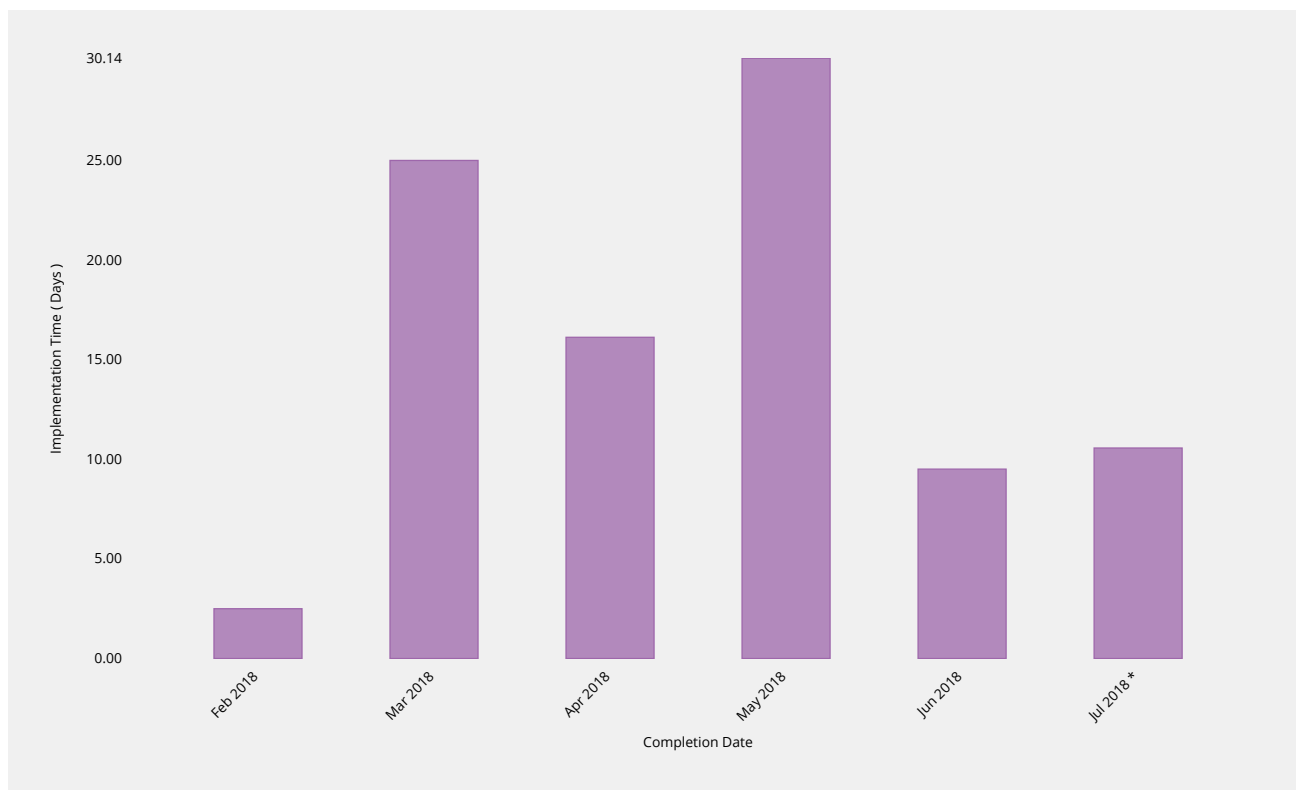
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2018-02	2018-03	2018-04	2018-05	2018-06	<b>2018-07</b>
Mean Time	14.55h	4.71h	27.92h	29.86h	45.95h	85.66h
Monthly Threshold	0h	0h	0h	0h	0h	0h
Review Count	4	6	3	13	23	70
Shortest Time	1.58h	3.66h	0.57h	3.72h	0.09h	27.32h
Longest Time	29.29h	5.78h	65h	115.96h	134.17h	151.12h
Median Time	13.66h	4.71h	18.18h	16.48h	16.75h	59.25h
PStDev Time	12.86h	1.02h	27.19h	32.53h	53.11h	47.18h

## Implementation Time

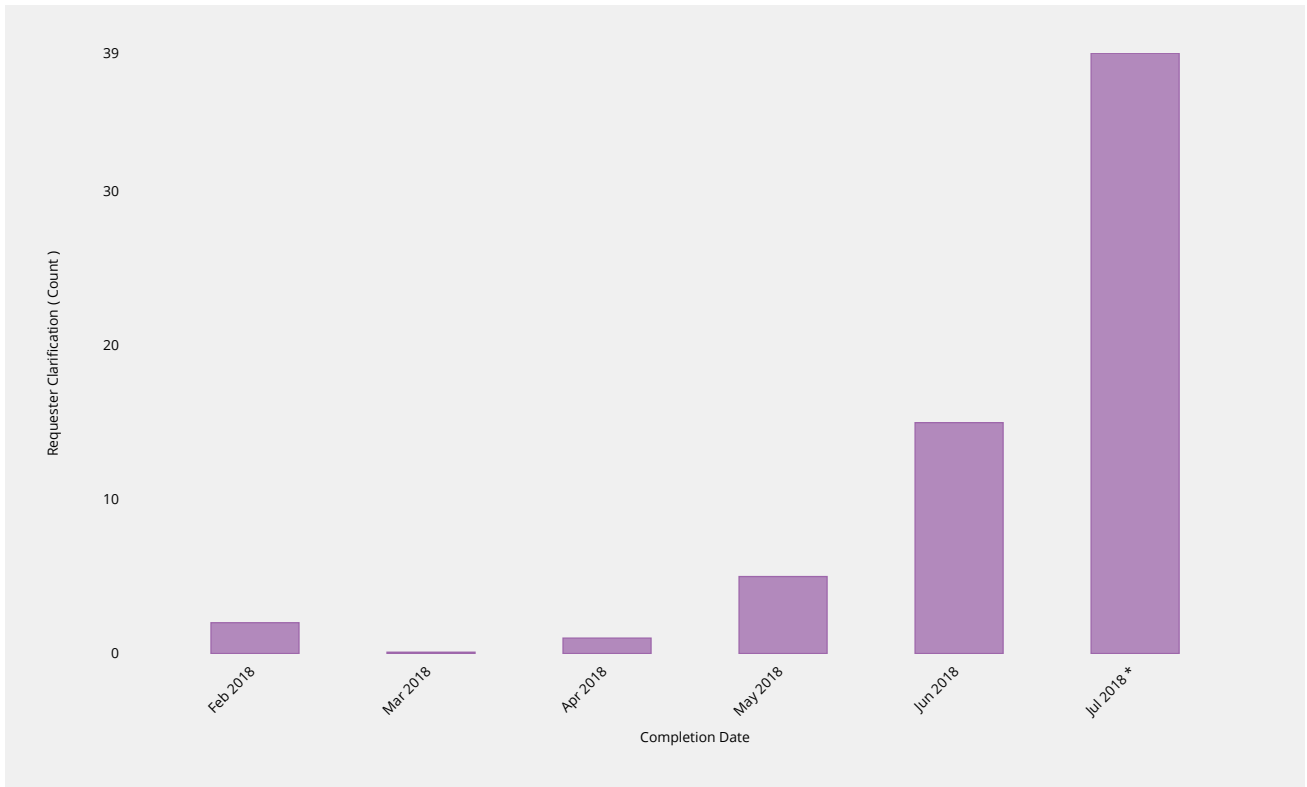
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2018-02	2018-03	2018-04	2018-05	2018-06	<b>2018-07</b>
Mean Time	2.5d	25.01d	16.13d	30.14d	9.51d	10.57d
Monthly Threshold	0d	0d	0d	0d	0d	0d
Request Count	2	6	3	8	8	31
Shortest Time	0.07d	22.51d	2.81d	0.85d	0.76d	2.14d
Longest Time	4.94d	27.52d	39.97d	58.58d	12.25d	18.82d
Median Time	2.5d	25.02d	5.6d	32.04d	10.5d	10.32d
PStDev Time	2.44d	2.5d	16.9d	20.38d	3.35d	5.65d

## Requester Clarification

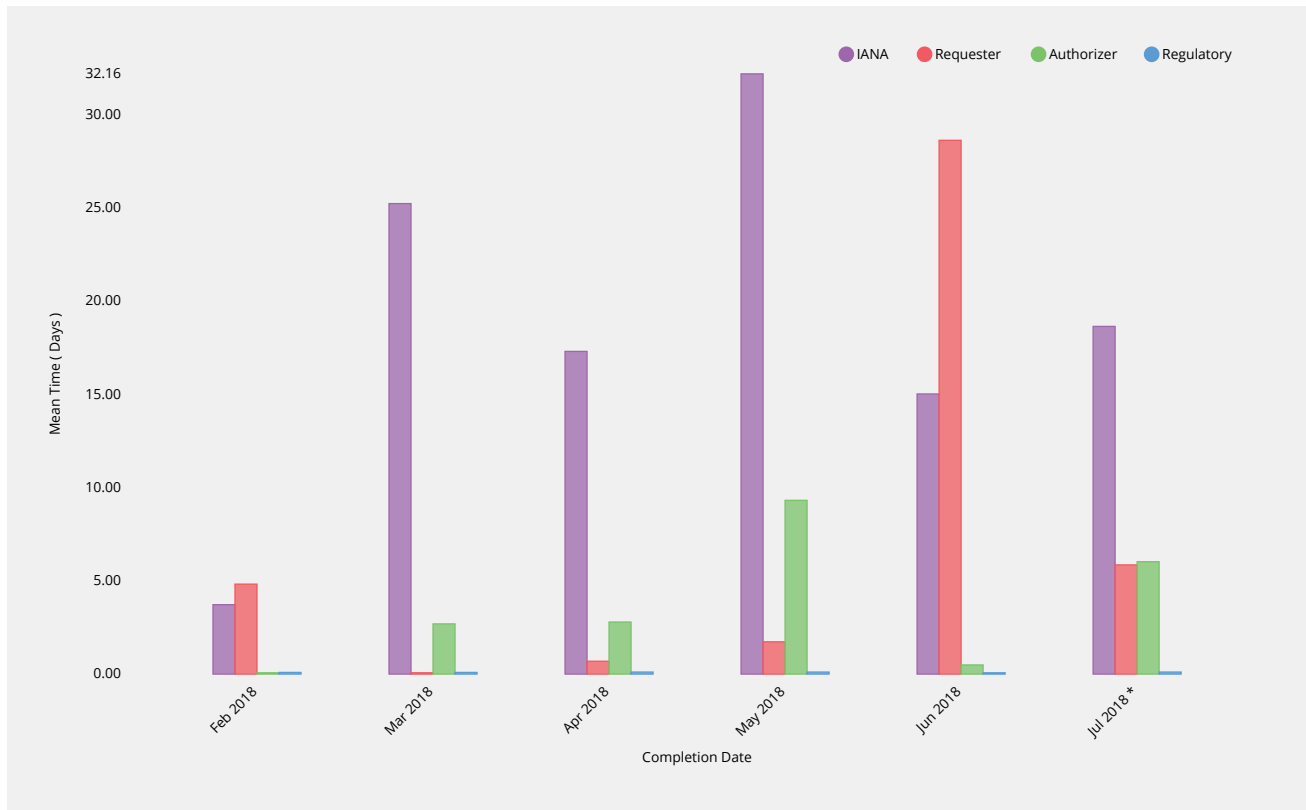
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2018-02	2018-03	2018-04	2018-05	2018-06	<b>2018-07</b>
Count	2	0	1	5	15	39
Request Count	2	6	3	8	8	31
Shortest Clarification	0	0	0	0	1	1
Longest Clarification	2	0	1	2	2	2

## Time per Actor

Average time taken for staff processing, requester clarification, administrative contact authorization and regulatory checks.



IANA	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Mean Time	3.72d	25.21d	17.29d	32.16d	15.01d	18.63d
Review Count	2	6	3	8	8	31
Shortest Time	0.13d	22.75d	2.83d	1.33d	1.07d	9.96d
Longest Time	7.3d	27.67d	42.67d	64.1d	18.99d	27.53d
Median Time	3.72d	25.21d	6.36d	34.3d	17.2d	19.04d
PStDev Time	3.58d	2.46d	18.01d	21.3d	5.43d	6.5d

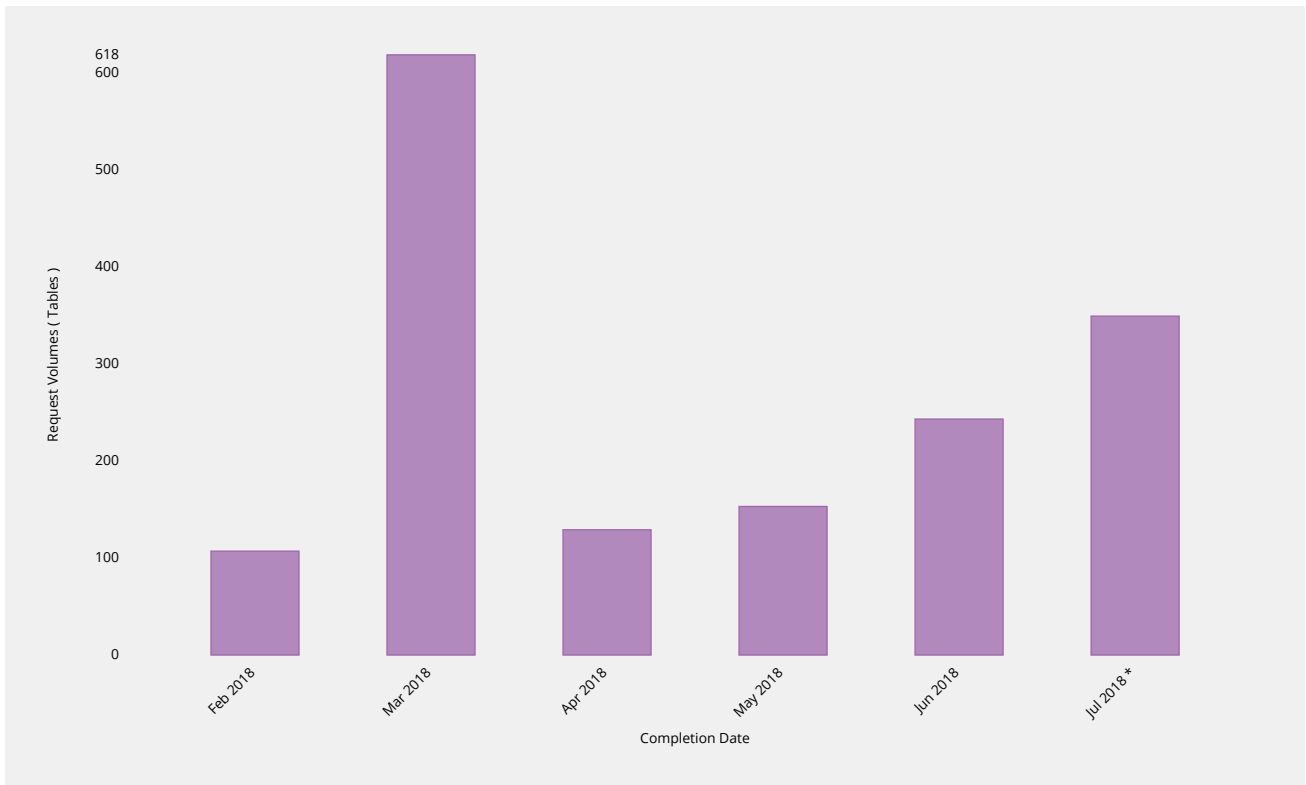
Requester	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Mean Time	4.82d	—	0.69d	1.73d	28.6d	5.85d
Review Count	1	0	1	4	8	31
Shortest Time	4.82d	—	0.69d	0d	0.01d	0.64d
Longest Time	4.82d	—	0.69d	5.08d	35.98d	20.85d
Median Time	4.82d	—	0.69d	0.93d	32.64d	0.64d
PStDev Time	0d	—	0d	2.01d	10.93d	8.84d

Authorizer	2018-02	2018-03	2018-04	2018-05	2018-06	2018-07
Mean Time	0.01d	2.69d	2.79d	9.31d	0.49d	6.02d
Review Count	2	6	3	8	8	31
Shortest Time	0d	0.67d	0d	0d	0.04d	0d
Longest Time	0.01d	4.73d	8.14d	32.47d	1.69d	23.8d
Median Time	0.01d	2.69d	0.21d	6.07d	0.37d	2.85d
PStDev Time	0d	2.03d	3.79d	10.6d	0.47d	6.61d

Regulatory	2018-02	2018-03	2018-04	2018-05	2018-06	<b>2018-07</b>
Mean Time	0.09d	0.09d	0.11d	0.11d	0.02d	0.11d
Review Count	2	6	3	6	7	31
Shortest Time	0.09d	0.02d	0.08d	0d	0.01d	0d
Longest Time	0.1d	0.16d	0.18d	0.41d	0.04d	1.52d
Median Time	0.09d	0.09d	0.08d	0.03d	0.02d	0.04d
PStDev Time	0d	0.07d	0.05d	0.14d	0.01d	0.26d

## Request Volumes

Total number of LGRs added or modified.



Request Volumes	2018-02	2018-03	2018-04	2018-05	2018-06	<b>2018-07</b>
Total LGRs Processed	107	618	129	153	243	349
Request Count	2	6	3	8	8	31
Average LGRs per Request	54	103	43	19	30	11
Smallest per Request	4	103	1	1	20	1
Largest per Request	103	103	103	103	103	60

# 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.