

IANA Naming Function Monthly Performance Report

January 2019

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Summary of Performance


Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 1.56s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.26s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 2.37s	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ —	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.19d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 2.36d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ 1.1d	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ —	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 1.58m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ 1.82m	p10
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ —	p10
Technical Check (Retest)	Routine (Technical)	≤3m (95.0%)	✓ 1.58m	p10
Technical Check (Retest)	gTLD Creation/Transfer	≤3m (95.0%)	✓ —	p11
Technical Check (Retest)	ccTLD Creation/Transfer	≤3m (95.0%)	✓ 0.26m	p11
Technical Check (Retest)	Other Changes	≤3m (95.0%)	✓ —	p11
Technical Check (Supplemental)	Routine (Technical)	≤1m (95.0%)	✓ 0.56m	p12
Technical Check (Supplemental)	gTLD Creation/Transfer	≤5m (95.0%)	✓ —	p12
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤5m (95.0%)	✓ 0.13m	p12
Technical Check (Supplemental)	Other Changes	≤5m (95.0%)	✓ —	p13
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 1ms	p14
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 2ms	p14
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p14
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 2.85ms	p14
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ —	p14
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 0ms	p15
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 0.7ms	p15
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0ms	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ —	p16
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 1.13d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.89d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ —	p18
Validation and Reviews	ccTLD Creation/Transfer	≤60d (100.0%)	✗ 60.22d	p18
Validation and Reviews	Other Changes	N/A	—	p18
Third Party Approval	ccTLD Creation/Transfer	N/A	89.19d	p19
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 24.42h	p20
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p20
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ 18.95h	p21
Root Zone Publication	Other Changes	N/A	—	p21
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.26s	p21

Metric	Category	Expected	Actual	Detail
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.22s	p22
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p22
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 0.47s	p22
Notification of Completion	Other Changes	≤60s (95.0%)	✓ —	p22
System Availability				
IANA Website	IANA Site Availability	≥99%	✓ 99.99%	p23
Root Zone Management System	RZM Availability	≥99%	✓ 99.95%	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%)	✓ 0.04s	p27
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 1ms	p28
Accuracy				
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
Enquiry Processing				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 1s	p31
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 1.68d	p32
Label Generation Rulesets				
Review Time	Review Time	N/A	—	p33
Implementation Time	Implementation Time	N/A	—	p34
Requester Clarification	Requester Clarification	N/A	—	p35
Time per Actor	IANA	N/A	—	p36
Time per Actor	Requester	N/A	—	p36
Time per Actor	Authorizer	N/A	—	p36
Time per Actor	Regulatory	N/A	—	p37
Request Volumes	Request Volumes	N/A	—	p37

Percentage of SLA thresholds met of those defined

98.4%

Exceptions and Narrative for Reporting Period

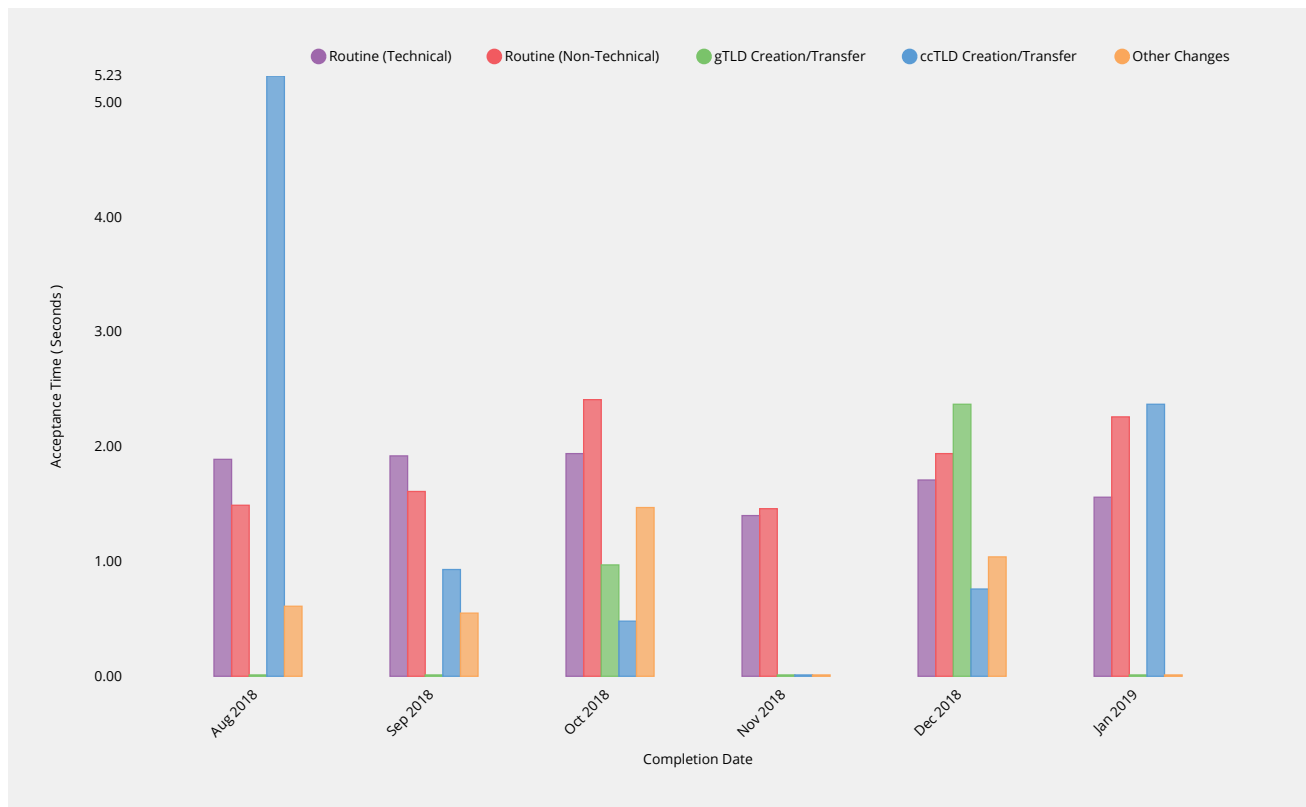
Metric	Category	Expected	Actual
Validation and Reviews	ccTLD Creation/Transfer	60d	60.22d 
Primary cause:	Threshold requires revisiting		
Analysis/Comments:	One ccTLD transfer request barely exceeded the validation and reviews threshold of 60 days. The request was not fully documented when it was submitted which required an extensive amount of communication with the requestor. The CSC has previously recommended that the threshold for this SLA 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)	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Acceptance Time	1.89s	1.92s	1.94s	1.4s	1.71s	1.56s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	13	19	30	27	64	38
Mean Time	0.89s	1.23s	0.87s	0.78s	0.81s	0.8s
Shortest Time	0.4s	0.49s	0.45s	0.51s	0.55s	0.54s
Longest Time	1.95s	1.97s	3.04s	2.34s	2.09s	1.96s
Median Time	0.68s	1.47s	0.6s	0.65s	0.65s	0.65s
PStDev Time	0.53s	0.61s	0.59s	0.38s	0.36s	0.36s

Routine (Non-Technical)	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Acceptance Time	1.49s	1.61s	2.41s	1.46s	1.94s	2.26s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	221	17	17	14	14	30
Mean Time	1.19s	1.05s	1.36s	1.19s	1.2s	1.4s
Shortest Time	0.73s	0.73s	0.84s	0.92s	0.84s	0.84s

Routine (Non-Technical)	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Longest Time	2.18s	2.06s	2.63s	1.47s	1.98s	2.35s
Median Time	1.15s	0.96s	1.18s	1.15s	1.1s	1.17s
PStDev Time	0.17s	0.3s	0.5s	0.17s	0.35s	0.47s

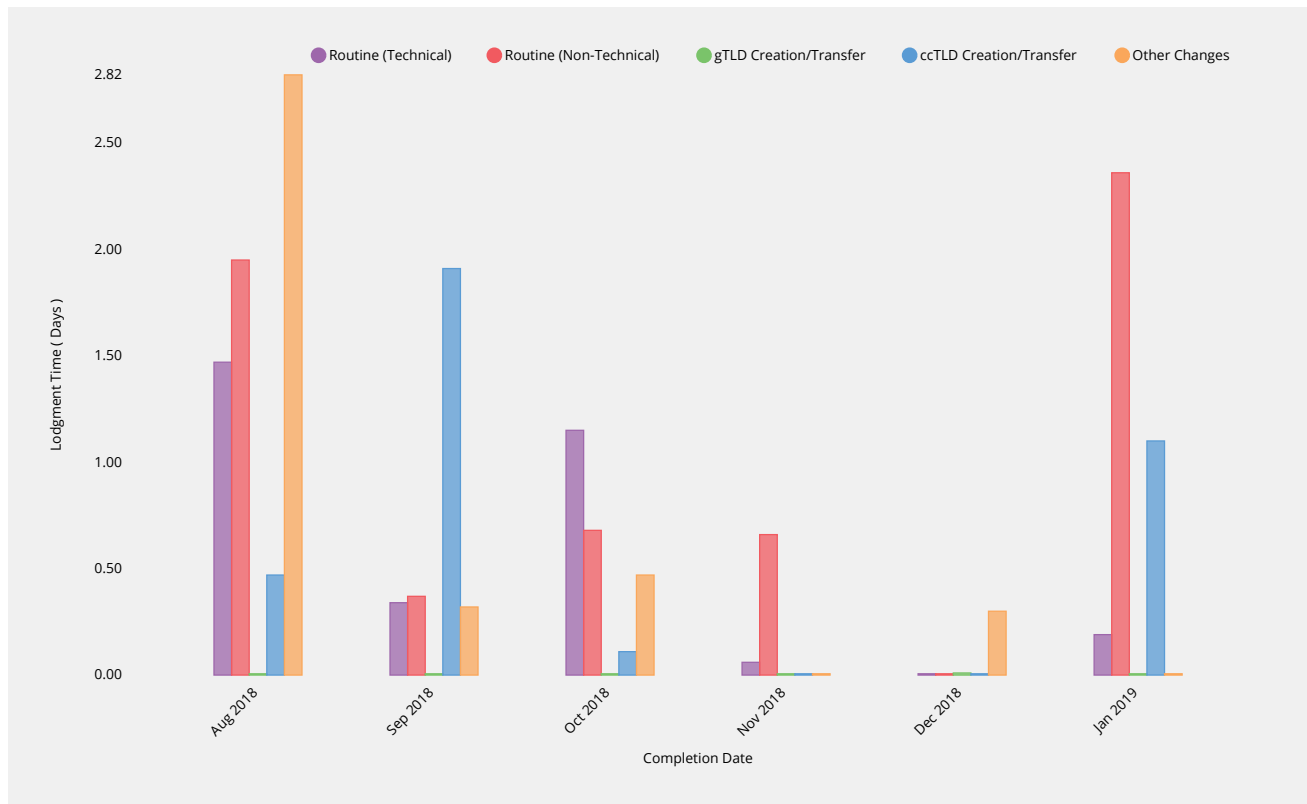
gTLD Creation/Transfer	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Acceptance Time	—	—	0.97s	—	2.37s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	0	0	1	0	1	0
Mean Time	—	—	0.97s	—	2.37s	—
Shortest Time	—	—	0.97s	—	2.37s	—
Longest Time	—	—	0.97s	—	2.37s	—
Median Time	—	—	0.97s	—	2.37s	—
PStDev Time	—	—	0s	—	0s	—

ccTLD Creation/Transfer	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Acceptance Time	5.23s	0.93s	0.48s	—	0.76s	2.37s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	1	2	1	0	1	2
Mean Time	5.23s	0.75s	0.48s	—	0.76s	1.78s
Shortest Time	5.23s	0.54s	0.48s	—	0.76s	1.13s
Longest Time	5.23s	0.95s	0.48s	—	0.76s	2.43s
Median Time	5.23s	0.75s	0.48s	—	0.76s	1.78s
PStDev Time	0s	0.21s	0s	—	0s	0.65s

Other Changes	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Acceptance Time	0.61s	0.55s	1.47s	—	1.04s	—
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	5	2	0	2	0
Mean Time	0.61s	0.52s	1.06s	—	0.83s	—
Shortest Time	0.61s	0.49s	0.6s	—	0.59s	—
Longest Time	0.61s	0.55s	1.51s	—	1.07s	—
Median Time	0.61s	0.52s	1.06s	—	0.83s	—
PStDev Time	0s	0.02s	0.46s	—	0.24s	—

Manual Lodgment Time

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



Routine (Technical)	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Lodgment Time	1.47d	0.34d	1.15d	0.06d	—	0.19d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	4	1	2	1	0	1
Mean Time	0.65d	0.34d	0.65d	0.06d	—	0.19d
Shortest Time	0.1d	0.34d	0.09d	0.06d	—	0.19d
Longest Time	1.6d	0.34d	1.21d	0.06d	—	0.19d
Median Time	0.46d	0.34d	0.65d	0.06d	—	0.19d
PStDev Time	0.6d	0d	0.56d	0d	—	0d

Routine (Non-Technical)	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Lodgment Time	1.95d	0.37d	0.68d	0.66d	—	2.36d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	7	1	2	11	0	5
Mean Time	0.6d	0.37d	0.36d	0.34d	—	1d
Shortest Time	0.02d	0.37d	0.01d	0.12d	—	0d
Longest Time	2.48d	0.37d	0.71d	0.67d	—	2.7d
Median Time	0.3d	0.37d	0.36d	0.29d	—	0.98d
PStDev Time	0.81d	0d	0.35d	0.17d	—	0.93d

gTLD Creation/Transfer	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Lodgment Time	—	—	—	—	0.01d	—
Monthly Threshold	3d	3d	3d	3d	3d	3d

gTLD Creation/Transfer	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	0	0	1	0
Mean Time	—	—	—	—	0.01d	—
Shortest Time	—	—	—	—	0.01d	—
Longest Time	—	—	—	—	0.01d	—
Median Time	—	—	—	—	0.01d	—
PStDev Time	—	—	—	—	0d	—

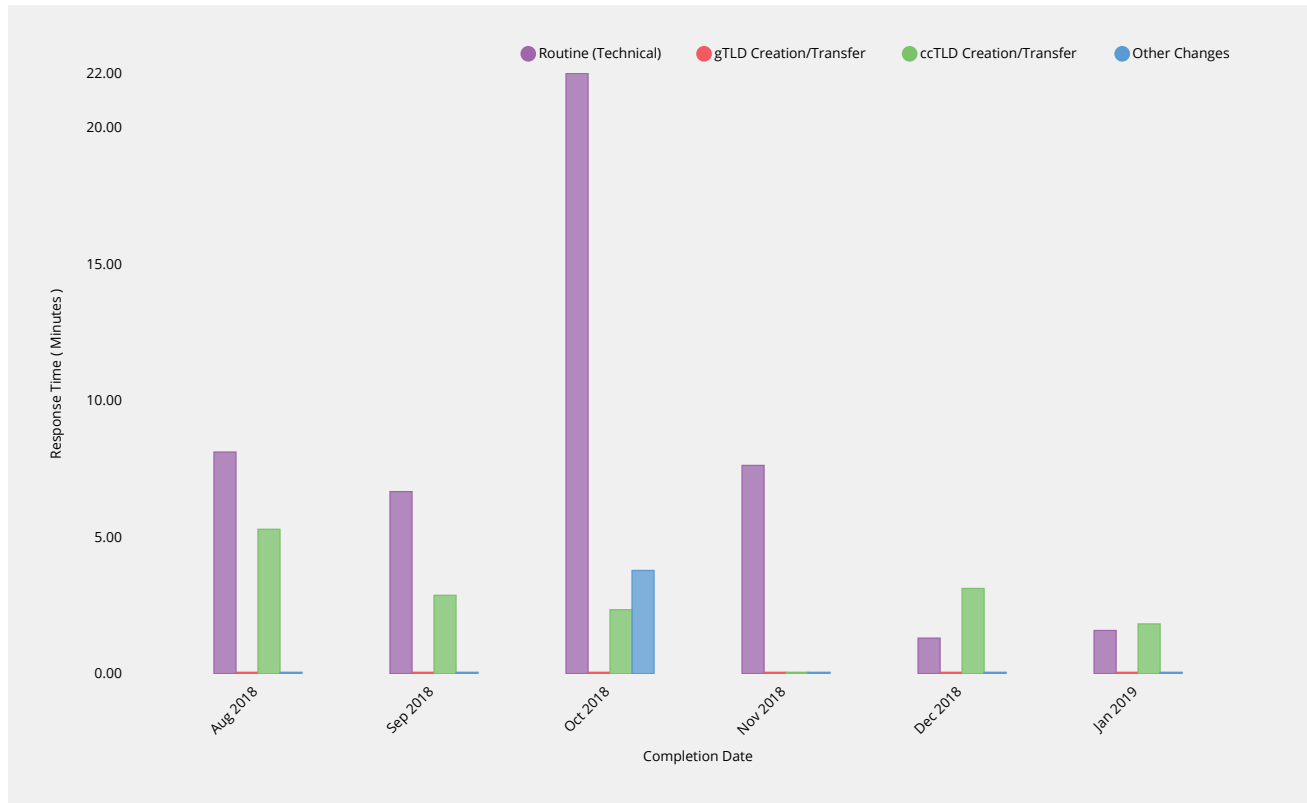
ccTLD Creation/Transfer	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Lodgment Time	0.47d	1.91d	0.11d	—	—	1.1d
Monthly Threshold	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	1	2	1	0	0	2
Mean Time	0.47d	1.01d	0.11d	—	—	0.6d
Shortest Time	0.47d	0.01d	0.11d	—	—	0.05d
Longest Time	0.47d	2.01d	0.11d	—	—	1.16d
Median Time	0.47d	1.01d	0.11d	—	—	0.6d
PStDev Time	0d	1d	0d	—	—	0.55d

Other Changes	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Lodgment Time	2.82d	0.32d	0.47d	—	0.3d	—
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	1	0	2	0
Mean Time	2.82d	0.27d	0.47d	—	0.23d	—
Shortest Time	2.82d	0.14d	0.47d	—	0.16d	—
Longest Time	2.82d	0.32d	0.47d	—	0.3d	—
Median Time	2.82d	0.28d	0.47d	—	0.23d	—
PStDev Time	0d	0.07d	0d	—	0.07d	—

Technical Checks

Technical Check (First)

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



	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Routine (Technical)						
Response Time	8.12m	6.67m	22m	7.63m	1.3m	1.58m
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	13	19	30	27	64	38
Mean Time	3.88m	3.7m	8.42m	2.42m	0.54m	0.44m
Shortest Time	1.5m	0.78m	0.24m	0.2m	0.1m	0.11m
Longest Time	12.29m	7.76m	27.21m	10.37m	2.93m	2.55m
Median Time	2.93m	3.99m	4.58m	1.61m	0.34m	0.28m
PStDev Time	2.66m	1.88m	7.47m	2.6m	0.48m	0.5m

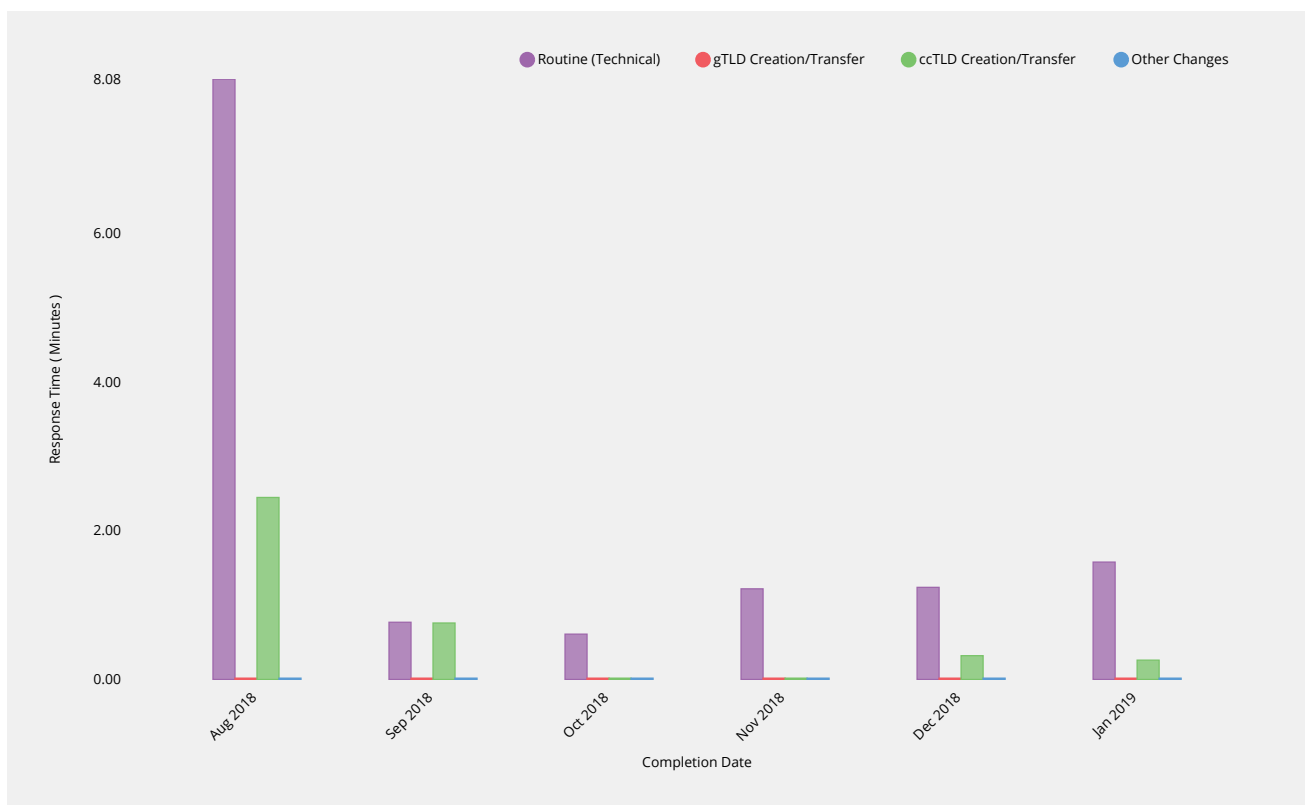
	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
gTLD Creation/Transfer						
Response Time	—	—	—	—	—	—
Monthly Threshold	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

ccTLD Creation/Transfer	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Response Time	5.29m	2.87m	2.34m	—	3.12m	1.82m
Monthly Threshold	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	1	1	1	0	1	1
Mean Time	5.29m	2.87m	2.34m	—	3.12m	1.82m
Shortest Time	5.29m	2.87m	2.34m	—	3.12m	1.82m
Longest Time	5.29m	2.87m	2.34m	—	3.12m	1.82m
Median Time	5.29m	2.87m	2.34m	—	3.12m	1.82m
PStDev Time	0m	0m	0m	—	0m	0m

Other Changes	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Response Time	—	—	3.78m	—	—	—
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	—	—	3.78m	—	—	—
Shortest Time	—	—	3.78m	—	—	—
Longest Time	—	—	3.78m	—	—	—
Median Time	—	—	3.78m	—	—	—
PStDev Time	—	—	0m	—	—	—

Technical Check (Retest)

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



Routine (Technical)	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Response Time	8.08m	0.77m	0.61m	1.22m	1.24m	1.58m

Routine (Technical)	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	37	45	58	65	145	169
Mean Time	2.07m	0.27m	0.45m	0.54m	0.67m	0.63m
Shortest Time	0.39m	0.09m	0.25m	0.27m	0.07m	0.09m
Longest Time	8.1m	0.96m	0.79m	1.57m	4.43m	2.91m
Median Time	0.44m	0.18m	0.43m	0.33m	0.54m	0.58m
PStDev Time	3.11m	0.23m	0.07m	0.37m	0.58m	0.6m

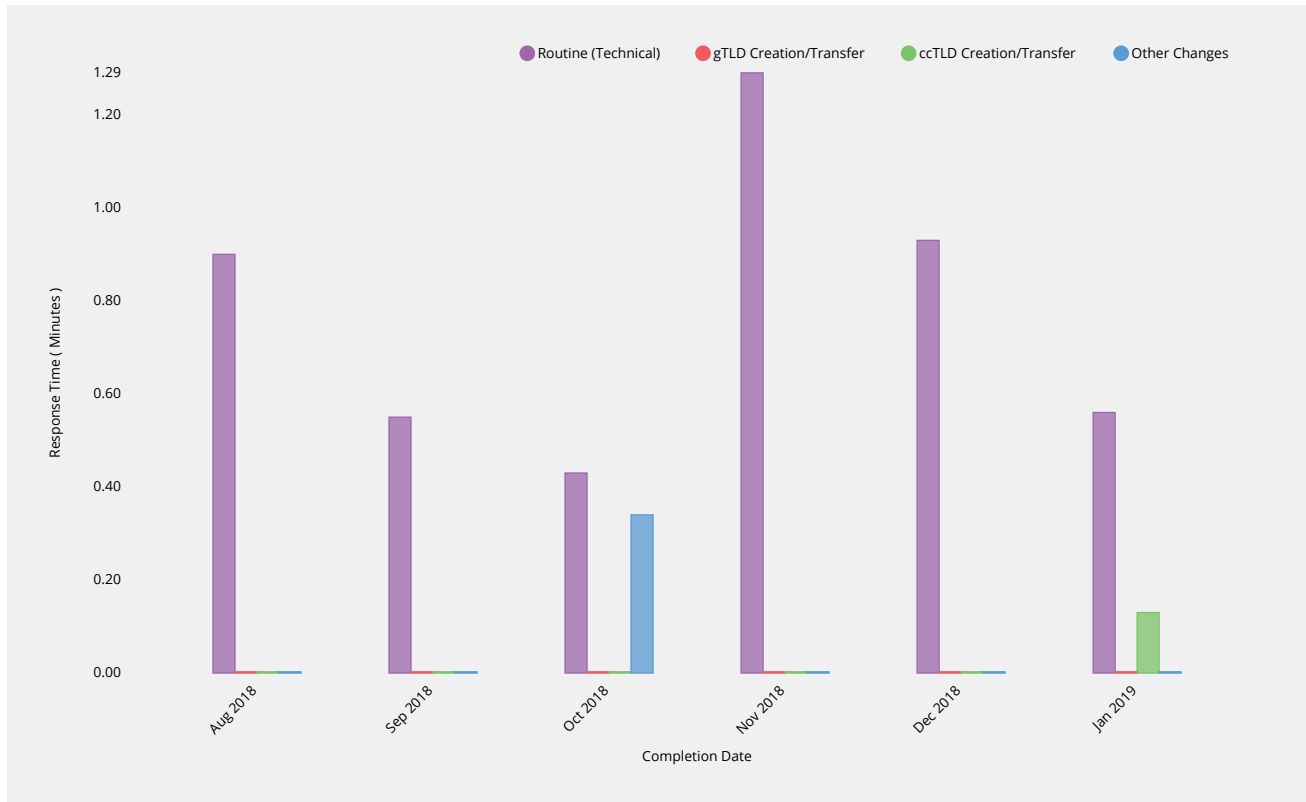
gTLD Creation/Transfer	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Response Time	—	—	—	—	—	—
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

ccTLD Creation/Transfer	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Response Time	2.45m	0.76m	—	—	0.32m	0.26m
Monthly Threshold	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	13	10	0	0	9	4
Mean Time	0.7m	0.42m	—	—	0.26m	0.17m
Shortest Time	0.17m	0.18m	—	—	0.23m	0.11m
Longest Time	2.45m	0.83m	—	—	0.34m	0.28m
Median Time	0.45m	0.29m	—	—	0.25m	0.14m
PStDev Time	0.77m	0.24m	—	—	0.03m	0.07m

Other Changes	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
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)	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Response Time	0.9m	0.55m	0.43m	1.29m	0.93m	0.56m
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	12	27	33	30	56	25
Mean Time	0.39m	0.22m	0.22m	0.43m	0.41m	0.4m
Shortest Time	0.14m	0.04m	0.06m	0.15m	0.08m	0.08m
Longest Time	1.3m	0.6m	0.45m	1.59m	1.22m	4.35m
Median Time	0.28m	0.13m	0.18m	0.34m	0.25m	0.18m
PStDev Time	0.3m	0.16m	0.14m	0.34m	0.28m	0.82m

gTLD Creation/Transfer	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
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	—	—	—	—	—	—

ccTLD Creation/Transfer	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Response Time	—	—	—	—	—	0.13m
Monthly Threshold	5m	5m	5m	5m	5m	5m

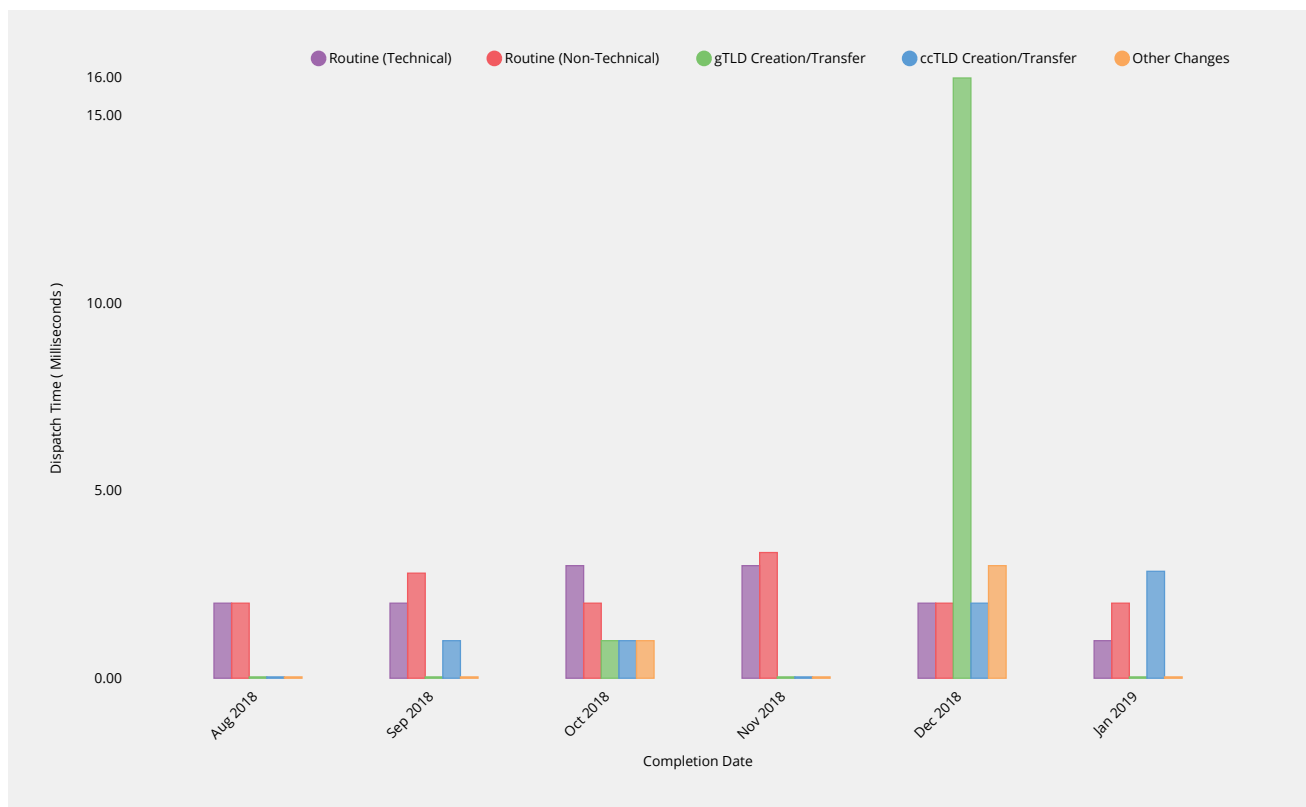
ccTLD Creation/Transfer	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	0	0	1
Mean Time	—	—	—	—	—	0.13m
Shortest Time	—	—	—	—	—	0.13m
Longest Time	—	—	—	—	—	0.13m
Median Time	—	—	—	—	—	0.13m
PStDev Time	—	—	—	—	—	0m

Other Changes	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Response Time	—	—	0.34m	—	—	—
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	—	—	0.34m	—	—	—
Shortest Time	—	—	0.34m	—	—	—
Longest Time	—	—	0.34m	—	—	—
Median Time	—	—	0.34m	—	—	—
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)	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Dispatch Time	2ms	2ms	3ms	3ms	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	11	19	27	24	56	32
Mean Time	1.18ms	0.95ms	1.56ms	1.75ms	1.04ms	0.91ms
Shortest Time	1ms	0ms	0ms	0ms	0ms	0ms
Longest Time	3ms	2ms	4ms	3ms	8ms	2ms
Median Time	1ms	1ms	1ms	2ms	1ms	1ms
PStDev Time	0.57ms	0.51ms	0.87ms	0.88ms	1.03ms	0.38ms

Routine (Non-Technical)	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Dispatch Time	2ms	2.8ms	2ms	3.35ms	2ms	2ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	221	17	17	14	14	30
Mean Time	1.37ms	1.35ms	1.24ms	2.29ms	1.14ms	1.27ms
Shortest Time	0ms	0ms	1ms	1ms	1ms	1ms
Longest Time	9ms	6ms	2ms	4ms	2ms	2ms
Median Time	1ms	1ms	1ms	2ms	1ms	1ms
PStDev Time	0.88ms	1.23ms	0.42ms	0.8ms	0.35ms	0.44ms

gTLD Creation/Transfer	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Dispatch Time	—	—	1ms	—	16ms	—
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	0	1	0
Mean Time	—	—	1ms	—	16ms	—
Shortest Time	—	—	1ms	—	16ms	—
Longest Time	—	—	1ms	—	16ms	—
Median Time	—	—	1ms	—	16ms	—
PStDev Time	—	—	0ms	—	0ms	—

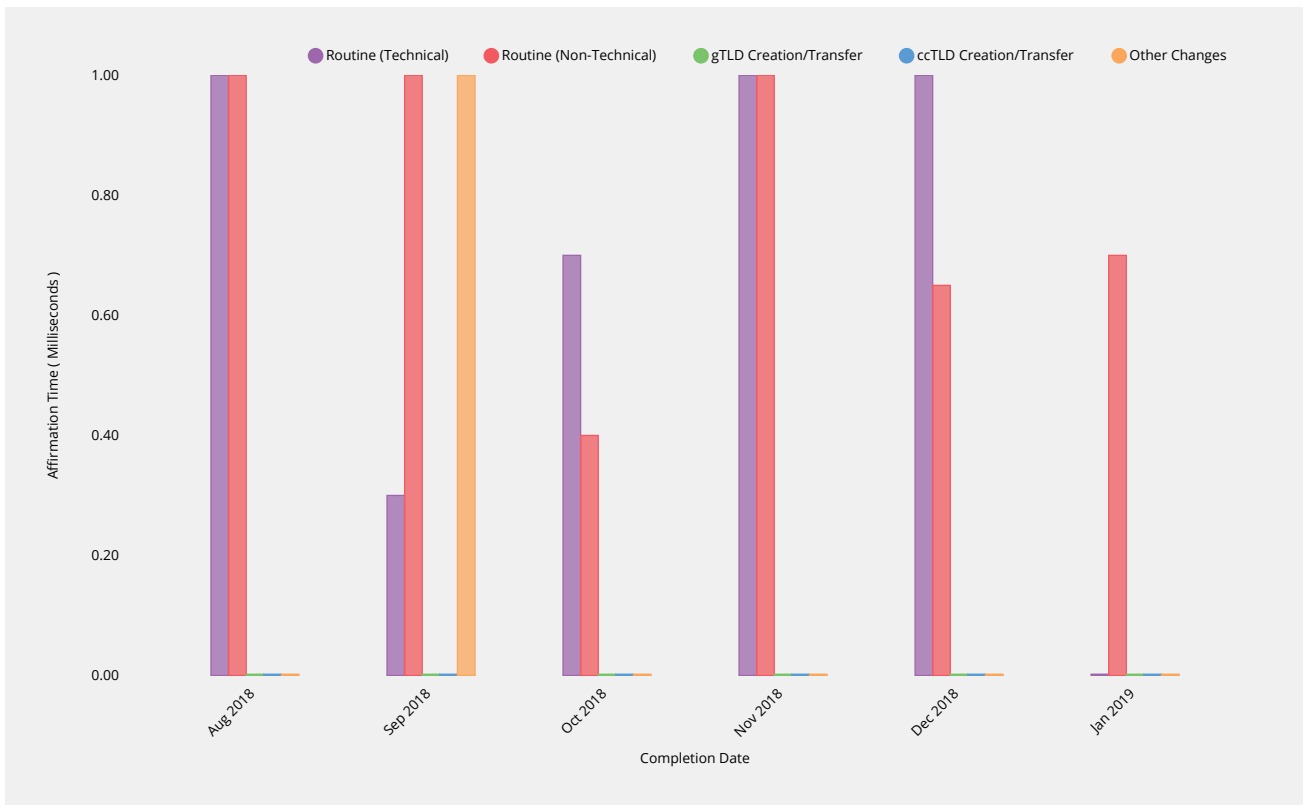
ccTLD Creation/Transfer	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Dispatch Time	—	1ms	1ms	—	2ms	2.85ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	2	1	0	1	2
Mean Time	—	1ms	1ms	—	2ms	1.5ms
Shortest Time	—	1ms	1ms	—	2ms	0ms
Longest Time	—	1ms	1ms	—	2ms	3ms
Median Time	—	1ms	1ms	—	2ms	1.5ms
PStDev Time	—	0ms	0ms	—	0ms	1.5ms

Other Changes	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Dispatch Time	—	—	1ms	—	3ms	—
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	0	1	0
Mean Time	—	—	1ms	—	3ms	—
Shortest Time	—	—	1ms	—	3ms	—

Other Changes	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Longest Time	—	—	1ms	—	3ms	—
Median Time	—	—	1ms	—	3ms	—
PStDev Time	—	—	0ms	—	0ms	—

Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Affirmation Time	1ms	0.3ms	0.7ms	1ms	1ms	0ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	11	19	27	22	56	24
Mean Time	0.18ms	0.16ms	0.07ms	0.27ms	0.11ms	0.04ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	3ms	1ms	1ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.39ms	0.67ms	0.26ms	0.45ms	0.31ms	0.2ms

Routine (Non-Technical)	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Affirmation Time	1ms	1ms	0.4ms	1ms	0.65ms	0.7ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	220	16	13	12	8	27
Mean Time	0.12ms	0.19ms	0.08ms	0.25ms	0.12ms	0.07ms
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)	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
PStDev Time	0.33ms	0.39ms	0.27ms	0.43ms	0.33ms	0.26ms

gTLD Creation/Transfer	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
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	—	—	—

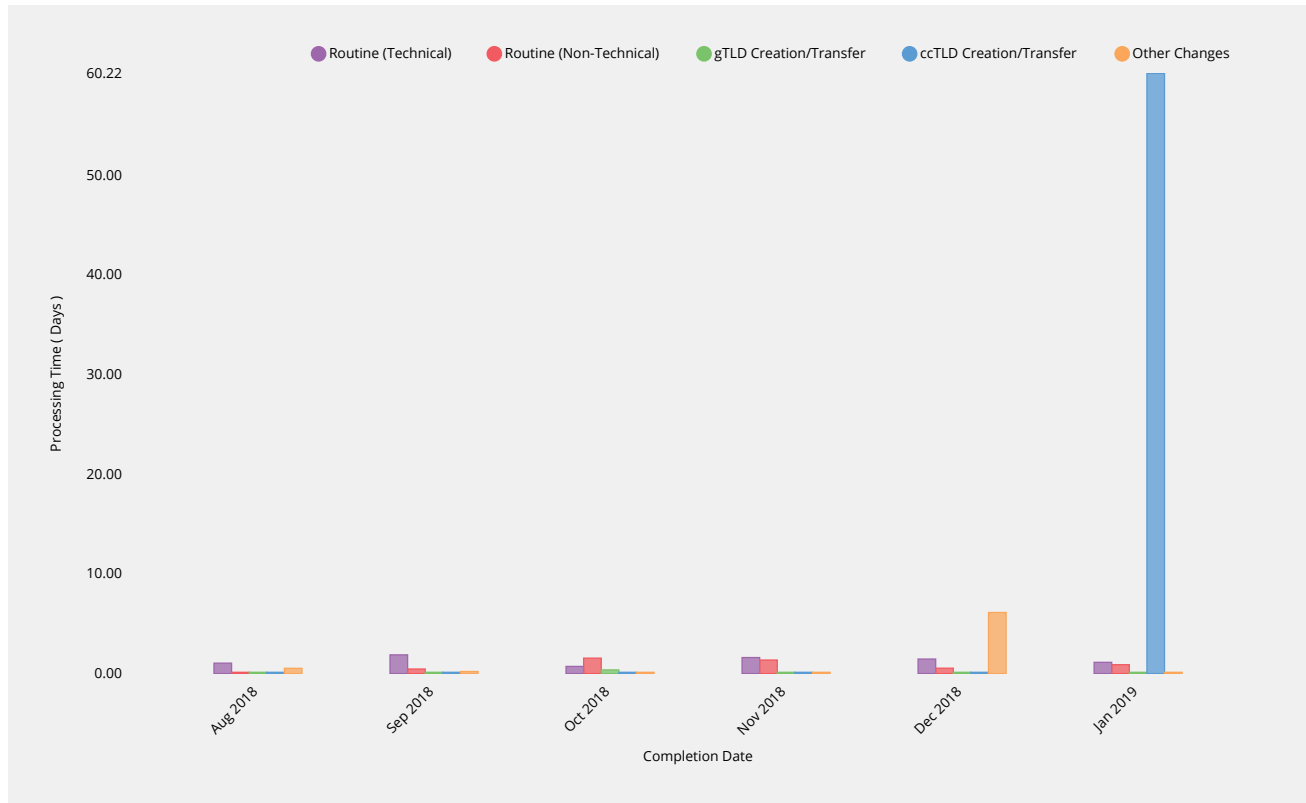
ccTLD Creation/Transfer	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Affirmation Time	—	0ms	—	—	—	0ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	1	0	0	0	1
Mean Time	—	0ms	—	—	—	0ms
Shortest Time	—	0ms	—	—	—	0ms
Longest Time	—	0ms	—	—	—	0ms
Median Time	—	0ms	—	—	—	0ms
PStDev Time	—	0ms	—	—	—	0ms

Other Changes	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Affirmation Time	0ms	1ms	0ms	—	0ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	1	4	2	0	2	0
Mean Time	0ms	0.5ms	0ms	—	0ms	—
Shortest Time	0ms	0ms	0ms	—	0ms	—
Longest Time	0ms	1ms	0ms	—	0ms	—
Median Time	0ms	0.5ms	0ms	—	0ms	—
PStDev Time	0ms	0.5ms	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)	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Processing Time	1.05d	1.88d	0.72d	1.61d	1.46d	1.13d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	11	19	27	22	56	24
Mean Time	0.72d	0.78d	0.42d	0.94d	0.91d	0.57d
Shortest Time	0.07d	0.05d	0.12d	0.03d	0d	0.01d
Longest Time	1.2d	3.95d	1.03d	2.91d	2.82d	1.83d
Median Time	0.91d	0.37d	0.41d	0.66d	0.71d	0.48d
PStDev Time	0.37d	1.01d	0.21d	0.71d	0.6d	0.43d

Routine (Non-Technical)	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Processing Time	0d	0.46d	1.55d	1.36d	0.54d	0.89d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	218	16	13	12	11	27
Mean Time	0.02d	0.25d	0.48d	2.18d	0.2d	0.56d
Shortest Time	0d	0.03d	0.02d	0.03d	0d	0d
Longest Time	0.82d	0.5d	1.94d	20.88d	0.7d	3.47d
Median Time	0d	0.16d	0.18d	0.63d	0.21d	0.41d
PStDev Time	0.09d	0.19d	0.62d	5.65d	0.22d	0.74d

gTLD Creation/Transfer	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Processing Time	—	—	0.37d	—	—	—
Monthly Threshold	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	0	0	1	0	0	0
Mean Time	—	—	0.37d	—	—	—
Shortest Time	—	—	0.37d	—	—	—
Longest Time	—	—	0.37d	—	—	—
Median Time	—	—	0.37d	—	—	—
PStDev Time	—	—	0d	—	—	—

ccTLD Creation/Transfer	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Processing Time	0.01d	0.09d	—	—	—	60.22d 
Monthly Threshold	60d	60d	60d	60d	60d	60d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Request Count	1	1	0	0	0	1
Mean Time	0.01d	0.09d	—	—	—	60.22d
Shortest Time	0.01d	0.09d	—	—	—	60.22d
Longest Time	0.01d	0.09d	—	—	—	60.22d
Median Time	0.01d	0.09d	—	—	—	60.22d
PStDev Time	0d	0d	—	—	—	0d

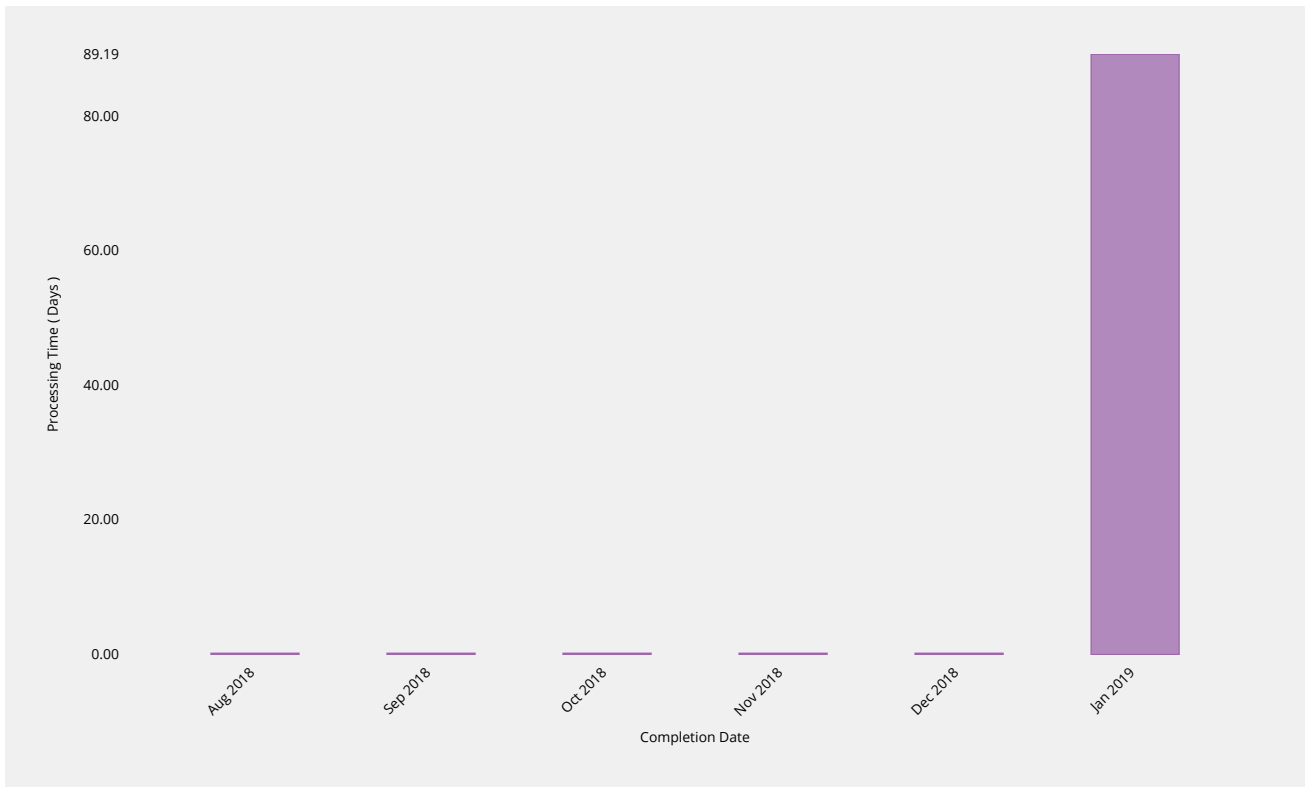
Exception Narrative

Primary cause: Threshold requires revisiting
 Analysis/Comments: One ccTLD transfer request barely exceeded the validation and reviews threshold of 60 days. The request was not fully documented when it was submitted which required an extensive amount of communication with the requestor. The CSC has previously recommended that the threshold for this SLA be revisited.

Other Changes	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Processing Time	0.53d	0.21d	0.07d	—	6.13d	—
Monthly Threshold	0d	0d	0d	0d	0d	0d
Threshold Percentile	—	—	—	—	—	—
Request Count	1	4	2	0	2	0
Mean Time	0.53d	0.14d	0.04d	—	3.14d	—
Shortest Time	0.53d	0.05d	0d	—	0.15d	—
Longest Time	0.53d	0.21d	0.07d	—	6.13d	—
Median Time	0.53d	0.16d	0.04d	—	3.14d	—
PStDev Time	0d	0.07d	0.04d	—	2.99d	—

Third Party Approval

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

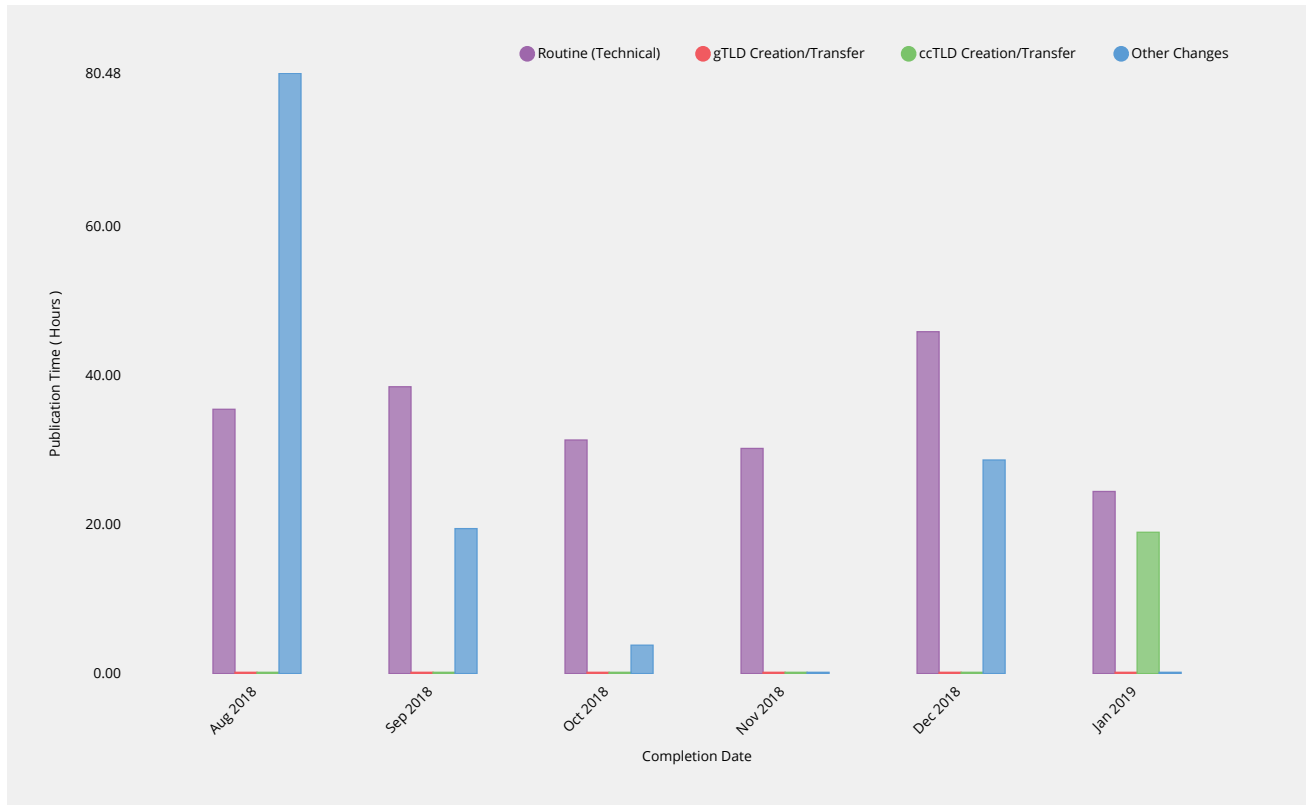


ccTLD Creation/Transfer	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Processing Time	—	—	—	—	—	89.19d
Request Count	0	0	0	0	0	1
Mean Time	—	—	—	—	—	89.19d
Shortest Time	—	—	—	—	—	89.19d
Longest Time	—	—	—	—	—	89.19d
Median Time	—	—	—	—	—	89.19d
PStDev Time	—	—	—	—	—	0d

Implementation

Root Zone Publication

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



Routine (Technical)	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Publication Time	35.44h	38.46h	31.32h	30.19h	45.84h	24.42h
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	11	19	27	22	55	24
Mean Time	16.99h	17.27h	7.52h	14.24h	11.65h	8.7h
Shortest Time	0.69h	2.21h	0.52h	1.1h	0.46h	0.61h
Longest Time	36.37h	39.11h	31.64h	31.16h	64.82h	25.04h
Median Time	21.88h	18.35h	6.01h	10.94h	12.72h	5.16h
PStDev Time	11.38h	9.77h	8.47h	9.39h	11.18h	8h

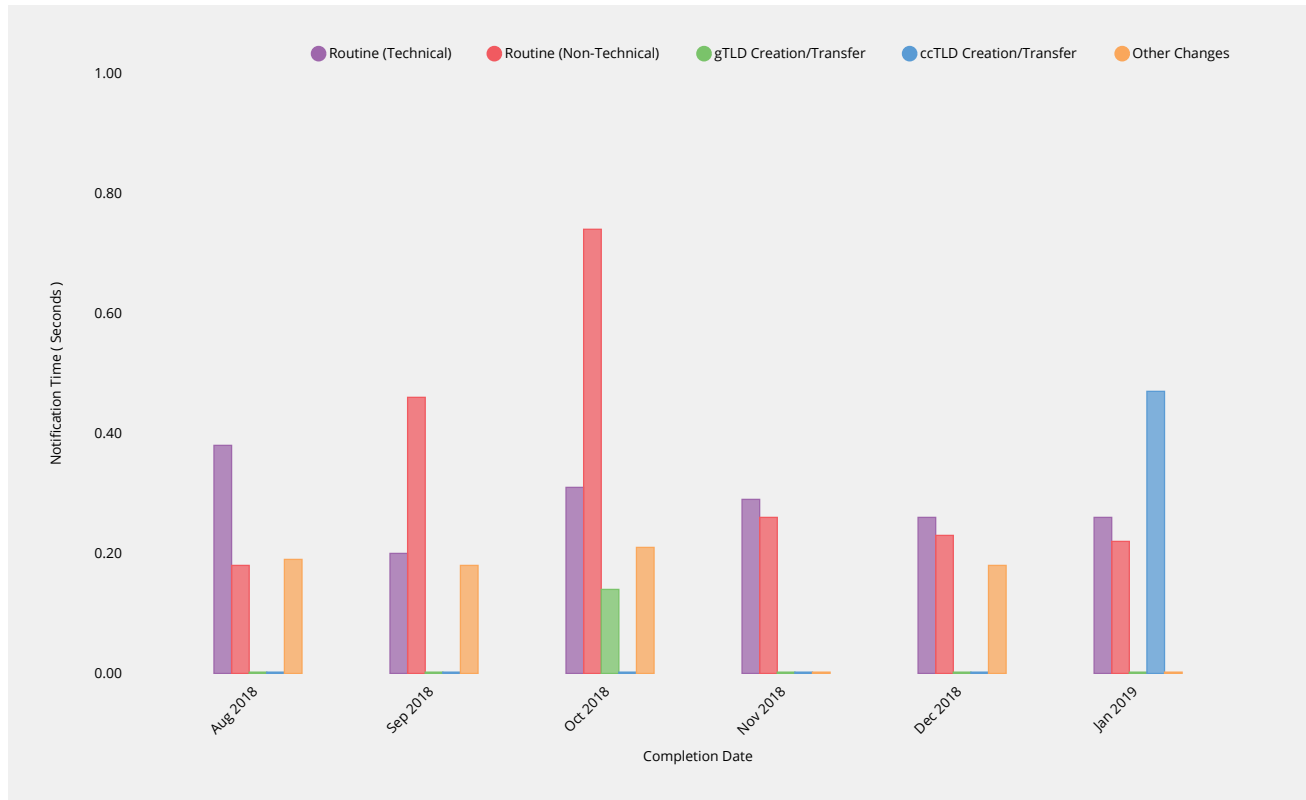
gTLD Creation/Transfer	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Publication Time	—	—	—	—	—	—
Monthly Threshold	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—
Median Time	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—

ccTLD Creation/Transfer	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Publication Time	—	—	—	—	—	18.95h
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	1
Mean Time	—	—	—	—	—	18.95h
Shortest Time	—	—	—	—	—	18.95h
Longest Time	—	—	—	—	—	18.95h
Median Time	—	—	—	—	—	18.95h
PStDev Time	—	—	—	—	—	0h

Other Changes	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Publication Time	80.48h	19.44h	3.81h	—	28.64h	—
Monthly Threshold	0h	0h	0h	0h	0h	0h
Threshold Percentile	—	—	—	—	—	—
Publication Count	1	4	2	0	1	0
Mean Time	80.48h	15.3h	2.09h	—	28.64h	—
Shortest Time	80.48h	3.26h	0.36h	—	28.64h	—
Longest Time	80.48h	19.44h	3.81h	—	28.64h	—
Median Time	80.48h	19.24h	2.09h	—	28.64h	—
PStDev Time	0h	6.95h	1.73h	—	0h	—

Notification of Completion

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



Routine (Technical)	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Notification Time	0.38s	0.2s	0.31s	0.29s	0.26s	0.26s
Monthly Threshold	60s	60s	60s	60s	60s	60s

Routine (Technical)	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	11	19	27	22	55	24
Mean Time	0.24s	0.16s	0.18s	0.19s	0.18s	0.18s
Shortest Time	0.16s	0.12s	0.11s	0.14s	0.13s	0.14s
Longest Time	0.41s	0.27s	0.41s	0.3s	0.3s	0.27s
Median Time	0.2s	0.15s	0.16s	0.17s	0.16s	0.18s
PStDev Time	0.08s	0.03s	0.07s	0.05s	0.04s	0.03s

Routine (Non-Technical)	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Notification Time	0.18s	0.46s	0.74s	0.26s	0.23s	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	218	16	13	12	8	26
Mean Time	0.14s	0.23s	0.3s	0.2s	0.18s	0.19s
Shortest Time	0.12s	0.12s	0.14s	0.15s	0.14s	0.14s
Longest Time	0.36s	1.24s	1.18s	0.27s	0.25s	0.27s
Median Time	0.14s	0.16s	0.21s	0.21s	0.17s	0.19s
PStDev Time	0.03s	0.26s	0.27s	0.04s	0.03s	0.03s

gTLD Creation/Transfer	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Notification Time	—	—	0.14s	—	—	—
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	0	0	0
Mean Time	—	—	0.14s	—	—	—
Shortest Time	—	—	0.14s	—	—	—
Longest Time	—	—	0.14s	—	—	—
Median Time	—	—	0.14s	—	—	—
PStDev Time	—	—	0s	—	—	—

ccTLD Creation/Transfer	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Notification Time	—	—	—	—	—	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	0	0	0	0	0	1
Mean Time	—	—	—	—	—	0.47s
Shortest Time	—	—	—	—	—	0.47s
Longest Time	—	—	—	—	—	0.47s
Median Time	—	—	—	—	—	0.47s
PStDev Time	—	—	—	—	—	0s

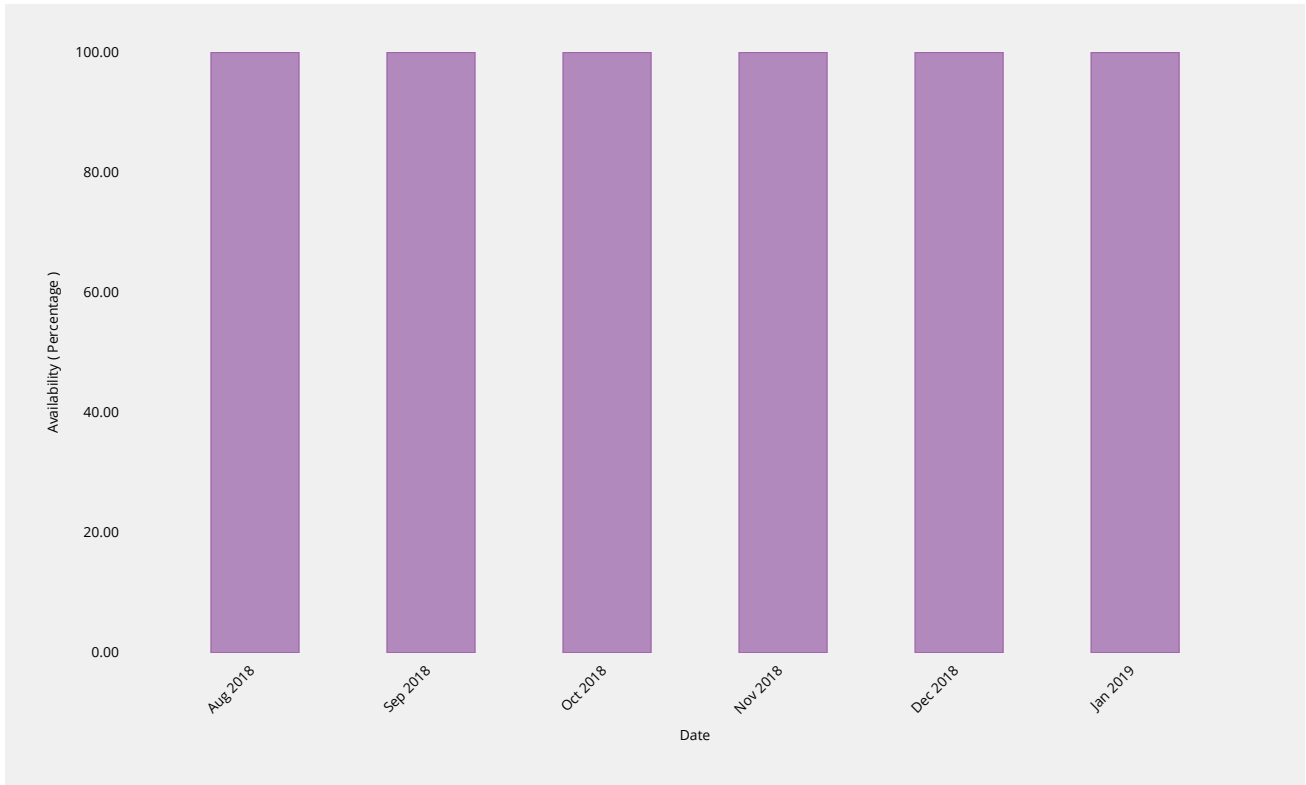
Other Changes	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Notification Time	0.19s	0.18s	0.21s	—	0.18s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	1	4	2	0	2	0
Mean Time	0.19s	0.16s	0.18s	—	0.16s	—
Shortest Time	0.19s	0.13s	0.16s	—	0.14s	—
Longest Time	0.19s	0.18s	0.21s	—	0.18s	—
Median Time	0.19s	0.15s	0.18s	—	0.16s	—

Other Changes	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
PStDev Time	0s	0.02s	0.03s	—	0.02s	—

System Availability

IANA Website

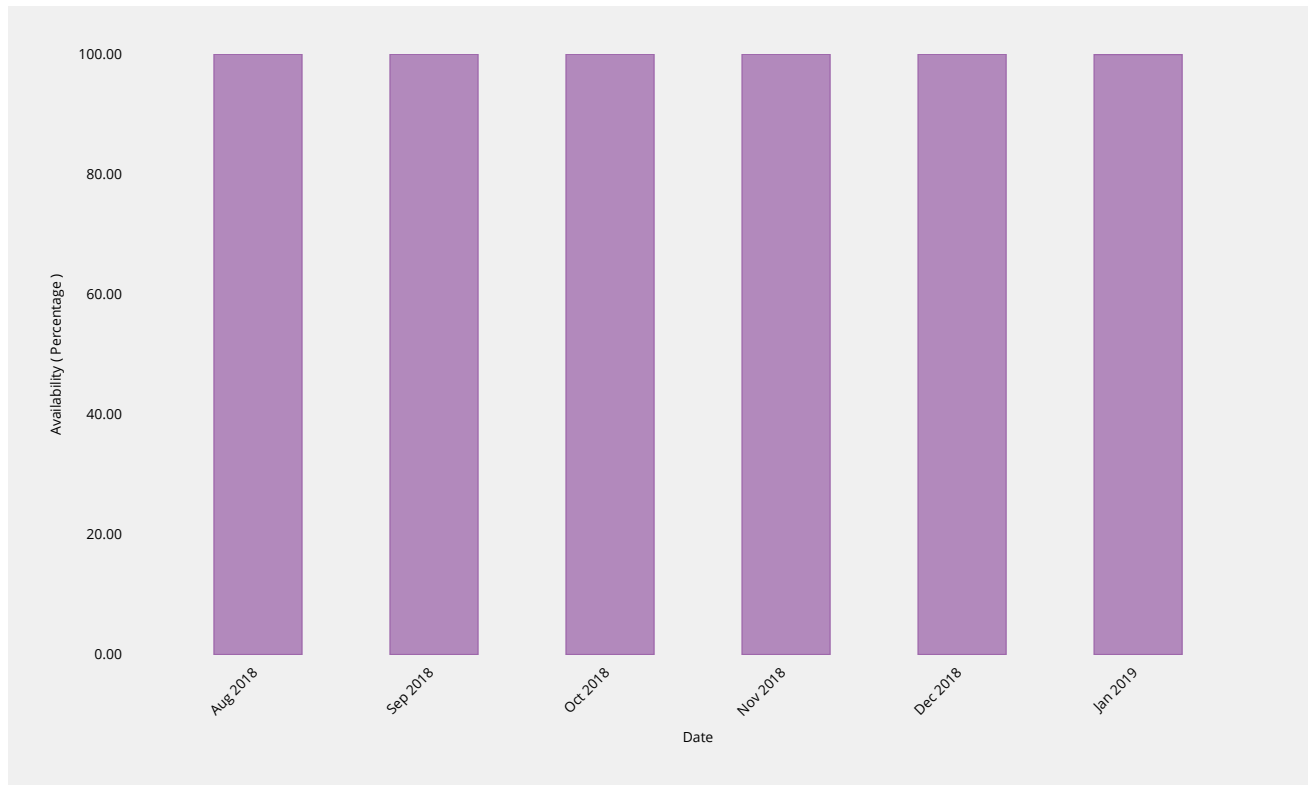
Percentage availability of IANA website for consulting documentations and other posted materials.



IANA Site Availability	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Availability	100%	100%	100%	100%	100%	99.99%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Root Zone Management System

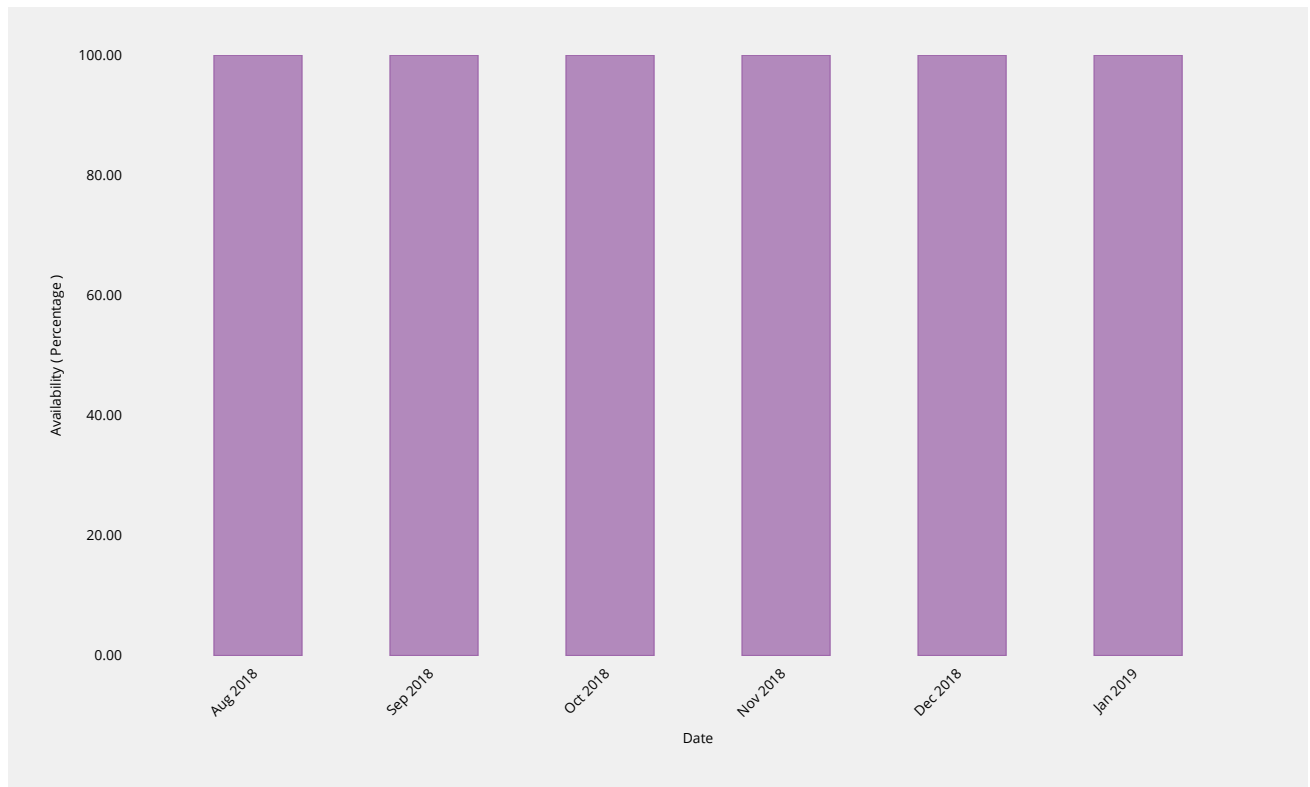
Percentage availability of the RZMS to allow customers to perform self-service operations via the web interface.



RZM Availability	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Availability	100%	100%	100%	100%	100%	99.95%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Directory Service

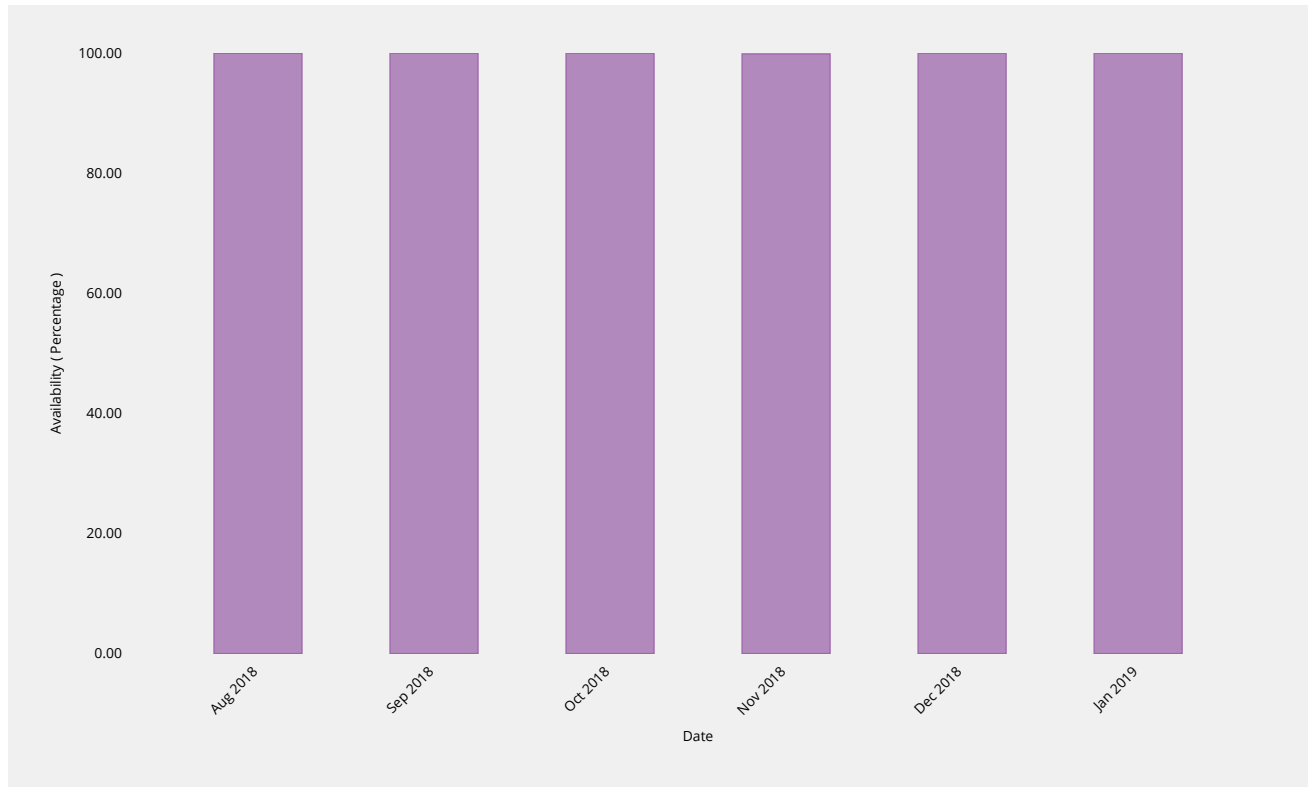
Percentage availability of WHOIS server and other registration data publication services.



WHOIS Availability	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Availability	100%	100%	100%	100%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Root Zone Service Level Dashboard

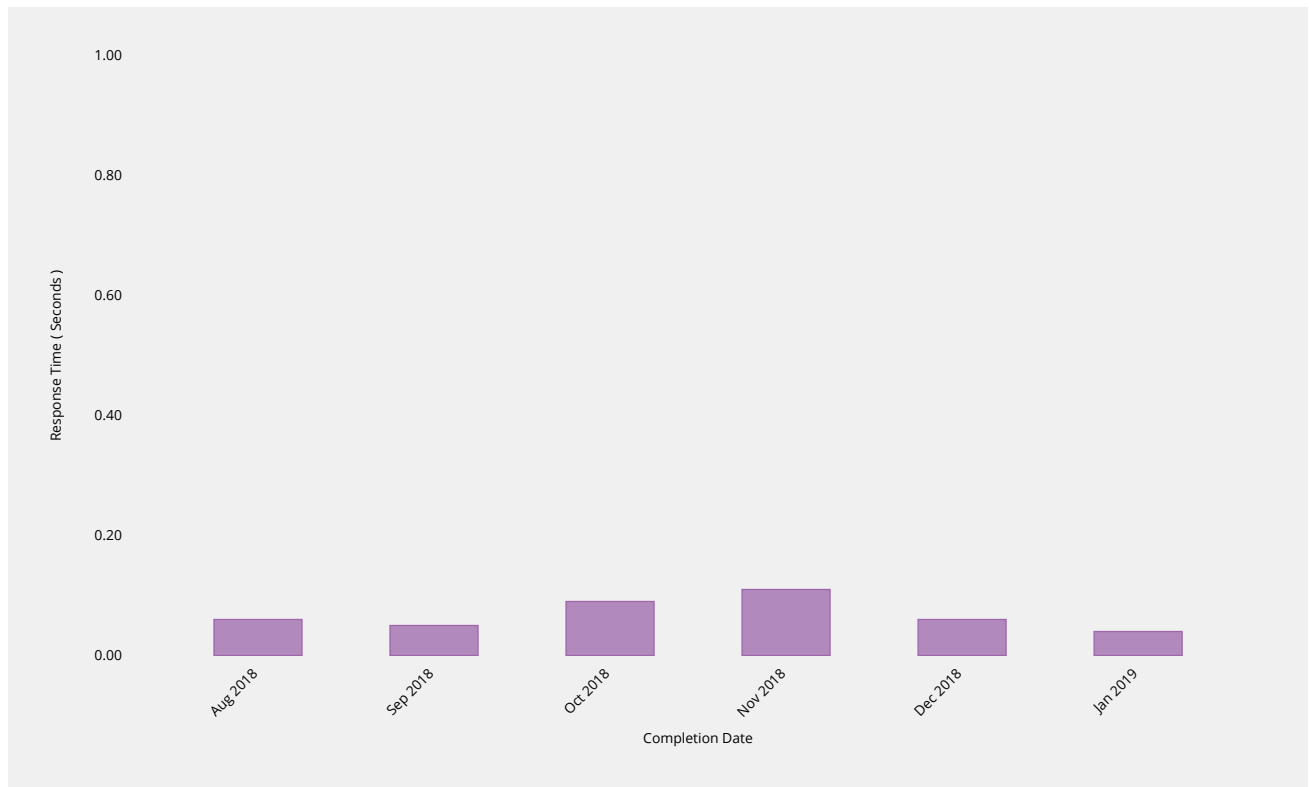
Availability of accurate, timely reporting to these standards via dashboard and other mechanisms.



Dashboard Availability	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Availability	99.99%	100%	100%	99.9%	100%	100%
Monthly Threshold	99%	99%	99%	99%	99%	99%

Credential Recovery

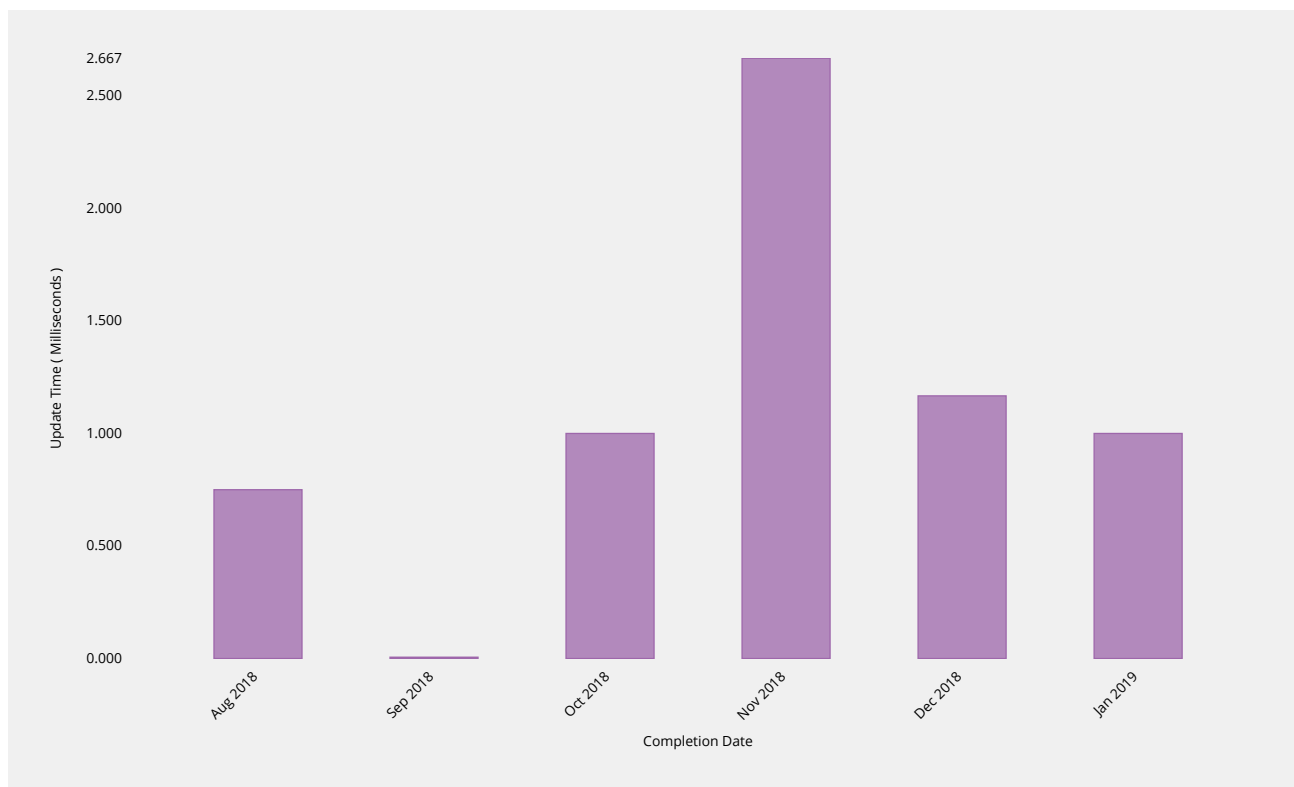
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Response Time	0.06s	0.05s	0.09s	0.11s	0.06s	0.04s
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	3	9	22	28	5
Mean Time	0.05s	0.05s	0.05s	0.03s	0.02s	0.04s
Shortest Time	0.04s	0.04s	0.03s	0s	0s	0.04s
Longest Time	0.06s	0.05s	0.09s	0.21s	0.07s	0.04s
Median Time	0.04s	0.04s	0.04s	0.01s	0s	0.04s
PStDev Time	0.01s	0s	0.02s	0.05s	0.02s	0s

Credential Change

Time to implement new password within the system.

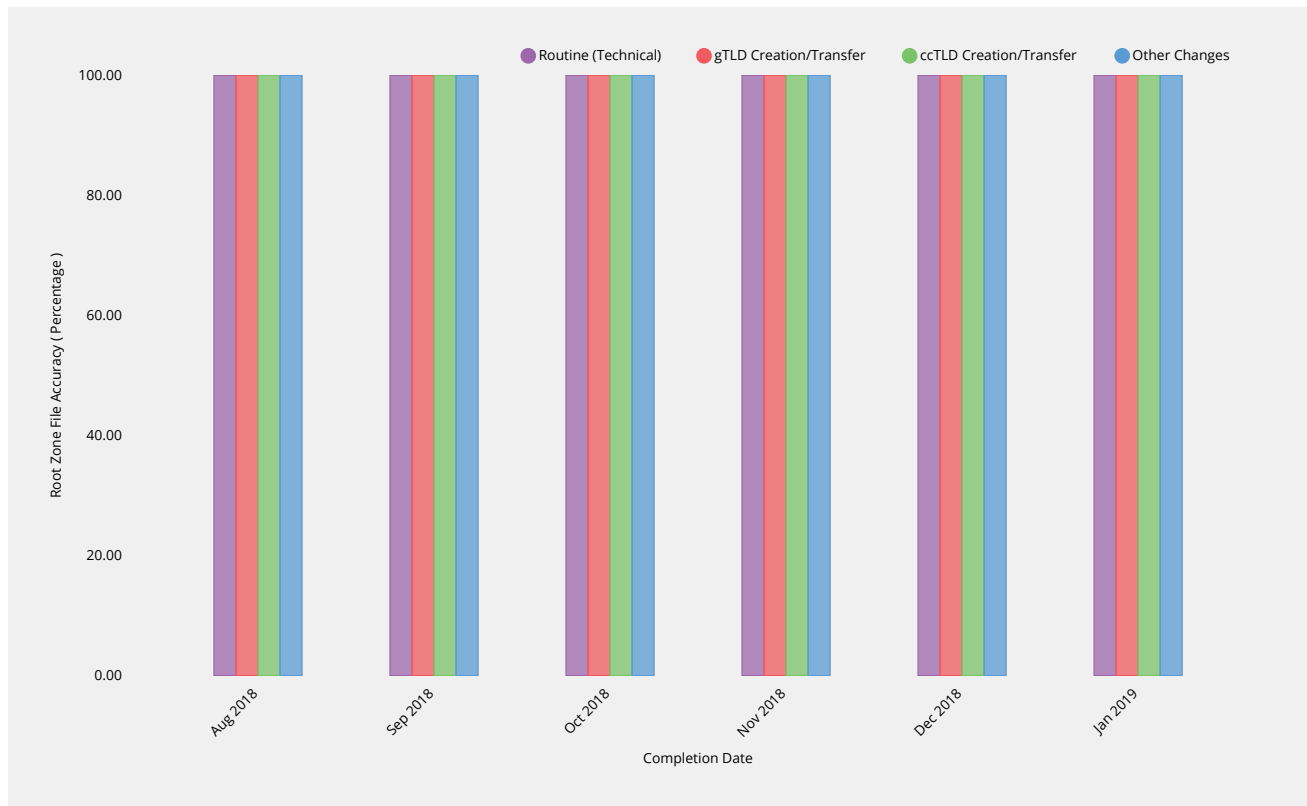


Credential Change	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Update Time	2.3ms	0ms	2ms	9.5ms	2.75ms	1ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Update Count	8	2	6	6	6	3
Mean Time	0.75ms	0ms	1ms	2.667ms	1.167ms	1ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	1ms
Longest Time	3ms	0ms	2ms	12ms	3ms	1ms
Median Time	0.5ms	0ms	1ms	1ms	1ms	1ms
PStDev Time	0.968ms	0ms	0.816ms	4.23ms	1.067ms	0ms

Accuracy

Root Zone File

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



Routine (Technical)	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
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	11	19	27	22	55	24

gTLD Creation/Transfer	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
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	0	0	0

ccTLD Creation/Transfer	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
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	0	1

Other Changes	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Accuracy	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0

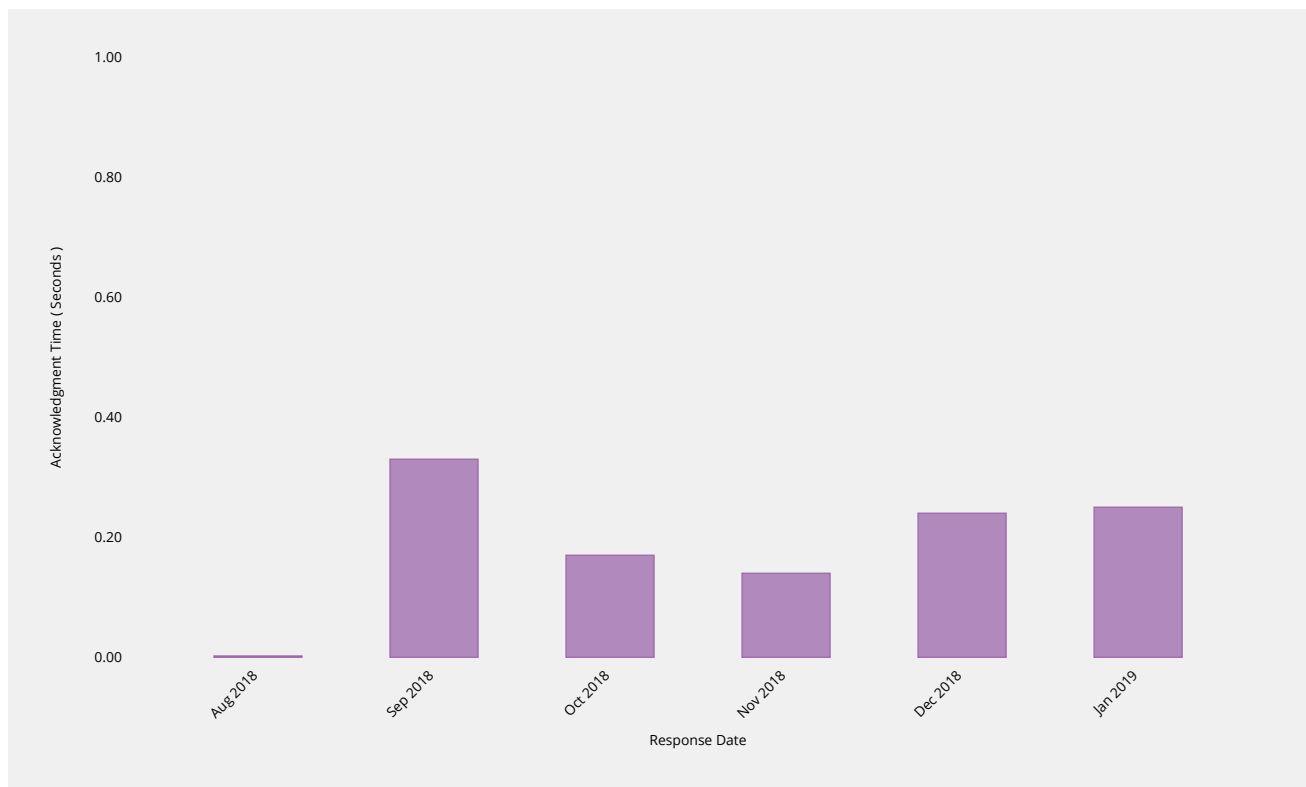
ccTLD Creation/Transfer	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Monthly Threshold	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0
Request Count	0	0	0	0	0	1

Other Changes	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
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	4	2	0	2	0

Enquiry Processing

Time to acknowledge

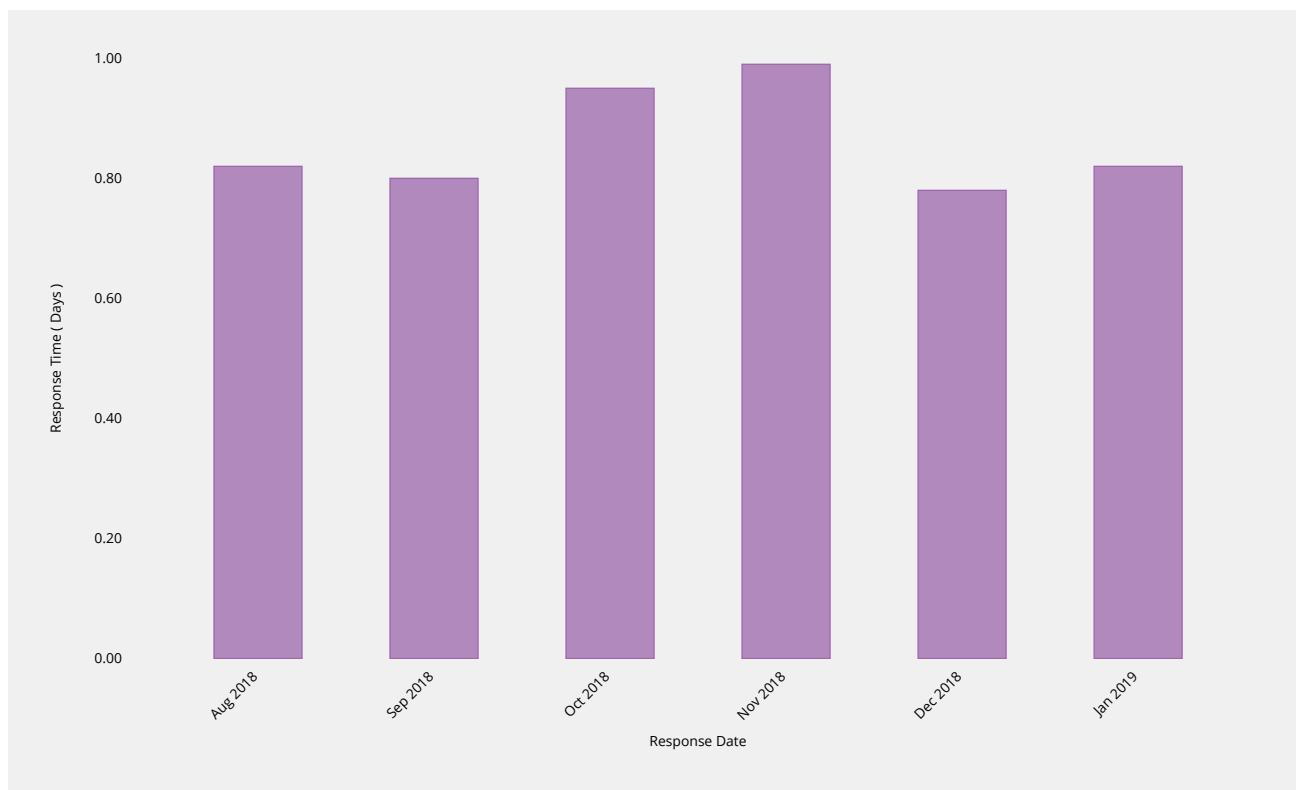
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Acknowledgment Time	0s	0.9s	1s	1s	1s	1s
Monthly Threshold	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	3	3	12	14	17	8
Mean Time	0s	0.33s	0.17s	0.14s	0.24s	0.25s
Shortest Time	0s	0s	0s	0s	0s	0s
Longest Time	0s	1s	1s	1s	1s	1s
Median Time	0s	0s	0s	0s	0s	0s
PStDev Time	0s	0.47s	0.37s	0.35s	0.42s	0.43s

Time to initial response

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

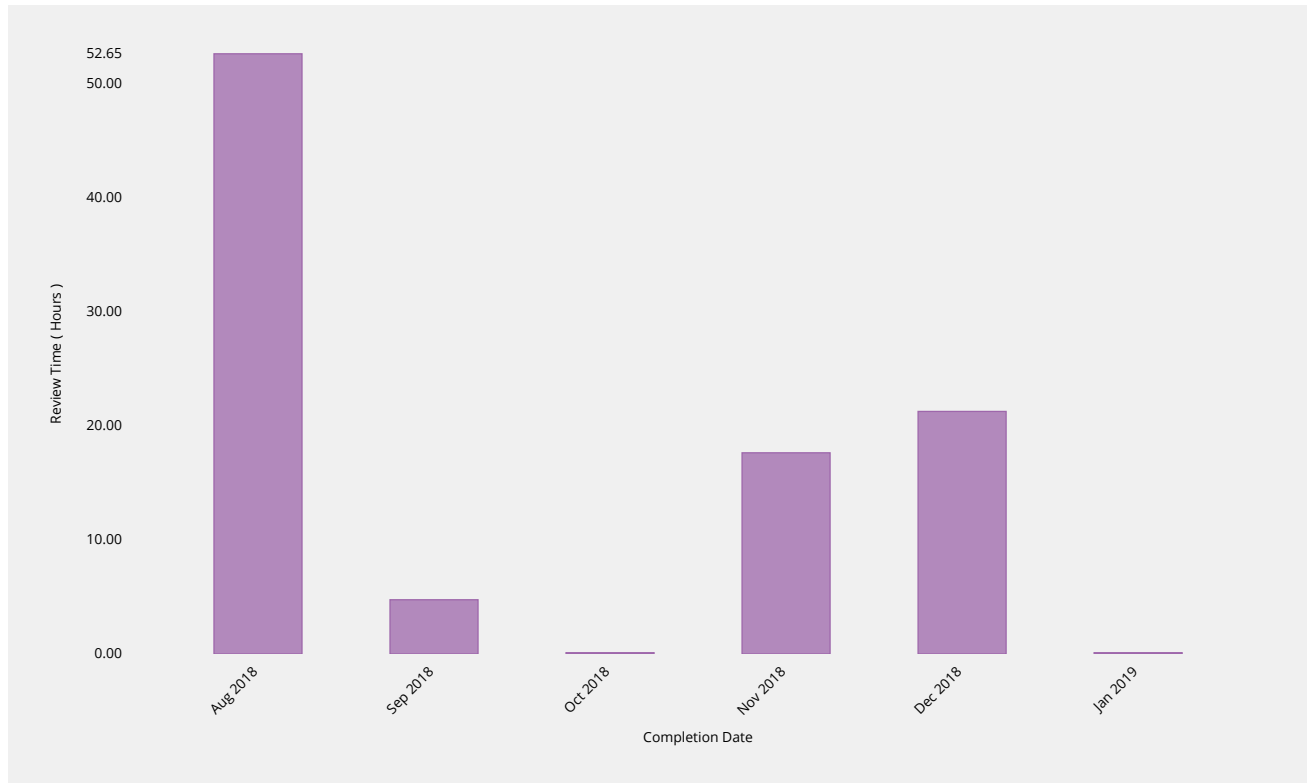


Manual Enquiries	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Response Time	1.52d	1.4d	2.95d	2.77d	1.91d	1.68d
Monthly Threshold	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	3	3	11	15	17	7
Mean Time	0.82d	0.8d	0.95d	0.99d	0.78d	0.82d
Shortest Time	0.14d	0.27d	0d	0.09d	0d	0.17d
Longest Time	1.76d	1.62d	3.18d	3.04d	3.02d	1.96d
Median Time	0.55d	0.5d	0.44d	0.46d	0.48d	0.62d
PStDev Time	0.69d	0.59d	1.09d	1.04d	0.81d	0.64d

Label Generation Rulesets

Review Time

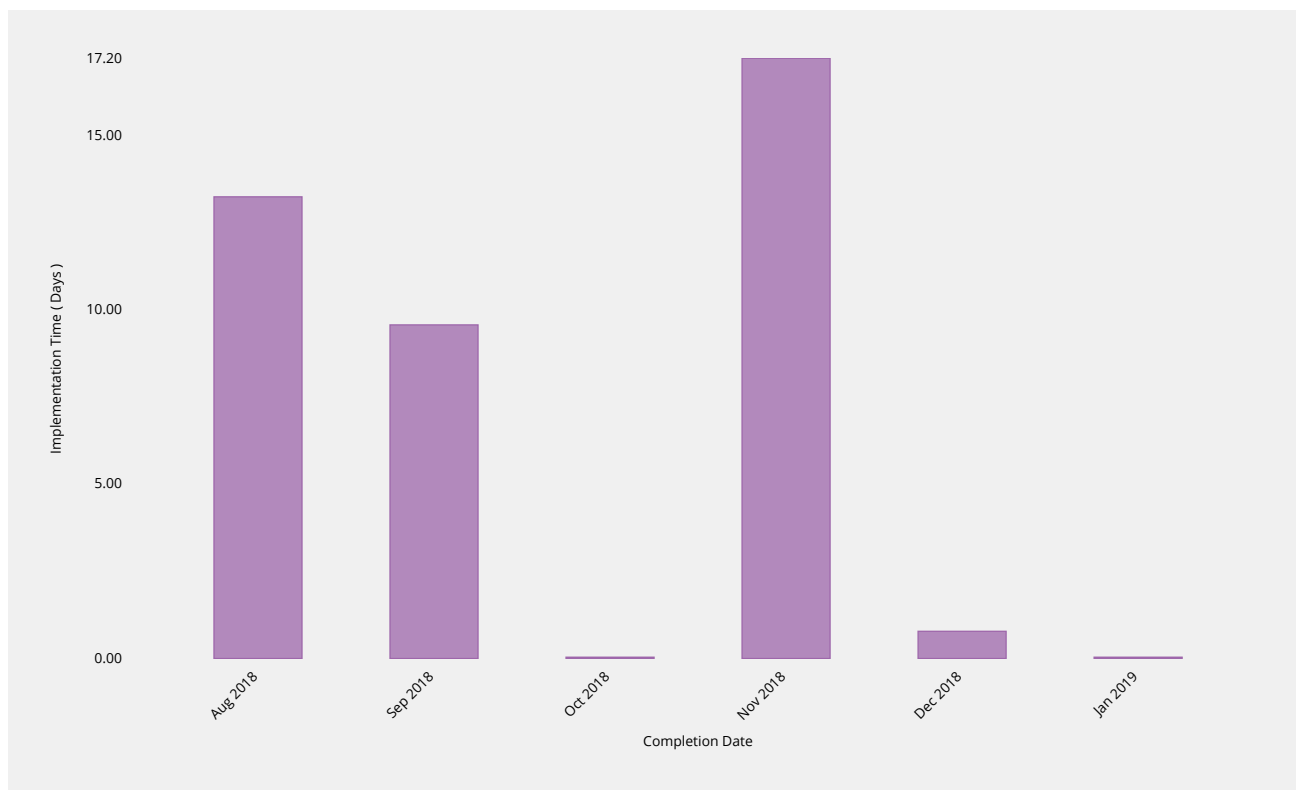
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Mean Time	52.65h	4.76h	—	17.65h	21.28h	—
Monthly Threshold	0h	0h	0h	0h	0h	0h
Review Count	27	13	0	8	3	0
Shortest Time	0.18h	0.43h	—	0.15h	0.13h	—
Longest Time	151.12h	22.43h	—	88.13h	53.35h	—
Median Time	33.4h	1.17h	—	6.08h	10.36h	—
PStDev Time	50.57h	6.61h	—	28.25h	23.06h	—

Implementation Time

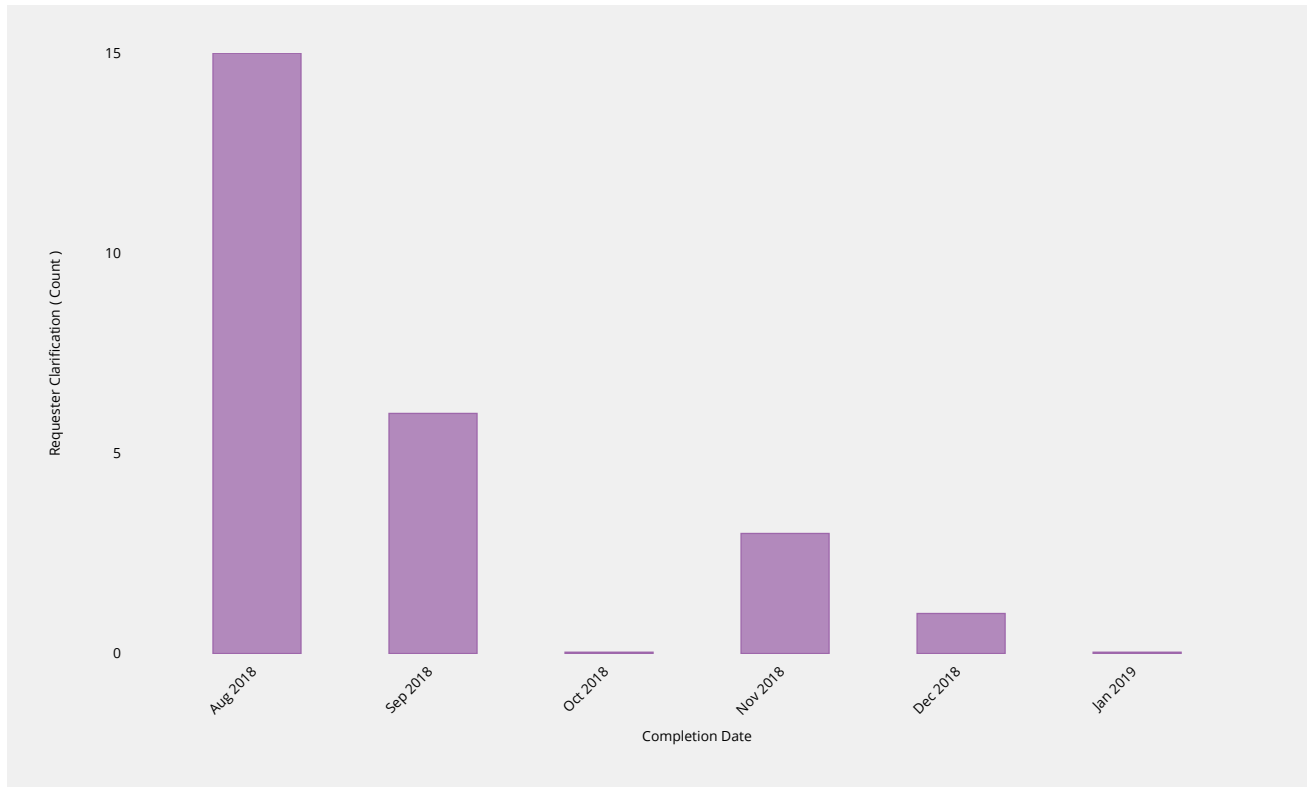
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Mean Time	13.23d	9.56d	—	17.2d	0.78d	—
Monthly Threshold	0d	0d	0d	0d	0d	0d
Request Count	13	7	0	5	2	0
Shortest Time	1.11d	0.28d	—	0.33d	0.39d	—
Longest Time	22.88d	17.09d	—	41.57d	1.17d	—
Median Time	14.32d	6.71d	—	5.16d	0.78d	—
PStDev Time	5.86d	5.75d	—	18.77d	0.39d	—

Requester Clarification

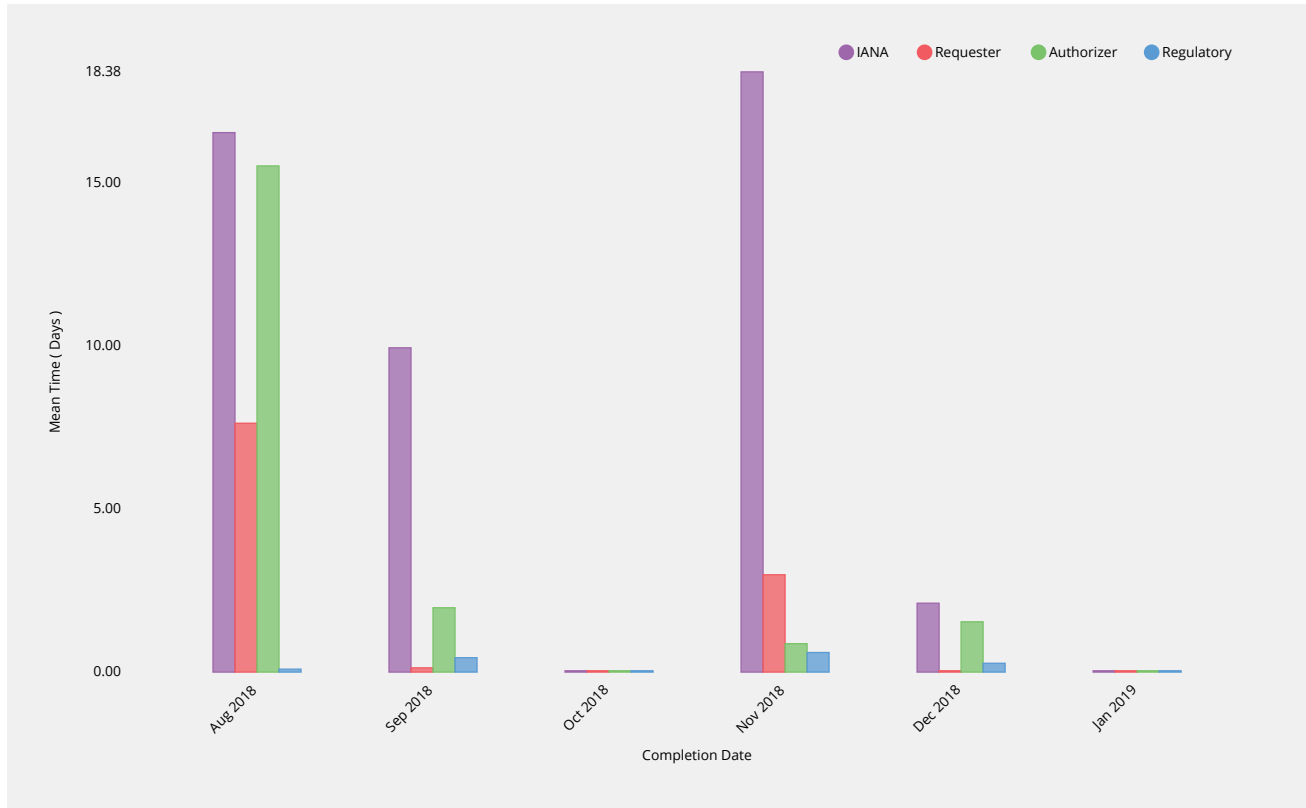
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Count	15	6	—	3	1	—
Request Count	14	7	0	5	2	0
Shortest Clarification	0	0	—	0	0	—
Longest Clarification	2	1	—	1	1	—

Time per Actor

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



IANA	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Mean Time	16.52d	9.93d	—	18.38d	2.11d	—
Review Count	14	7	0	5	2	0
Shortest Time	1.39d	1.31d	—	0.33d	1.6d	—
Longest Time	25.21d	17.17d	—	41.94d	2.62d	—
Median Time	18.43d	6.86d	—	9.26d	2.11d	—
PStDev Time	7.76d	5.59d	—	18.71d	0.51d	—

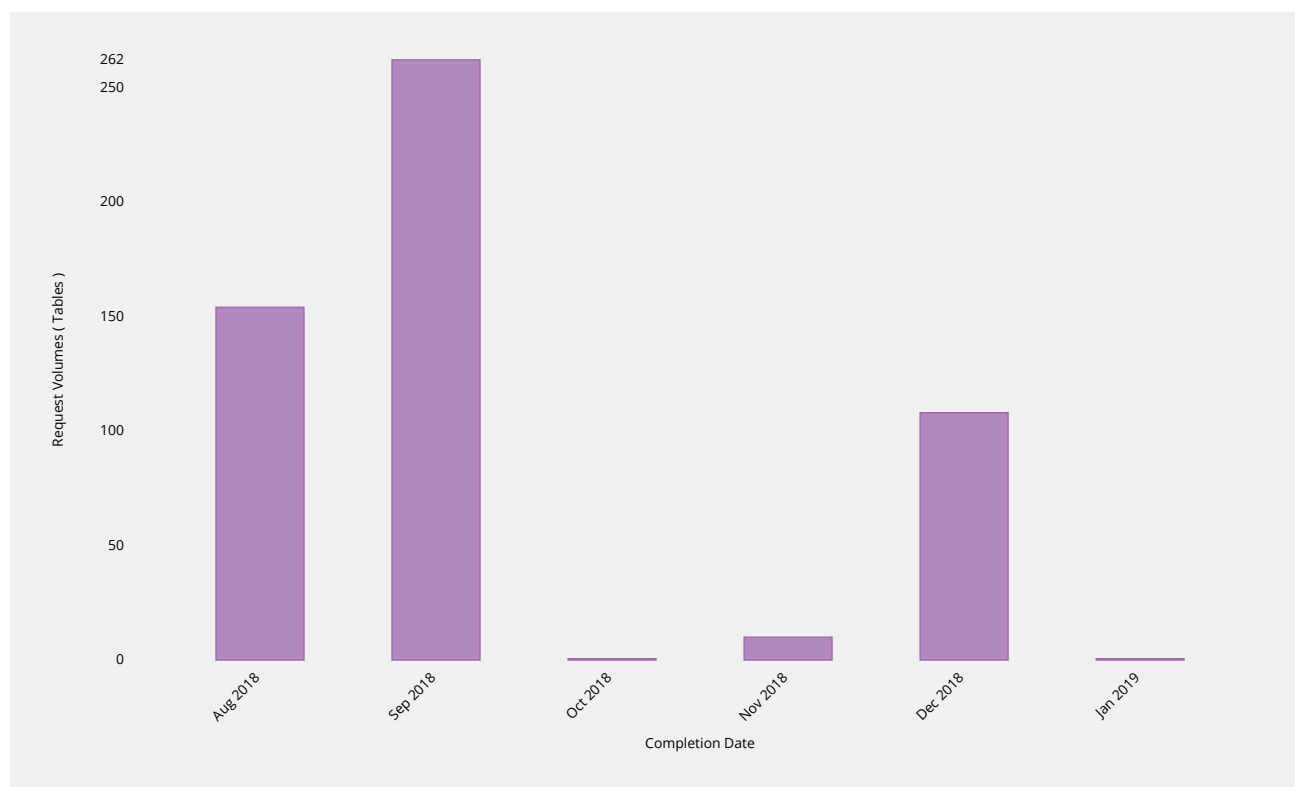
Requester	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Mean Time	7.62d	0.13d	—	2.98d	0d	—
Review Count	11	6	0	3	1	0
Shortest Time	0.06d	0.02d	—	0d	0d	—
Longest Time	31.63d	0.54d	—	8.83d	0d	—
Median Time	0.76d	0.06d	—	0.12d	0d	—
PStDev Time	11.09d	0.19d	—	4.13d	0d	—

Authorizer	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Mean Time	15.5d	1.97d	—	0.87d	1.54d	—
Review Count	13	7	0	5	2	0
Shortest Time	0.02d	0.01d	—	0.01d	0.69d	—
Longest Time	34.22d	5.44d	—	3.6d	2.4d	—
Median Time	11.22d	2.36d	—	0.06d	1.54d	—
PStDev Time	12.84d	1.69d	—	1.38d	0.85d	—

Regulatory	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Mean Time	0.09d	0.44d	—	0.6d	0.27d	—
Review Count	13	6	0	5	2	0
Shortest Time	0.02d	0.02d	—	0d	0.01d	—
Longest Time	0.44d	0.74d	—	2.35d	0.53d	—
Median Time	0.04d	0.58d	—	0.24d	0.27d	—
PStDev Time	0.12d	0.32d	—	0.88d	0.26d	—

Request Volumes

Total number of LGRs added or modified.



Request Volumes	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01
Total LGRs Processed	154	262	—	10	108	—
Request Count	13	7	0	5	2	0
Average LGRs per Request	12	37	—	2	54	—
Smallest per Request	1	1	—	1	4	—
Largest per Request	64	238	—	3	104	—

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.