

# IANA Naming Function Monthly Performance Report

April 2019

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## Summary of Performance

Metric	Category	Expected	Actual	Detail
<b>Submission</b>				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 2.02s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.55s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 1.23s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.01d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.81d	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%)	✓ 1.33d	p8
<b>Technical Checks</b>				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 0.44m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ —	p10
Technical Check (Retest)	Routine (Technical)	≤3m (95.0%)	✓ 0.29m	p10
Technical Check (Retest)	gTLD Creation/Transfer	≤3m (95.0%)	✓ —	p11
Technical Check (Retest)	ccTLD Creation/Transfer	≤3m (95.0%)	✓ —	p11
Technical Check (Retest)	Other Changes	≤3m (95.0%)	✓ —	p11
Technical Check (Supplemental)	Routine (Technical)	≤1m (95.0%)	✓ 0.35m	p12
Technical Check (Supplemental)	gTLD Creation/Transfer	≤5m (95.0%)	✓ —	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	p13
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1.35ms	p14
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p14
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	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%)	✓ 0.9ms	p15
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	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%)	✓ 0.83d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 1.56d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ —	p17
Validation and Reviews	ccTLD Creation/Transfer	≤60d (100.0%)	✓ —	p18
Validation and Reviews	Other Changes	N/A	0.59d	p18
Third Party Approval	ccTLD Creation/Transfer	N/A	—	p19
<b>Implementation</b>				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 46.21h	p20
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p20
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p20
Root Zone Publication	Other Changes	N/A	1.57h	p21
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.56s	p21

Metric	Category	Expected	Actual	Detail
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.33s	p22
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ —	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%	✓ 99.98%	p24
Directory Service	WHOIS Availability	≥99%	✓ 100%	p25
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 99.98%	p26
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.05s	p27
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 1.75ms	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%	p30
<b>Enquiry Processing</b>				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 1s	p31
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 0.96d	p32
<b>Label Generation Rulesets</b>				
Review Time	Review Time	N/A	0.8h	p33
Implementation Time	Implementation Time	N/A	5.91d	p34
Requester Clarification	Requester Clarification	N/A	2	p35
Time per Actor	IANA	N/A	5.95d	p36
Time per Actor	Requester	N/A	0.22d	p36
Time per Actor	Authorizer	N/A	0.04d	p36
Time per Actor	Regulatory	N/A	0.05d	p36
Request Volumes	Request Volumes	N/A	1	p37

Percentage of SLA thresholds met of those defined

**100.0%**

## **Exceptions and Narrative for Reporting Period**

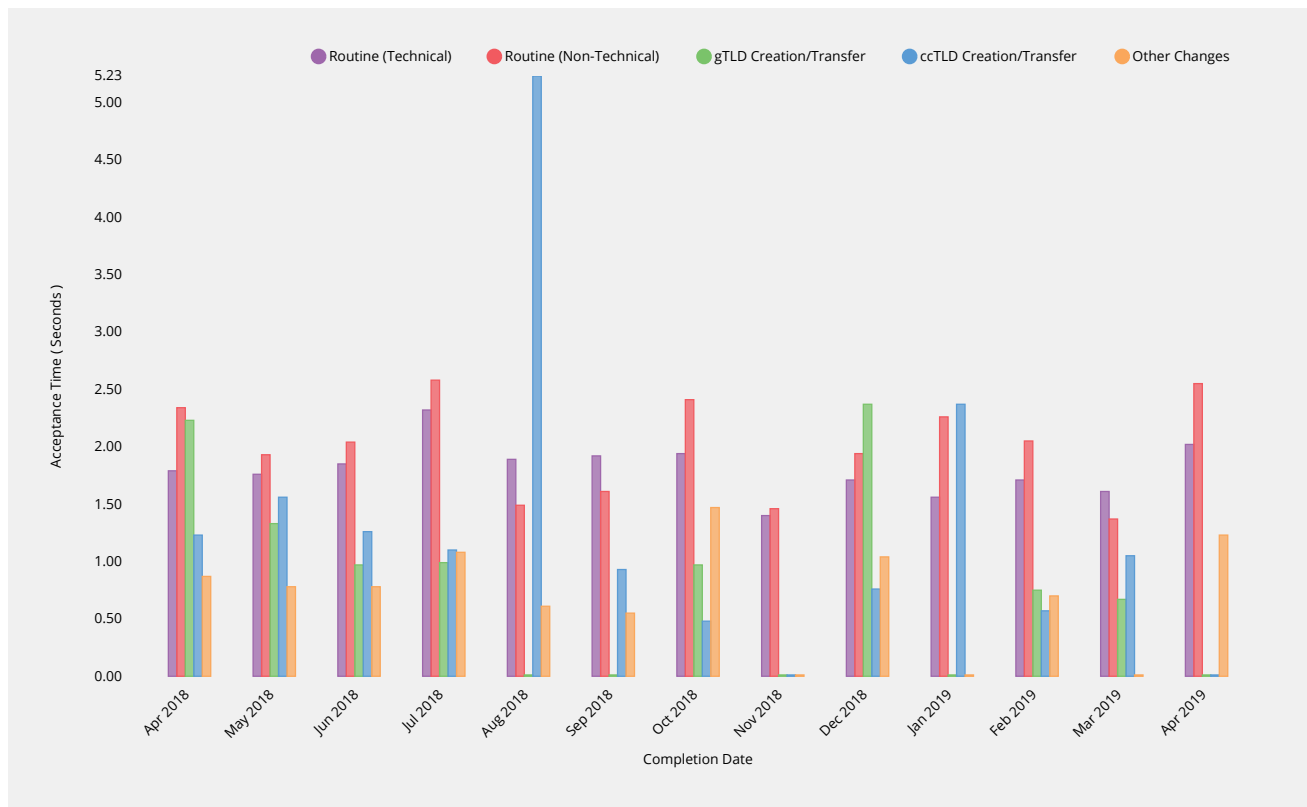
There were no exceptions for the reporting period.

# Detailed Performance for Reporting Period

## Submission

### Acceptance Recognition

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



Routine (Technical)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Acceptance Time	1.79s	1.76s	1.85s	2.32s	1.89s	1.92s	1.94s	1.4s	1.71s	1.56s	1.71s	1.61s	2.02s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	78	50	114	16	13	19	30	27	64	38	121	111	92
Mean Time	0.93s	0.9s	0.9s	1.1s	0.89s	1.23s	0.87s	0.78s	0.81s	0.8s	0.77s	0.71s	1.1s
Shortest Time	0.65s	0.54s	0.64s	0.59s	0.4s	0.49s	0.45s	0.51s	0.55s	0.54s	0.54s	0.51s	0.55s
Longest Time	2.71s	2s	2.43s	2.33s	1.95s	1.97s	3.04s	2.34s	2.09s	1.96s	1.93s	1.99s	3.91s
Median Time	0.77s	0.8s	0.74s	0.81s	0.68s	1.47s	0.6s	0.65s	0.65s	0.65s	0.65s	0.6s	1.1s
PStDev Time	0.4s	0.31s	0.38s	0.61s	0.53s	0.61s	0.59s	0.38s	0.36s	0.36s	0.34s	0.32s	0.5s

Routine (Non-Technical)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Acceptance Time	2.34s	1.93s	2.04s	2.58s	1.49s	1.61s	2.41s	1.46s	1.94s	2.26s	2.05s	1.37s	2.55s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	64	32	63	17	221	17	17	14	14	30	40	134	34
Mean Time	1.47s	1.38s	1.43s	1.62s	1.19s	1.05s	1.36s	1.19s	1.2s	1.4s	1.27s	0.99s	1.42s
Shortest Time	0.96s	1.08s	1.07s	1.24s	0.73s	0.73s	0.84s	0.92s	0.84s	0.84s	0.87s	0.81s	0.73s
Longest Time	2.75s	2.56s	2.25s	2.61s	2.18s	2.06s	2.63s	1.47s	1.98s	2.35s	2.63s	2.02s	2.77s
Median Time	1.34s	1.33s	1.39s	1.43s	1.15s	0.96s	1.18s	1.15s	1.1s	1.17s	1.09s	0.94s	1.22s
PStDev Time	0.37s	0.29s	0.25s	0.42s	0.17s	0.3s	0.5s	0.17s	0.35s	0.47s	0.44s	0.2s	0.56s

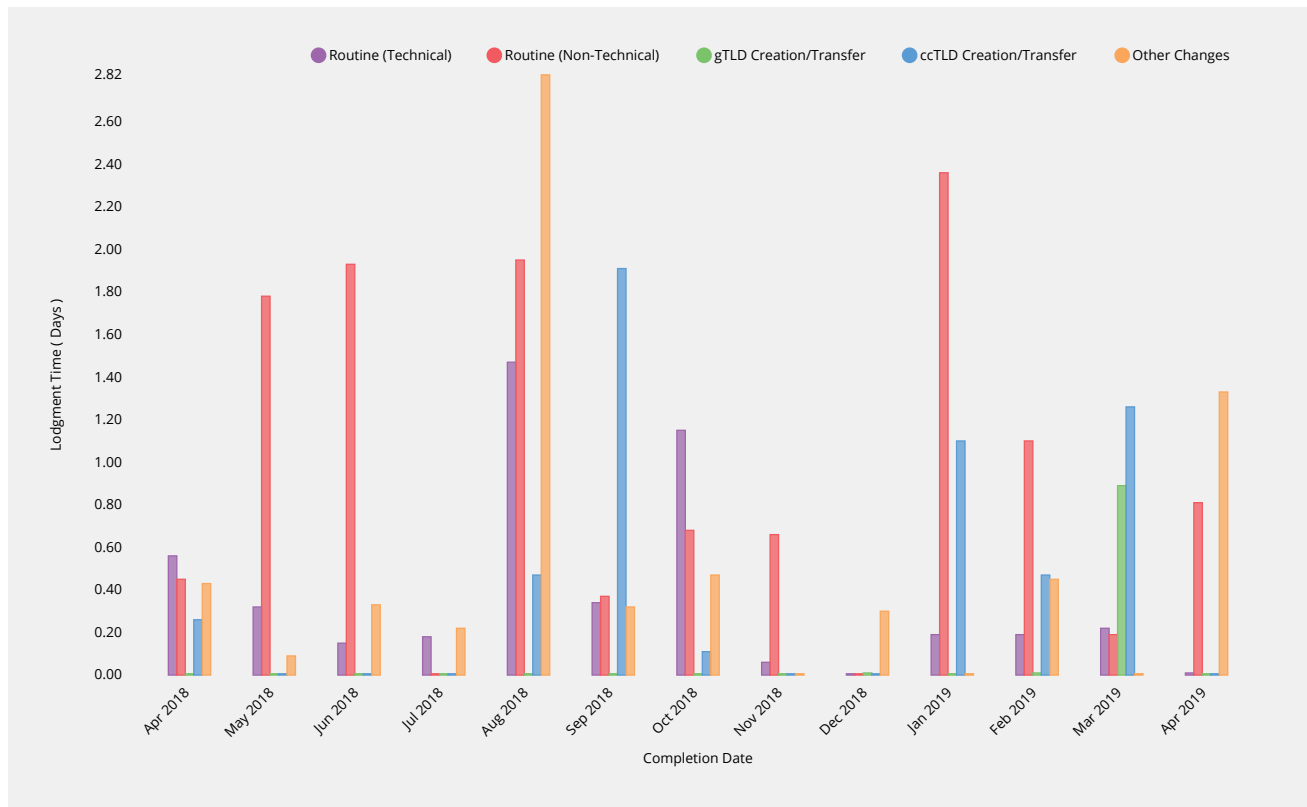
gTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Acceptance Time	2.23s	1.33s	0.97s	0.99s	—	—	0.97s	—	2.37s	—	0.75s	0.67s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	2	1	1	1	0	0	1	0	1	0	1	1	0
Mean Time	2.18s	1.33s	0.97s	0.99s	—	—	0.97s	—	2.37s	—	0.75s	0.67s	—
Shortest Time	2.11s	1.33s	0.97s	0.99s	—	—	0.97s	—	2.37s	—	0.75s	0.67s	—
Longest Time	2.24s	1.33s	0.97s	0.99s	—	—	0.97s	—	2.37s	—	0.75s	0.67s	—
Median Time	2.18s	1.33s	0.97s	0.99s	—	—	0.97s	—	2.37s	—	0.75s	0.67s	—
PStDev Time	0.06s	0s	0s	0s	—	—	0s	—	0s	—	0s	0s	—

ccTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Acceptance Time	1.23s	1.56s	1.26s	1.1s	5.23s	0.93s	0.48s	—	0.76s	2.37s	0.57s	1.05s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	2	1	2	2	1	2	1	0	1	2	1	1	0
Mean Time	1.13s	1.56s	1.25s	1s	5.23s	0.75s	0.48s	—	0.76s	1.78s	0.57s	1.05s	—
Shortest Time	1.01s	1.56s	1.23s	0.9s	5.23s	0.54s	0.48s	—	0.76s	1.13s	0.57s	1.05s	—
Longest Time	1.24s	1.56s	1.26s	1.11s	5.23s	0.95s	0.48s	—	0.76s	2.43s	0.57s	1.05s	—
Median Time	1.13s	1.56s	1.25s	1s	5.23s	0.75s	0.48s	—	0.76s	1.78s	0.57s	1.05s	—
PStDev Time	0.11s	0s	0.02s	0.1s	0s	0.21s	0s	—	0s	0.65s	0s	0s	—

Other Changes	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Acceptance Time	0.87s	0.78s	0.78s	1.08s	0.61s	0.55s	1.47s	—	1.04s	—	0.7s	—	1.23s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	1	2	2	1	1	5	2	0	2	0	4	0	1
Mean Time	0.87s	0.75s	0.78s	1.08s	0.61s	0.52s	1.06s	—	0.83s	—	0.64s	—	1.23s
Shortest Time	0.87s	0.73s	0.78s	1.08s	0.61s	0.49s	0.6s	—	0.59s	—	0.56s	—	1.23s
Longest Time	0.87s	0.78s	0.78s	1.08s	0.61s	0.55s	1.51s	—	1.07s	—	0.7s	—	1.23s
Median Time	0.87s	0.75s	0.78s	1.08s	0.61s	0.52s	1.06s	—	0.83s	—	0.64s	—	1.23s
PStDev Time	0s	0.03s	0s	0s	0s	0.02s	0.46s	—	0.24s	—	0.06s	—	0s

## Manual Lodgment Time

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



Routine (Technical)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Lodgment Time	0.56d	0.32d	0.15d	0.18d	1.47d	0.34d	1.15d	0.06d	—	0.19d	0.19d	0.22d	0.01d
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	8	8	3	4	4	1	2	1	0	1	18	4	3
Mean Time	0.25d	0.18d	0.09d	0.11d	0.65d	0.34d	0.65d	0.06d	—	0.19d	0.11d	0.07d	0.01d
Shortest Time	0.07d	0.05d	0d	0.02d	0.1d	0.34d	0.09d	0.06d	—	0.19d	0.03d	0.01d	0.01d
Longest Time	0.64d	0.34d	0.15d	0.18d	1.6d	0.34d	1.21d	0.06d	—	0.19d	0.2d	0.25d	0.01d
Median Time	0.22d	0.17d	0.12d	0.12d	0.46d	0.34d	0.65d	0.06d	—	0.19d	0.1d	0.01d	0.01d
PStDev Time	0.19d	0.08d	0.07d	0.07d	0.6d	0d	0.56d	0d	—	0d	0.05d	0.11d	0d

Routine (Non-Technical)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Lodgment Time	0.45d	1.78d	1.93d	—	1.95d	0.37d	0.68d	0.66d	—	2.36d	1.1d	0.19d	0.81d
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	2	4	3	0	7	1	2	11	0	5	5	6	9
Mean Time	0.37d	0.74d	0.75d	—	0.6d	0.37d	0.36d	0.34d	—	1d	0.36d	0.14d	0.42d
Shortest Time	0.28d	0d	0.01d	—	0.02d	0.37d	0.01d	0.12d	—	0d	0.01d	0.04d	0.24d
Longest Time	0.46d	2d	2.14d	—	2.48d	0.37d	0.71d	0.67d	—	2.7d	1.29d	0.2d	1.08d
Median Time	0.37d	0.47d	0.09d	—	0.3d	0.37d	0.36d	0.29d	—	0.98d	0.09d	0.16d	0.34d
PStDev Time	0.09d	0.76d	0.98d	—	0.81d	0d	0.35d	0.17d	—	0.93d	0.48d	0.05d	0.24d

gTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Lodgment Time	—	—	—	—	—	—	—	—	0.01d	—	0.01d	0.89d	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	0	0	0	0	0	0	1	0	1	1	0
Mean Time	—	—	—	—	—	—	—	—	0.01d	—	0.01d	0.89d	—

gTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Shortest Time	—	—	—	—	—	—	—	—	0.01d	—	0.01d	0.89d	—
Longest Time	—	—	—	—	—	—	—	—	0.01d	—	0.01d	0.89d	—
Median Time	—	—	—	—	—	—	—	—	0.01d	—	0.01d	0.89d	—
PStDev Time	—	—	—	—	—	—	—	—	0d	—	0d	0d	—

ccTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Lodgment Time	0.26d	—	—	—	0.47d	1.91d	0.11d	—	—	1.1d	0.47d	1.26d	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	1	0	0	0	1	2	1	0	0	2	1	1	0
Mean Time	0.26d	—	—	—	0.47d	1.01d	0.11d	—	—	0.6d	0.47d	1.26d	—
Shortest Time	0.26d	—	—	—	0.47d	0.01d	0.11d	—	—	0.05d	0.47d	1.26d	—
Longest Time	0.26d	—	—	—	0.47d	2.01d	0.11d	—	—	1.16d	0.47d	1.26d	—
Median Time	0.26d	—	—	—	0.47d	1.01d	0.11d	—	—	0.6d	0.47d	1.26d	—
PStDev Time	0d	—	—	—	0d	1d	0d	—	—	0.55d	0d	0d	—

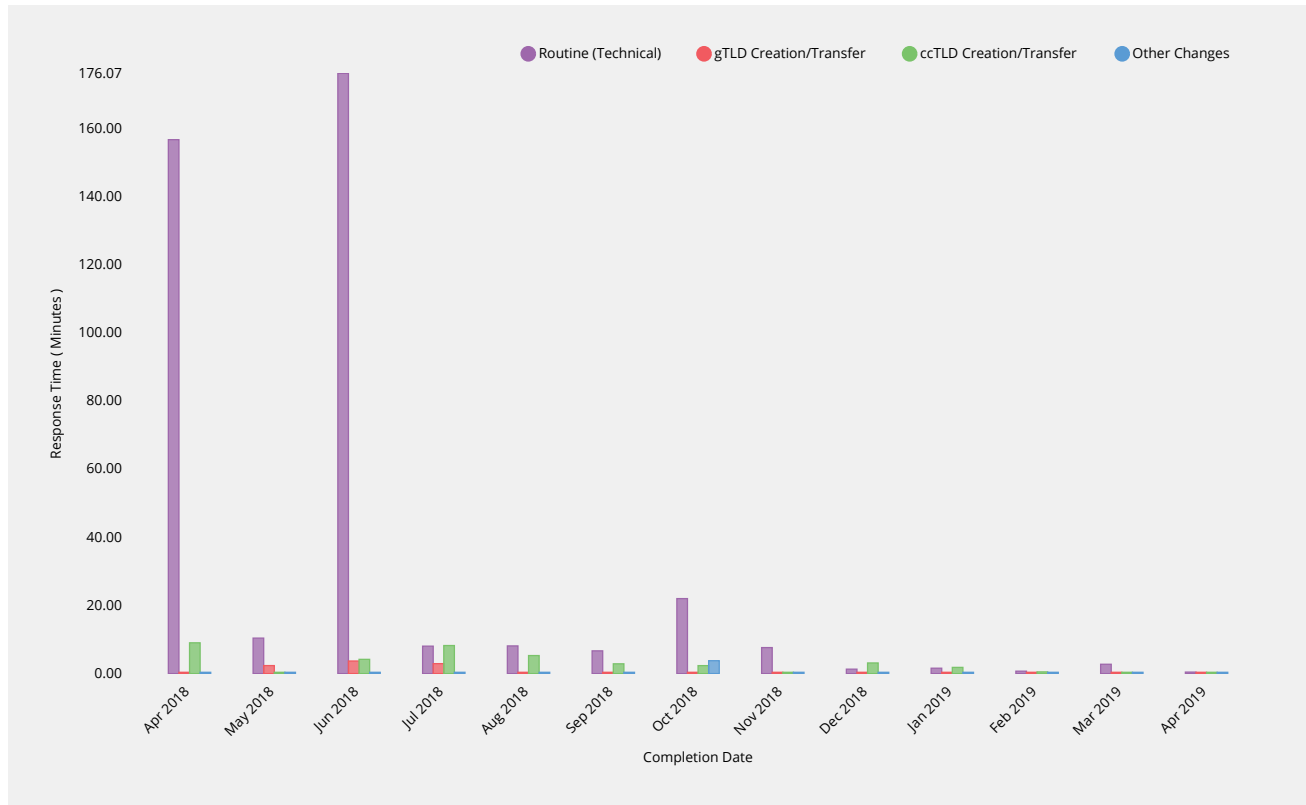
Other Changes	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Lodgment Time	0.43d	0.09d	0.33d	0.22d	2.82d	0.32d	0.47d	—	0.3d	—	0.45d	—	1.33d
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	1	2	2	1	1	5	1	0	2	0	4	0	1
Mean Time	0.43d	0.06d	0.28d	0.22d	2.82d	0.27d	0.47d	—	0.23d	—	0.24d	—	1.33d
Shortest Time	0.43d	0.03d	0.22d	0.22d	2.82d	0.14d	0.47d	—	0.16d	—	0.09d	—	1.33d
Longest Time	0.43d	0.09d	0.34d	0.22d	2.82d	0.32d	0.47d	—	0.3d	—	0.48d	—	1.33d
Median Time	0.43d	0.06d	0.28d	0.22d	2.82d	0.28d	0.47d	—	0.23d	—	0.19d	—	1.33d
PStDev Time	0d	0.03d	0.06d	0d	0d	0.07d	0d	—	0.07d	—	0.16d	—	0d



# Technical Checks

## Technical Check (First)

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



Routine (Technical)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Response Time	156.62m	10.41m	176.07m	8.05m	8.12m	6.67m	22m	7.63m	1.3m	1.58m	0.71m	2.74m	0.44m
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	78	50	114	16	13	19	30	27	64	38	121	111	92
Mean Time	48.4m	4.2m	41.32m	3.28m	3.88m	3.7m	8.42m	2.42m	0.54m	0.44m	0.43m	0.52m	0.3m
Shortest Time	0.31m	0.39m	0.14m	0.23m	1.5m	0.78m	0.24m	0.2m	0.1m	0.11m	0.12m	0.12m	0.11m
Longest Time	173.47m	14.78m	202.88m	9.84m	12.29m	7.76m	27.21m	10.37m	2.93m	2.55m	6.26m	8.04m	6.64m
Median Time	14.41m	3.83m	4.68m	3.25m	2.93m	3.99m	4.58m	1.61m	0.34m	0.28m	0.31m	0.21m	0.21m
PStDev Time	54.67m	2.78m	60.47m	2.59m	2.66m	1.88m	7.47m	2.6m	0.48m	0.5m	0.69m	1.16m	0.67m

gTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Response Time	—	2.35m	3.69m	2.92m	—	—	—	—	—	—	0.13m	0.28m	—
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	1	1	1	0	0	0	0	0	0	1	1	0
Mean Time	—	2.35m	3.69m	2.92m	—	—	—	—	—	—	0.13m	0.28m	—
Shortest Time	—	2.35m	3.69m	2.92m	—	—	—	—	—	—	0.13m	0.28m	—
Longest Time	—	2.35m	3.69m	2.92m	—	—	—	—	—	—	0.13m	0.28m	—
Median Time	—	2.35m	3.69m	2.92m	—	—	—	—	—	—	0.13m	0.28m	—
PStDev Time	—	0m	0m	0m	—	—	—	—	—	—	0m	0m	—

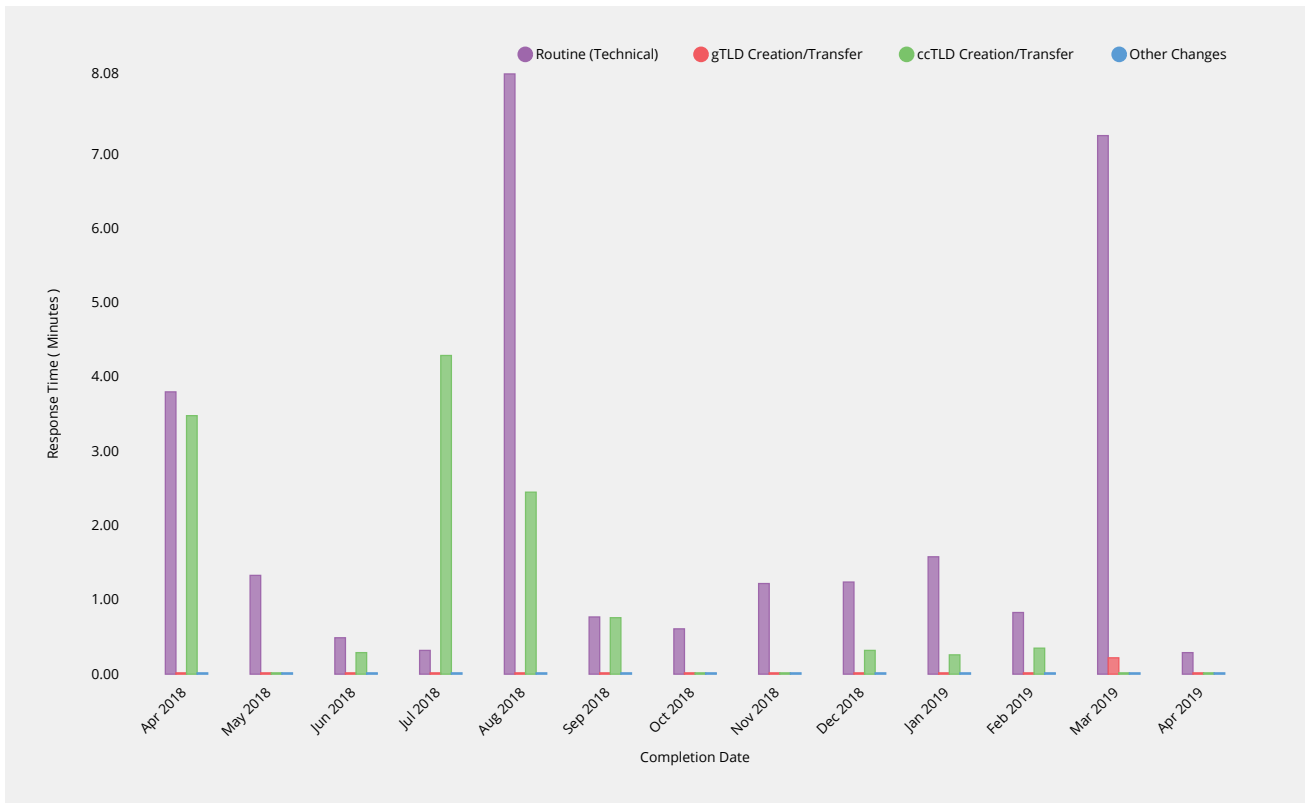
ccTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Response Time	9.03m	—	4.18m	8.23m	5.29m	2.87m	2.34m	—	3.12m	1.82m	0.5m	—	—

ccTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	2	0	1	2	1	1	1	0	1	1	1	0	0
Mean Time	6.72m	—	4.18m	4.79m	5.29m	2.87m	2.34m	—	3.12m	1.82m	0.5m	—	—
Shortest Time	4.15m	—	4.18m	0.98m	5.29m	2.87m	2.34m	—	3.12m	1.82m	0.5m	—	—
Longest Time	9.29m	—	4.18m	8.61m	5.29m	2.87m	2.34m	—	3.12m	1.82m	0.5m	—	—
Median Time	6.72m	—	4.18m	4.79m	5.29m	2.87m	2.34m	—	3.12m	1.82m	0.5m	—	—
PStDev Time	2.57m	—	0m	3.82m	0m	0m	0m	—	0m	0m	0m	—	—

Other Changes	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Response Time	—	—	—	—	—	—	3.78m	—	—	—	—	—	—
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	0	0	0	0	0	1	0	0	0	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.

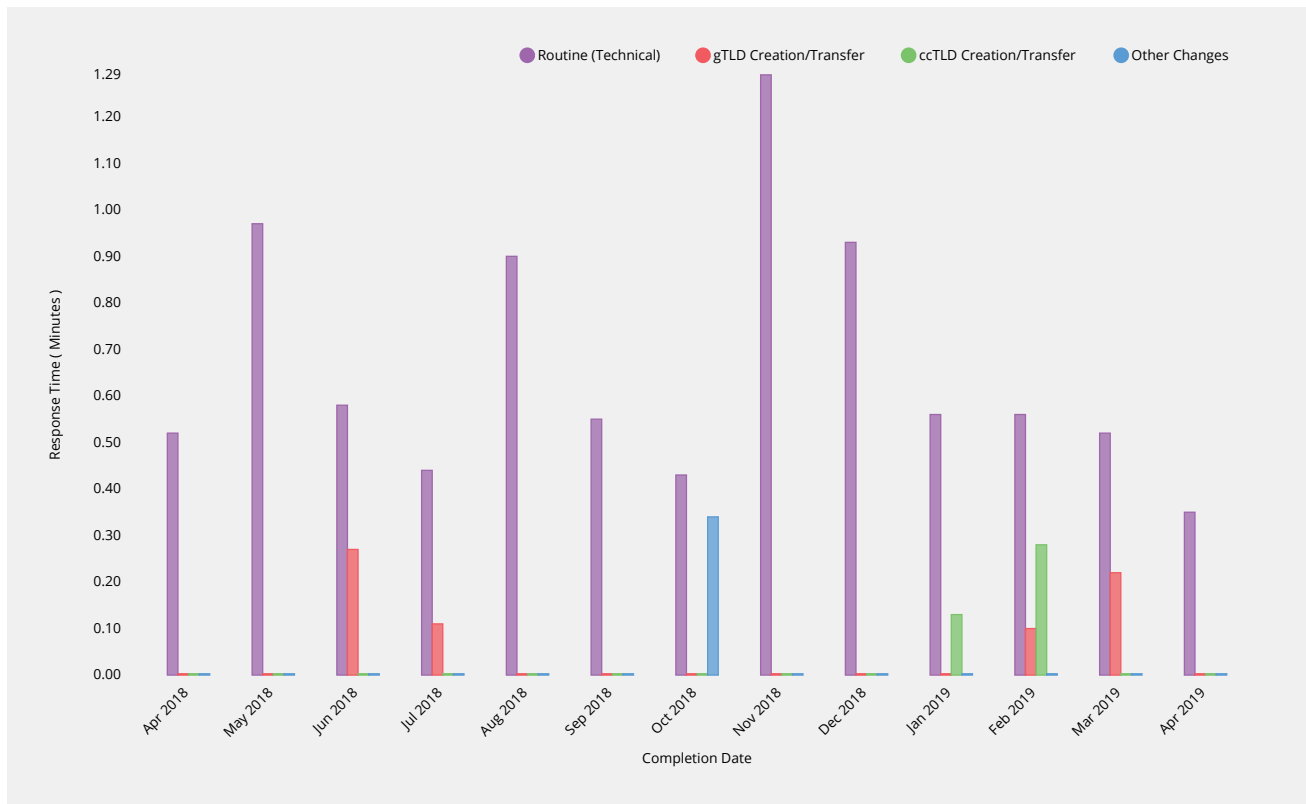


Routine (Technical)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Response Time	3.8m	1.33m	0.49m	0.32m	8.08m	0.77m	0.61m	1.22m	1.24m	1.58m	0.83m	7.25m	0.29m
Monthly Threshold	3m	3m	3m	3m	3m	3m	3m	3m	3m	3m	3m	3m	3m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	111	128	330	26	37	45	58	65	145	169	666	254	135
Mean Time	0.74m	0.46m	0.18m	0.21m	2.07m	0.27m	0.45m	0.54m	0.67m	0.63m	0.5m	2.57m	0.23m



## Technical Check (Supplemental)

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



Routine (Technical)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Response Time	0.52m	0.97m	0.58m	0.44m	0.9m	0.55m	0.43m	1.29m	0.93m	0.56m	0.56m	0.52m	0.35m
Monthly Threshold	1m	1m	1m	1m	1m	1m	1m	1m	1m	1m	1m	1m	1m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	71	55	118	17	12	27	33	30	56	25	102	422	96
Mean Time	0.27m	0.51m	0.26m	0.22m	0.39m	0.22m	0.22m	0.43m	0.41m	0.4m	0.27m	0.28m	0.24m
Shortest Time	0.1m	0.08m	0.07m	0.07m	0.14m	0.04m	0.06m	0.15m	0.08m	0.08m	0.08m	0.05m	0.07m
Longest Time	3.84m	6.61m	4.69m	0.45m	1.3m	0.6m	0.45m	1.59m	1.22m	4.35m	0.99m	6.12m	6.57m
Median Time	0.16m	0.24m	0.15m	0.19m	0.28m	0.13m	0.18m	0.34m	0.25m	0.18m	0.16m	0.13m	0.14m
PStDev Time	0.45m	1.21m	0.57m	0.12m	0.3m	0.16m	0.14m	0.34m	0.28m	0.82m	0.19m	0.59m	0.65m

gTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Response Time	—	—	0.27m	0.11m	—	—	—	—	—	—	0.1m	0.22m	—
Monthly Threshold	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	1	1	0	0	0	0	0	0	1	1	0
Mean Time	—	—	0.27m	0.11m	—	—	—	—	—	—	0.1m	0.22m	—
Shortest Time	—	—	0.27m	0.11m	—	—	—	—	—	—	0.1m	0.22m	—
Longest Time	—	—	0.27m	0.11m	—	—	—	—	—	—	0.1m	0.22m	—
Median Time	—	—	0.27m	0.11m	—	—	—	—	—	—	0.1m	0.22m	—
PStDev Time	—	—	0m	0m	—	—	—	—	—	—	0m	0m	—

ccTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Response Time	—	—	—	—	—	—	—	—	—	0.13m	0.28m	—	—
Monthly Threshold	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	0	0	0	0	0	0	1	1	0	0
Mean Time	—	—	—	—	—	—	—	—	—	0.13m	0.28m	—	—

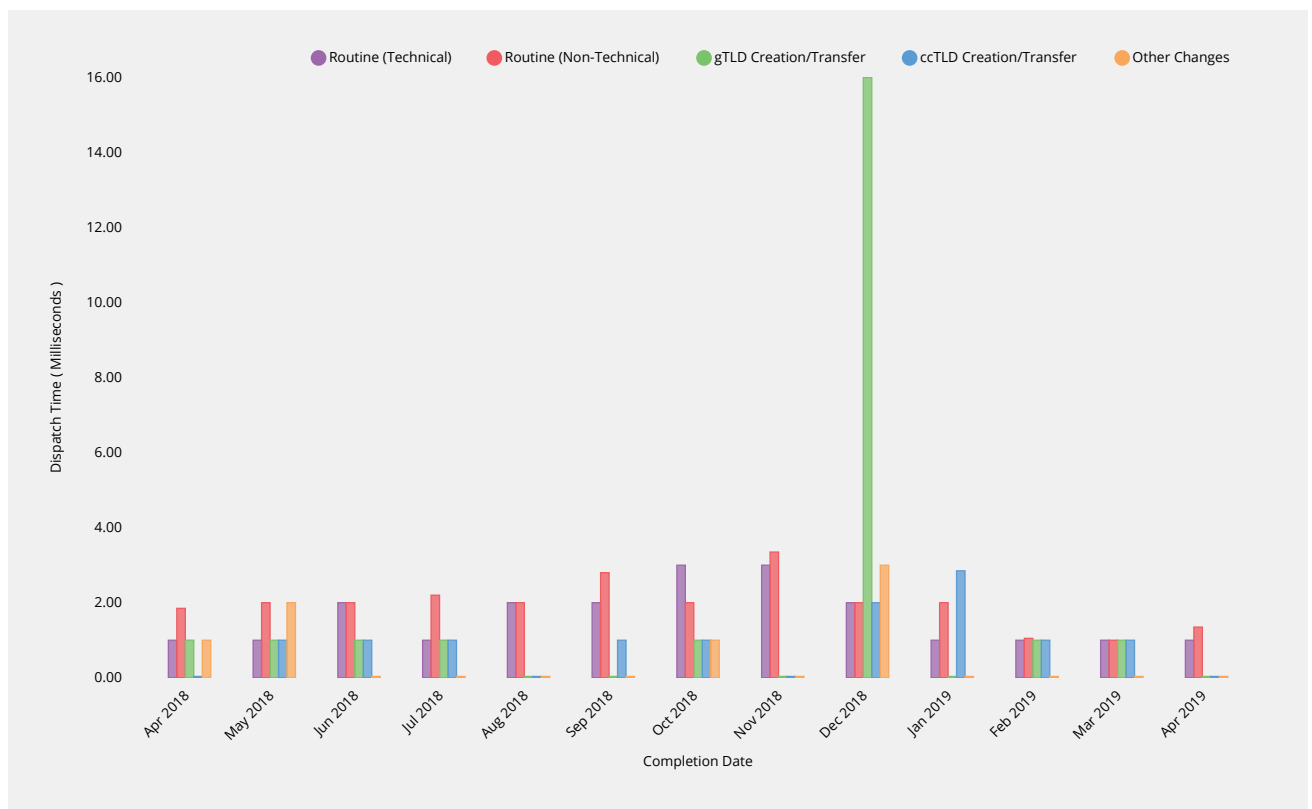
ccTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Shortest Time	—	—	—	—	—	—	—	—	—	0.13m	0.28m	—	—
Longest Time	—	—	—	—	—	—	—	—	—	0.13m	0.28m	—	—
Median Time	—	—	—	—	—	—	—	—	—	0.13m	0.28m	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	0m	0m	—	—

Other Changes	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Response Time	—	—	—	—	—	—	0.34m	—	—	—	—	—	—
Monthly Threshold	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	0	0	0	1	0	0	0	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)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Dispatch Time	1ms	1ms	2ms	1ms	2ms	2ms	3ms	3ms	2ms	1ms	1ms	1ms	1ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	71	46	110	15	11	19	27	24	56	32	104	103	91

Routine (Technical)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Mean Time	0.65ms	0.7ms	0.75ms	0.87ms	1.18ms	0.95ms	1.56ms	1.75ms	1.04ms	0.91ms	0.96ms	0.79ms	0.9ms
Shortest Time	0ms	0ms	0ms	0ms	1ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	2ms	4ms	1ms	3ms	2ms	4ms	3ms	8ms	2ms	9ms	2ms	9ms
Median Time	1ms	1ms	1ms	1ms	1ms	1ms	1ms	2ms	1ms	1ms	1ms	1ms	1ms
PStDev Time	0.48ms	0.55ms	0.64ms	0.34ms	0.57ms	0.51ms	0.87ms	0.88ms	1.03ms	0.38ms	0.94ms	0.45ms	0.94ms

Routine (Non-Technical)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Dispatch Time	1.85ms	2ms	2ms	2.2ms	2ms	2.8ms	2ms	3.35ms	2ms	2ms	1.05ms	1ms	1.35ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	64	32	63	17	221	17	17	14	14	30	40	134	34
Mean Time	0.91ms	1ms	1.17ms	1.41ms	1.37ms	1.35ms	1.24ms	2.29ms	1.14ms	1.27ms	1ms	1.03ms	1ms
Shortest Time	0ms	0ms	0ms	1ms	0ms	0ms	1ms	1ms	1ms	1ms	0ms	0ms	0ms
Longest Time	2ms	2ms	2ms	3ms	9ms	6ms	2ms	4ms	2ms	2ms	2ms	7ms	2ms
Median Time	1ms	1ms	1ms	1ms	1ms	1ms	1ms	2ms	1ms	1ms	1ms	1ms	1ms
PStDev Time	0.46ms	0.5ms	0.52ms	0.6ms	0.88ms	1.23ms	0.42ms	0.8ms	0.35ms	0.44ms	0.32ms	0.69ms	0.34ms

gTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Dispatch Time	1ms	1ms	1ms	1ms	—	—	1ms	—	16ms	—	1ms	1ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	2	1	1	1	0	0	1	0	1	0	1	1	0
Mean Time	1ms	1ms	1ms	1ms	—	—	1ms	—	16ms	—	1ms	1ms	—
Shortest Time	1ms	1ms	1ms	1ms	—	—	1ms	—	16ms	—	1ms	1ms	—
Longest Time	1ms	1ms	1ms	1ms	—	—	1ms	—	16ms	—	1ms	1ms	—
Median Time	1ms	1ms	1ms	1ms	—	—	1ms	—	16ms	—	1ms	1ms	—
PStDev Time	0ms	0ms	0ms	0ms	—	—	0ms	—	0ms	—	0ms	0ms	—

ccTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Dispatch Time	—	1ms	1ms	1ms	—	1ms	1ms	—	2ms	2.85ms	1ms	1ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	1	2	1	0	2	1	0	1	2	1	1	0
Mean Time	—	1ms	1ms	1ms	—	1ms	1ms	—	2ms	1.5ms	1ms	1ms	—
Shortest Time	—	1ms	1ms	1ms	—	1ms	1ms	—	2ms	0ms	1ms	1ms	—
Longest Time	—	1ms	1ms	1ms	—	1ms	1ms	—	2ms	3ms	1ms	1ms	—
Median Time	—	1ms	1ms	1ms	—	1ms	1ms	—	2ms	1.5ms	1ms	1ms	—
PStDev Time	—	0ms	0ms	0ms	—	0ms	0ms	—	0ms	1.5ms	0ms	0ms	—

Other Changes	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Dispatch Time	1ms	2ms	—	—	—	—	1ms	—	3ms	—	—	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	1	2	0	0	0	0	1	0	1	0	0	0	0
Mean Time	1ms	2ms	—	—	—	—	1ms	—	3ms	—	—	—	—
Shortest Time	1ms	2ms	—	—	—	—	1ms	—	3ms	—	—	—	—
Longest Time	1ms	2ms	—	—	—	—	1ms	—	3ms	—	—	—	—
Median Time	1ms	2ms	—	—	—	—	1ms	—	3ms	—	—	—	—



Routine (Non-Technical)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Longest Time	1ms	1ms	1ms	1ms	1ms	1ms	1ms	1ms	1ms	1ms	0ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.25ms	0.31ms	0.32ms	0.46ms	0.33ms	0.39ms	0.27ms	0.43ms	0.33ms	0.26ms	0ms	0.27ms	0.28ms

gTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Affirmation Time	0.95ms	—	0ms	0ms	—	—	0ms	—	—	—	0ms	0ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	2	0	1	1	0	0	1	0	0	0	1	1	0
Mean Time	0.5ms	—	0ms	0ms	—	—	0ms	—	—	—	0ms	0ms	—
Shortest Time	0ms	—	0ms	0ms	—	—	0ms	—	—	—	0ms	0ms	—
Longest Time	1ms	—	0ms	0ms	—	—	0ms	—	—	—	0ms	0ms	—
Median Time	0.5ms	—	0ms	0ms	—	—	0ms	—	—	—	0ms	0ms	—
PStDev Time	0.5ms	—	0ms	0ms	—	—	0ms	—	—	—	0ms	0ms	—

ccTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Affirmation Time	—	0ms	0ms	—	—	0ms	—	—	—	0ms	0ms	0ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	1	2	0	0	1	0	0	0	1	1	1	0
Mean Time	—	0ms	0ms	—	—	0ms	—	—	—	0ms	0ms	0ms	—
Shortest Time	—	0ms	0ms	—	—	0ms	—	—	—	0ms	0ms	0ms	—
Longest Time	—	0ms	0ms	—	—	0ms	—	—	—	0ms	0ms	0ms	—
Median Time	—	0ms	0ms	—	—	0ms	—	—	—	0ms	0ms	0ms	—
PStDev Time	—	0ms	0ms	—	—	0ms	—	—	—	0ms	0ms	0ms	—

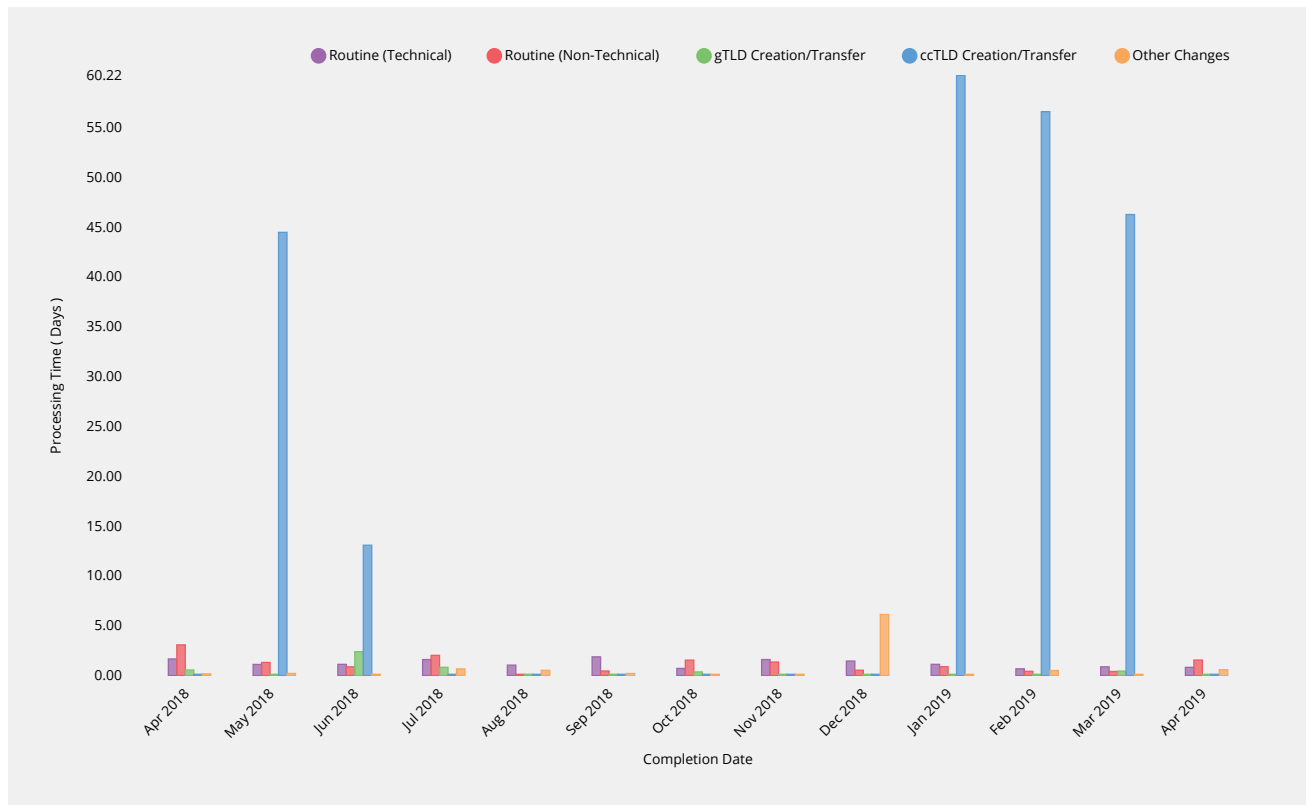
Other Changes	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Affirmation Time	0ms	0ms	2ms	0ms	0ms	1ms	0ms	—	0ms	—	0ms	—	0ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	1	2	1	1	1	4	2	0	2	0	4	0	1
Mean Time	0ms	0ms	2ms	0ms	0ms	0.5ms	0ms	—	0ms	—	0ms	—	0ms
Shortest Time	0ms	0ms	2ms	0ms	0ms	0ms	0ms	—	0ms	—	0ms	—	0ms
Longest Time	0ms	0ms	2ms	0ms	0ms	1ms	0ms	—	0ms	—	0ms	—	0ms
Median Time	0ms	0ms	2ms	0ms	0ms	0.5ms	0ms	—	0ms	—	0ms	—	0ms
PStDev Time	0ms	0ms	0ms	0ms	0ms	0.5ms	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)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Processing Time	1.67d	1.12d	1.13d	1.61d	1.05d	1.88d	0.72d	1.61d	1.46d	1.13d	0.68d	0.88d	0.83d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	70	42	108	15	11	19	27	22	56	24	117	104	88
Mean Time	0.61d	0.57d	0.34d	0.86d	0.72d	0.78d	0.42d	0.94d	0.91d	0.57d	0.28d	0.42d	0.55d
Shortest Time	0.01d	0.02d	0d	0d	0.07d	0.05d	0.12d	0.03d	0d	0.01d	0d	0d	0.03d
Longest Time	3.29d	2.39d	2.37d	1.86d	1.2d	3.95d	1.03d	2.91d	2.82d	1.83d	1.77d	2.41d	1.76d
Median Time	0.36d	0.45d	0.07d	0.76d	0.91d	0.37d	0.41d	0.66d	0.71d	0.48d	0.33d	0.39d	0.63d
PStDev Time	0.65d	0.51d	0.46d	0.6d	0.37d	1.01d	0.21d	0.71d	0.6d	0.43d	0.31d	0.33d	0.38d

Routine (Non-Technical)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Processing Time	3.08d	1.32d	0.88d	2.03d	0d	0.46d	1.55d	1.36d	0.54d	0.89d	0.43d	0.41d	1.56d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	62	27	60	17	218	16	13	12	11	27	36	128	22
Mean Time	1.03d	0.44d	0.73d	0.76d	0.02d	0.25d	0.48d	2.18d	0.2d	0.56d	0.17d	0.21d	0.63d
Shortest Time	0d	0.01d	0.01d	0d	0d	0.03d	0.02d	0.03d	0d	0d	0.04d	0d	0d
Longest Time	3.6d	1.46d	1.04d	3.6d	0.82d	0.5d	1.94d	20.88d	0.7d	3.47d	0.74d	1.18d	6.48d
Median Time	0.59d	0.24d	0.78d	0.27d	0d	0.16d	0.18d	0.63d	0.21d	0.41d	0.08d	0.15d	0.08d
PStDev Time	1.08d	0.5d	0.23d	1.08d	0.09d	0.19d	0.62d	5.65d	0.22d	0.74d	0.17d	0.24d	1.4d

gTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Processing Time	0.56d	—	2.4d	0.83d	—	—	0.37d	—	—	—	0.06d	0.45d	—

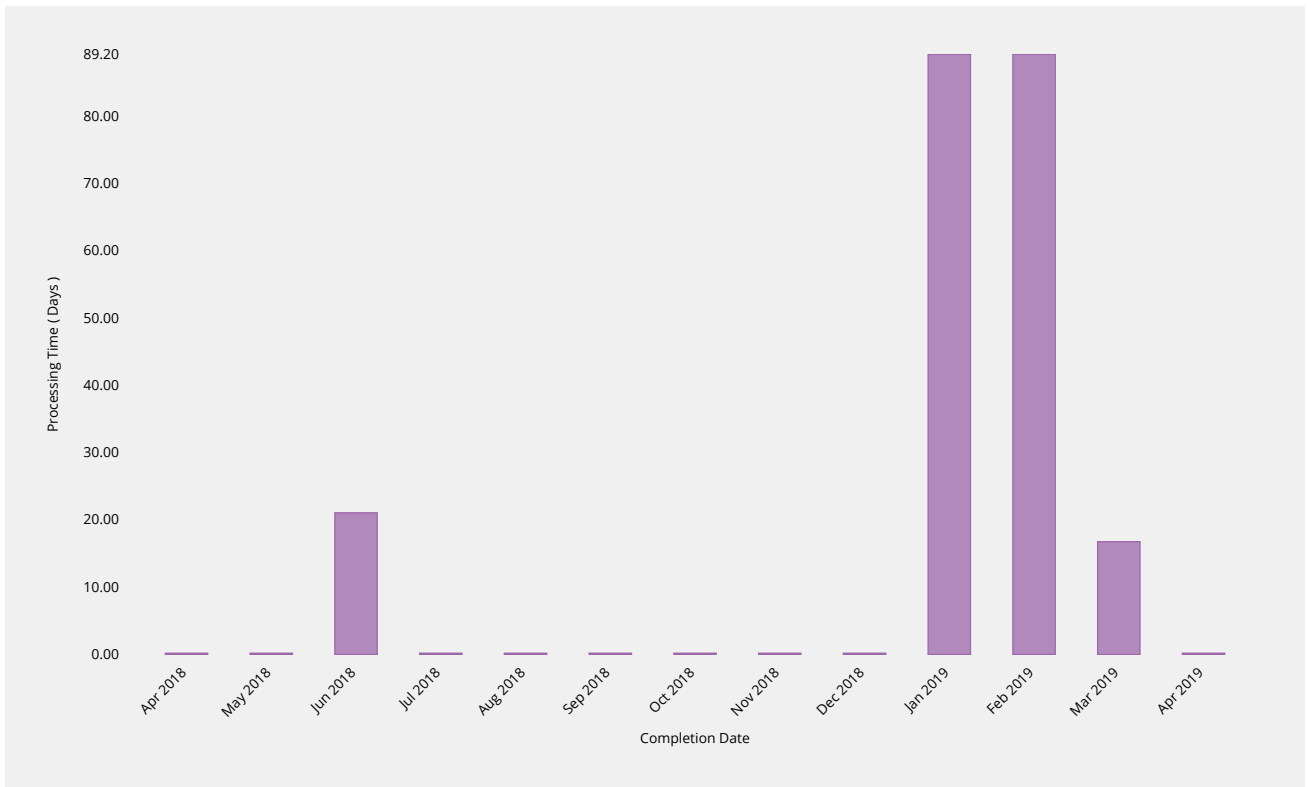
gTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Monthly Threshold	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	2	0	1	1	0	0	1	0	0	0	1	1	0
Mean Time	0.56d	—	2.4d	0.83d	—	—	0.37d	—	—	—	0.06d	0.45d	—
Shortest Time	0.56d	—	2.4d	0.83d	—	—	0.37d	—	—	—	0.06d	0.45d	—
Longest Time	0.56d	—	2.4d	0.83d	—	—	0.37d	—	—	—	0.06d	0.45d	—
Median Time	0.56d	—	2.4d	0.83d	—	—	0.37d	—	—	—	0.06d	0.45d	—
PStDev Time	0d	—	0d	0d	—	—	0d	—	—	—	0d	0d	—

ccTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Processing Time	0d	44.47d	13.08d	—	0.01d	0.09d	—	—	—	60.22d	56.58d	46.26d	—
Monthly Threshold	60d	60d	60d	60d	60d	60d	60d	60d	60d	60d	60d	60d	60d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Request Count	1	1	1	0	1	1	0	0	0	1	1	1	0
Mean Time	0d	44.47d	13.08d	—	0.01d	0.09d	—	—	—	60.22d	56.58d	46.26d	—
Shortest Time	0d	44.47d	13.08d	—	0.01d	0.09d	—	—	—	60.22d	56.58d	46.26d	—
Longest Time	0d	44.47d	13.08d	—	0.01d	0.09d	—	—	—	60.22d	56.58d	46.26d	—
Median Time	0d	44.47d	13.08d	—	0.01d	0.09d	—	—	—	60.22d	56.58d	46.26d	—
PStDev Time	0d	0d	0d	—	0d	0d	—	—	—	0d	0d	0d	—

Other Changes	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Processing Time	0.17d	0.22d	0.06d	0.67d	0.53d	0.21d	0.07d	—	6.13d	—	0.51d	—	0.59d
Monthly Threshold	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	1	2	1	1	1	4	2	0	2	0	4	0	1
Mean Time	0.17d	0.22d	0.06d	0.67d	0.53d	0.14d	0.04d	—	3.14d	—	0.25d	—	0.59d
Shortest Time	0.17d	0.22d	0.06d	0.67d	0.53d	0.05d	0d	—	0.15d	—	0.14d	—	0.59d
Longest Time	0.17d	0.22d	0.06d	0.67d	0.53d	0.21d	0.07d	—	6.13d	—	0.51d	—	0.59d
Median Time	0.17d	0.22d	0.06d	0.67d	0.53d	0.16d	0.04d	—	3.14d	—	0.18d	—	0.59d
PStDev Time	0d	0d	0d	0d	0d	0.07d	0.04d	—	2.99d	—	0.15d	—	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).

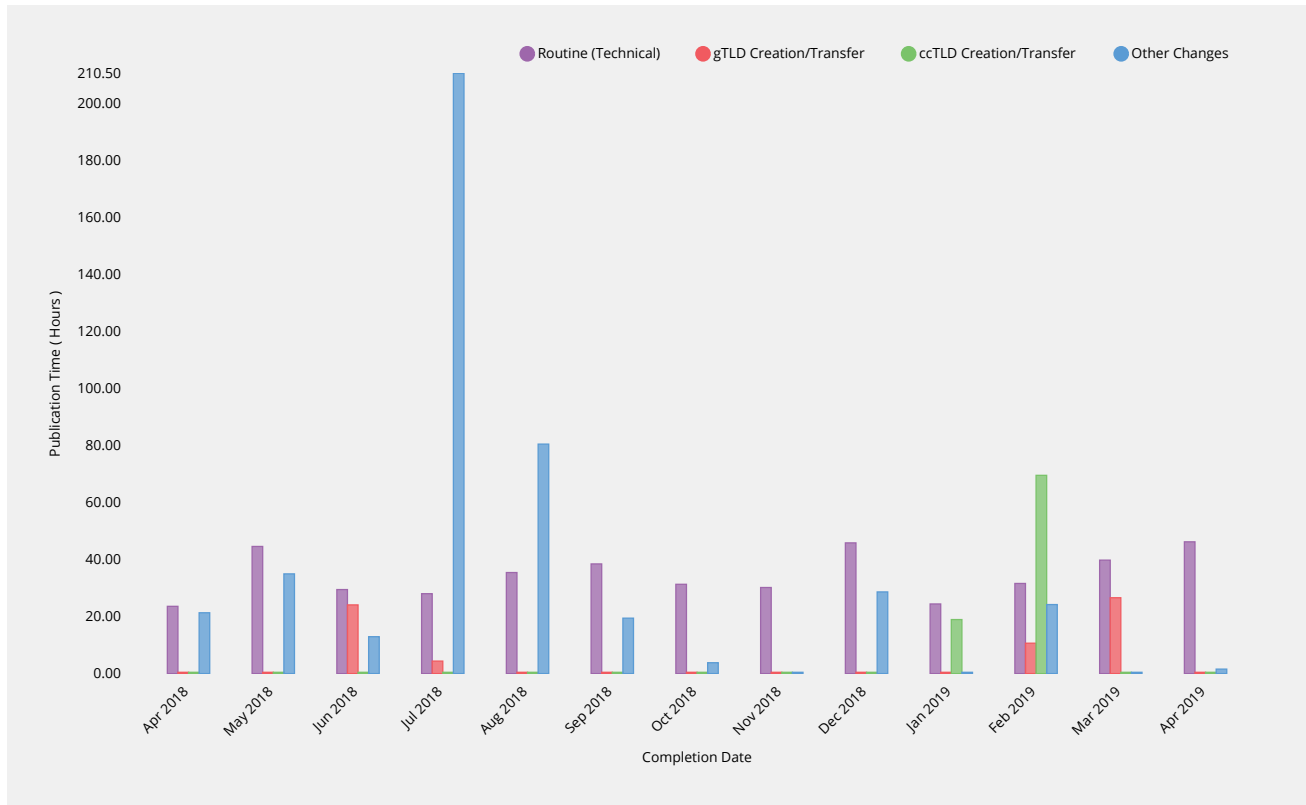


ccTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Processing Time	—	—	21.06d	—	—	—	—	—	—	89.19d	89.2d	16.77d	—
Request Count	0	0	1	0	0	0	0	0	0	1	1	1	0
Mean Time	—	—	21.06d	—	—	—	—	—	—	89.19d	89.2d	16.77d	—
Shortest Time	—	—	21.06d	—	—	—	—	—	—	89.19d	89.2d	16.77d	—
Longest Time	—	—	21.06d	—	—	—	—	—	—	89.19d	89.2d	16.77d	—
Median Time	—	—	21.06d	—	—	—	—	—	—	89.19d	89.2d	16.77d	—
PStDev Time	—	—	0d	—	—	—	—	—	—	0d	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)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Publication Time	23.59h	44.59h	29.47h	28.02h	35.44h	38.46h	31.32h	30.19h	45.84h	24.42h	31.61h	39.79h	46.21h
Monthly Threshold	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	70	42	108	15	11	19	27	22	55	24	102	102	88
Mean Time	14.57h	17.26h	11.89h	12.46h	16.99h	17.27h	7.52h	14.24h	11.65h	8.7h	13.69h	16.29h	23.17h
Shortest Time	0.37h	2.01h	1.24h	0.85h	0.69h	2.21h	0.52h	1.1h	0.46h	0.61h	0.58h	0.32h	0.58h
Longest Time	24.84h	44.89h	30.89h	28.03h	36.37h	39.11h	31.64h	31.16h	64.82h	25.04h	32.12h	39.82h	46.21h
Median Time	17.22h	16.36h	11.82h	4.45h	21.88h	18.35h	6.01h	10.94h	12.72h	5.16h	11.9h	13.34h	14.95h
PStDev Time	7.77h	11.71h	5.82h	10.69h	11.38h	9.77h	8.47h	9.39h	11.18h	8h	8.75h	11.22h	15.9h

gTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Publication Time	—	—	24.09h	4.38h	—	—	—	—	—	—	10.66h	26.6h	—
Monthly Threshold	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	0	0	1	1	0	0	0	0	0	0	1	1	0
Mean Time	—	—	24.09h	4.38h	—	—	—	—	—	—	10.66h	26.6h	—
Shortest Time	—	—	24.09h	4.38h	—	—	—	—	—	—	10.66h	26.6h	—
Longest Time	—	—	24.09h	4.38h	—	—	—	—	—	—	10.66h	26.6h	—
Median Time	—	—	24.09h	4.38h	—	—	—	—	—	—	10.66h	26.6h	—
PStDev Time	—	—	0h	0h	—	—	—	—	—	—	0h	0h	—

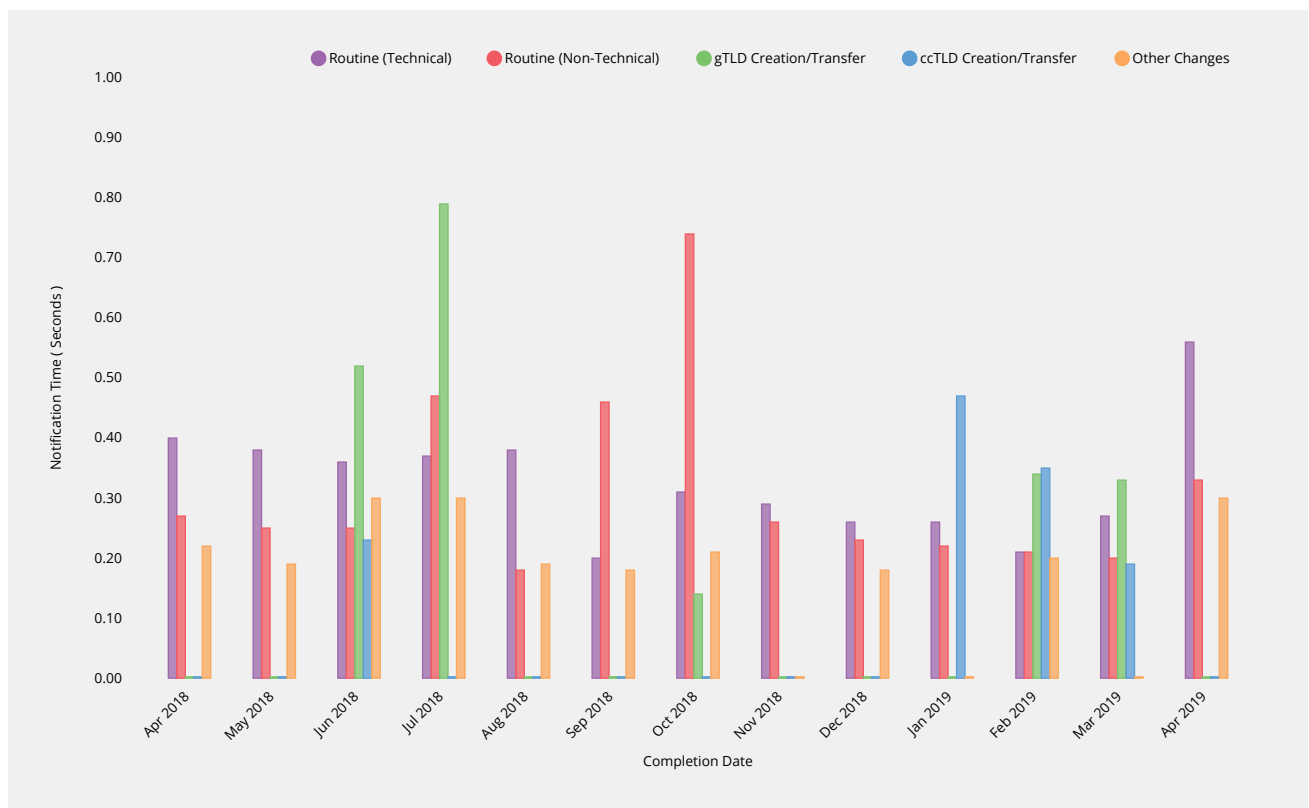
ccTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Publication Time	—	—	—	—	—	—	—	—	—	18.95h	69.53h	—	—

ccTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Monthly Threshold	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h	72h
Threshold Percentile	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
Publication Count	0	0	0	0	0	0	0	0	0	1	1	0	0
Mean Time	—	—	—	—	—	—	—	—	—	18.95h	69.53h	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	18.95h	69.53h	—	—
Longest Time	—	—	—	—	—	—	—	—	—	18.95h	69.53h	—	—
Median Time	—	—	—	—	—	—	—	—	—	18.95h	69.53h	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	0h	0h	—	—

Other Changes	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Publication Time	21.33h	34.97h	12.94h	210.5h	80.48h	19.44h	3.81h	—	28.64h	—	24.21h	—	1.57h
Monthly Threshold	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	1	2	1	1	1	4	2	0	1	0	4	0	1
Mean Time	21.33h	34.97h	12.94h	210.5h	80.48h	15.3h	2.09h	—	28.64h	—	13.74h	—	1.57h
Shortest Time	21.33h	34.96h	12.94h	210.5h	80.48h	3.26h	0.36h	—	28.64h	—	5.88h	—	1.57h
Longest Time	21.33h	34.97h	12.94h	210.5h	80.48h	19.44h	3.81h	—	28.64h	—	24.21h	—	1.57h
Median Time	21.33h	34.97h	12.94h	210.5h	80.48h	19.24h	2.09h	—	28.64h	—	12.44h	—	1.57h
PStDev Time	0h	0h	0h	0h	0h	6.95h	1.73h	—	0h	—	8.06h	—	0h

## Notification of Completion

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



Routine (Technical)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Notification Time	0.4s	0.38s	0.36s	0.37s	0.38s	0.2s	0.31s	0.29s	0.26s	0.26s	0.21s	0.27s	0.56s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	70	42	108	15	11	19	27	22	55	24	102	102	88
Mean Time	0.24s	0.23s	0.22s	0.25s	0.24s	0.16s	0.18s	0.19s	0.18s	0.18s	0.16s	0.16s	0.36s
Shortest Time	0.16s	0.18s	0.16s	0.2s	0.16s	0.12s	0.11s	0.14s	0.13s	0.14s	0.13s	0.13s	0.15s

Routine (Technical)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Longest Time	0.66s	0.38s	0.59s	0.38s	0.41s	0.27s	0.41s	0.3s	0.3s	0.27s	1.14s	0.33s	0.59s
Median Time	0.22s	0.21s	0.2s	0.24s	0.2s	0.15s	0.16s	0.17s	0.16s	0.18s	0.15s	0.15s	0.39s
PStDev Time	0.09s	0.06s	0.07s	0.05s	0.08s	0.03s	0.07s	0.05s	0.04s	0.03s	0.1s	0.04s	0.16s

Routine (Non-Technical)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Notification Time	0.27s	0.25s	0.25s	0.47s	0.18s	0.46s	0.74s	0.26s	0.23s	0.22s	0.21s	0.2s	0.33s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	61	27	55	17	218	16	13	12	8	26	36	128	21
Mean Time	0.23s	0.22s	0.23s	0.28s	0.14s	0.23s	0.3s	0.2s	0.18s	0.19s	0.18s	0.17s	0.27s
Shortest Time	0.17s	0.18s	0.17s	0.19s	0.12s	0.12s	0.14s	0.15s	0.14s	0.14s	0.14s	0.13s	0.16s
Longest Time	0.29s	0.38s	1.3s	1.2s	0.36s	1.24s	1.18s	0.27s	0.25s	0.27s	0.43s	0.31s	0.36s
Median Time	0.22s	0.21s	0.21s	0.22s	0.14s	0.16s	0.21s	0.21s	0.17s	0.19s	0.18s	0.17s	0.29s
PStDev Time	0.03s	0.04s	0.15s	0.23s	0.03s	0.26s	0.27s	0.04s	0.03s	0.03s	0.05s	0.02s	0.06s

gTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Notification Time	—	—	0.52s	0.79s	—	—	0.14s	—	—	—	0.34s	0.33s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	1	1	0	0	1	0	0	0	1	1	0
Mean Time	—	—	0.52s	0.79s	—	—	0.14s	—	—	—	0.34s	0.33s	—
Shortest Time	—	—	0.52s	0.79s	—	—	0.14s	—	—	—	0.34s	0.33s	—
Longest Time	—	—	0.52s	0.79s	—	—	0.14s	—	—	—	0.34s	0.33s	—
Median Time	—	—	0.52s	0.79s	—	—	0.14s	—	—	—	0.34s	0.33s	—
PStDev Time	—	—	0s	0s	—	—	0s	—	—	—	0s	0s	—

ccTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Notification Time	—	—	0.23s	—	—	—	—	—	—	0.47s	0.35s	0.19s	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	1	0	0	0	0	0	0	1	1	1	0
Mean Time	—	—	0.23s	—	—	—	—	—	—	0.47s	0.35s	0.19s	—
Shortest Time	—	—	0.23s	—	—	—	—	—	—	0.47s	0.35s	0.19s	—
Longest Time	—	—	0.23s	—	—	—	—	—	—	0.47s	0.35s	0.19s	—
Median Time	—	—	0.23s	—	—	—	—	—	—	0.47s	0.35s	0.19s	—
PStDev Time	—	—	0s	—	—	—	—	—	—	0s	0s	0s	—

Other Changes	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Notification Time	0.22s	0.19s	0.3s	0.3s	0.19s	0.18s	0.21s	—	0.18s	—	0.2s	—	0.3s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	1	2	1	1	1	4	2	0	2	0	4	0	1
Mean Time	0.22s	0.19s	0.3s	0.3s	0.19s	0.16s	0.18s	—	0.16s	—	0.17s	—	0.3s
Shortest Time	0.22s	0.18s	0.3s	0.3s	0.19s	0.13s	0.16s	—	0.14s	—	0.15s	—	0.3s
Longest Time	0.22s	0.19s	0.3s	0.3s	0.19s	0.18s	0.21s	—	0.18s	—	0.21s	—	0.3s
Median Time	0.22s	0.19s	0.3s	0.3s	0.19s	0.15s	0.18s	—	0.16s	—	0.17s	—	0.3s
PStDev Time	0s	0s	0s	0s	0s	0.02s	0.03s	—	0.02s	—	0.03s	—	0s





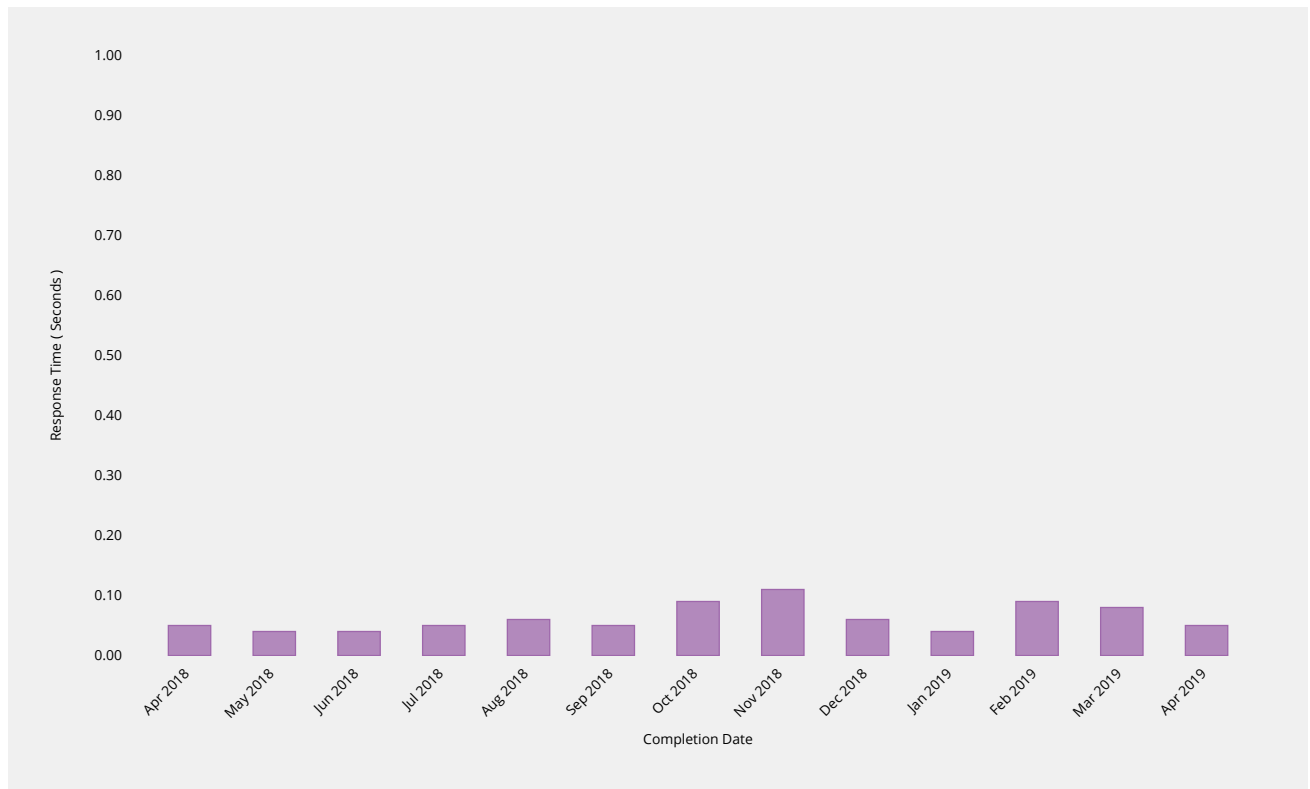






## Credential Recovery

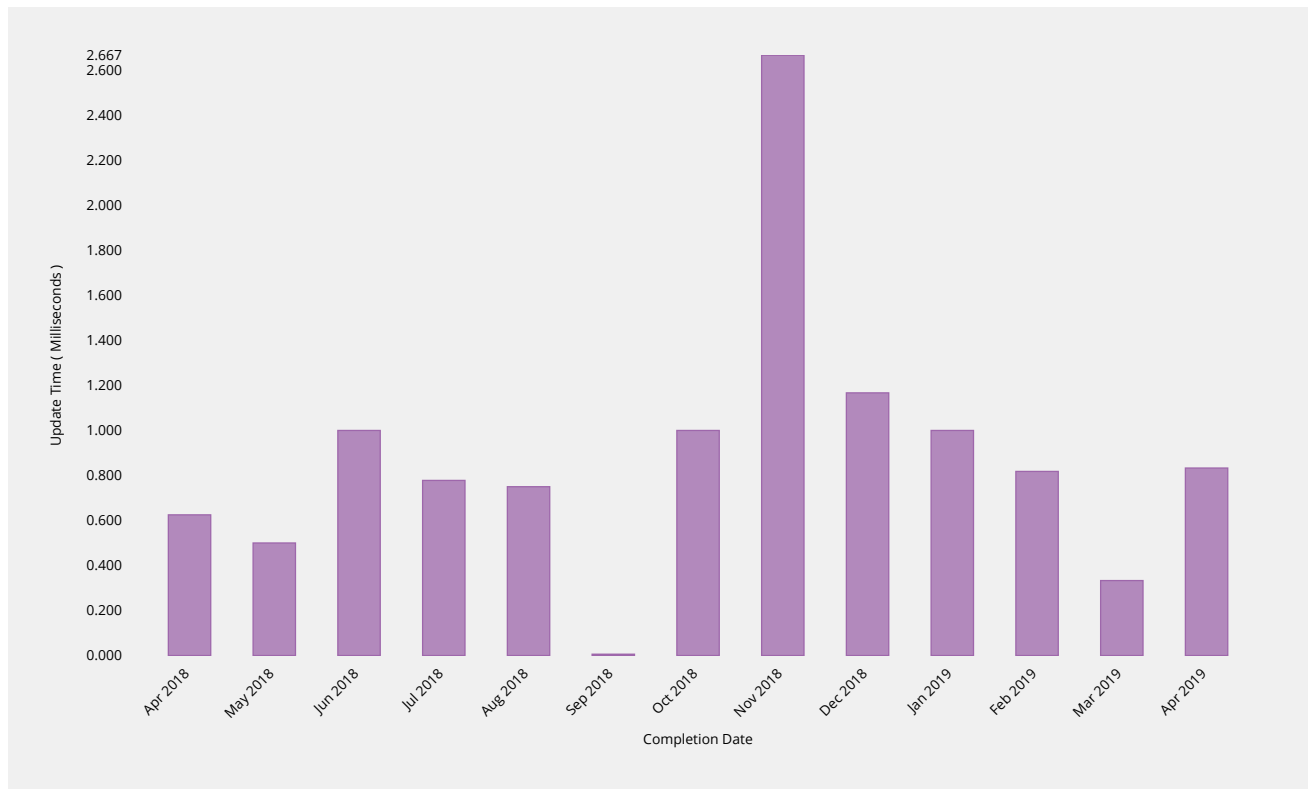
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Response Time	0.05s	0.04s	0.04s	0.05s	0.06s	0.05s	0.09s	0.11s	0.06s	0.04s	0.09s	0.08s	0.05s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Response Count	14	28	10	9	10	3	9	22	28	5	11	14	7
Mean Time	0.03s	0.03s	0.03s	0.04s	0.05s	0.05s	0.05s	0.03s	0.02s	0.04s	0.05s	0.04s	0.04s
Shortest Time	0.01s	0.01s	0.01s	0.03s	0.04s	0.04s	0.03s	0s	0s	0.04s	0.02s	0s	0s
Longest Time	0.05s	0.05s	0.04s	0.05s	0.06s	0.05s	0.09s	0.21s	0.07s	0.04s	0.09s	0.09s	0.06s
Median Time	0.03s	0.03s	0.04s	0.04s	0.04s	0.04s	0.04s	0.01s	0s	0.04s	0.04s	0.04s	0.04s
PStDev Time	0.01s	0.01s	0.01s	0.01s	0.01s	0s	0.02s	0.05s	0.02s	0s	0.02s	0.03s	0.02s

## Credential Change

Time to implement new password within the system.

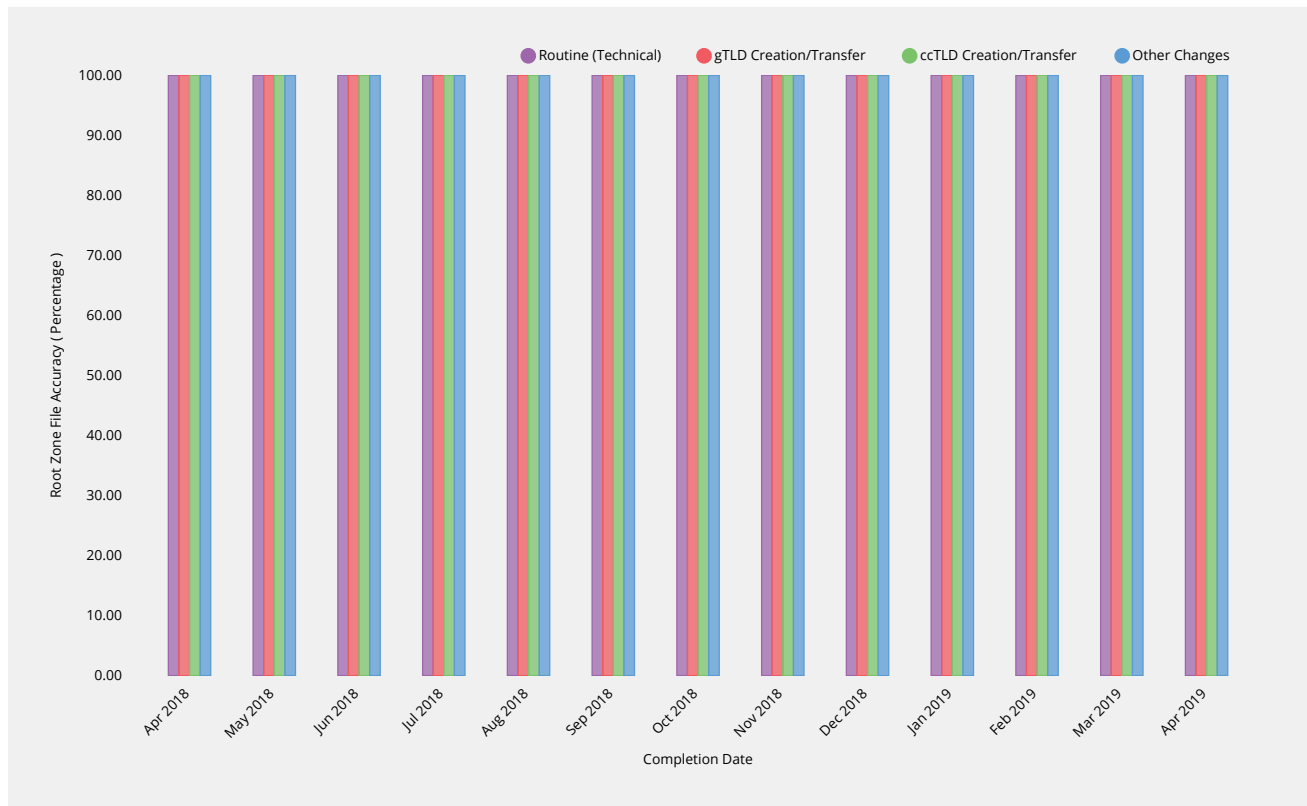


Credential Change	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Update Time	1.65ms	2.05ms	2.2ms	1ms	2.3ms	0ms	2ms	9.5ms	2.75ms	1ms	2ms	1ms	1.75ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Update Count	8	20	9	9	8	2	6	6	6	3	11	9	6
Mean Time	0.625ms	0.5ms	1ms	0.778ms	0.75ms	0ms	1ms	2.667ms	1.167ms	1ms	0.818ms	0.333ms	0.833ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	1ms	0ms	0ms	0ms
Longest Time	2ms	3ms	3ms	1ms	3ms	0ms	2ms	12ms	3ms	1ms	2ms	1ms	2ms
Median Time	0.5ms	0ms	1ms	1ms	0.5ms	0ms	1ms	1ms	1ms	1ms	1ms	0ms	1ms
PStDev Time	0.696ms	0.806ms	0.816ms	0.416ms	0.968ms	0ms	0.816ms	4.23ms	1.067ms	0ms	0.716ms	0.471ms	0.687ms

# Accuracy

## Root Zone File

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



Routine (Technical)	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	70	42	108	15	11	19	27	22	55	24	102	102	88

gTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	0	0	1	1	0	0	1	0	0	0	1	1	0

ccTLD Creation/Transfer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	0	0	1	0	0	0	0	0	0	1	1	1	0

Other Changes	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	1	2	1	1	1	4	2	0	2	0	4	0	1

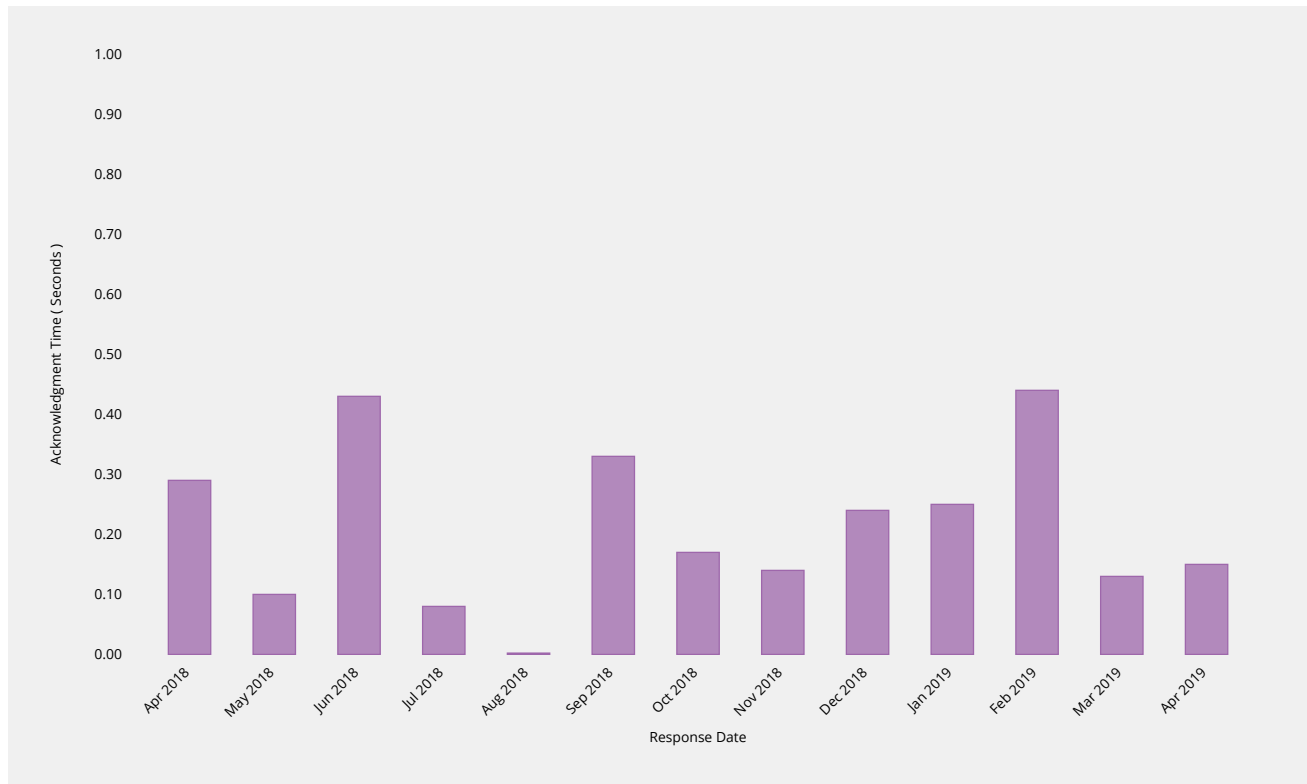


Other Changes	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	1	2	1	1	1	4	2	0	2	0	4	0	1

## Enquiry Processing

### Time to acknowledge

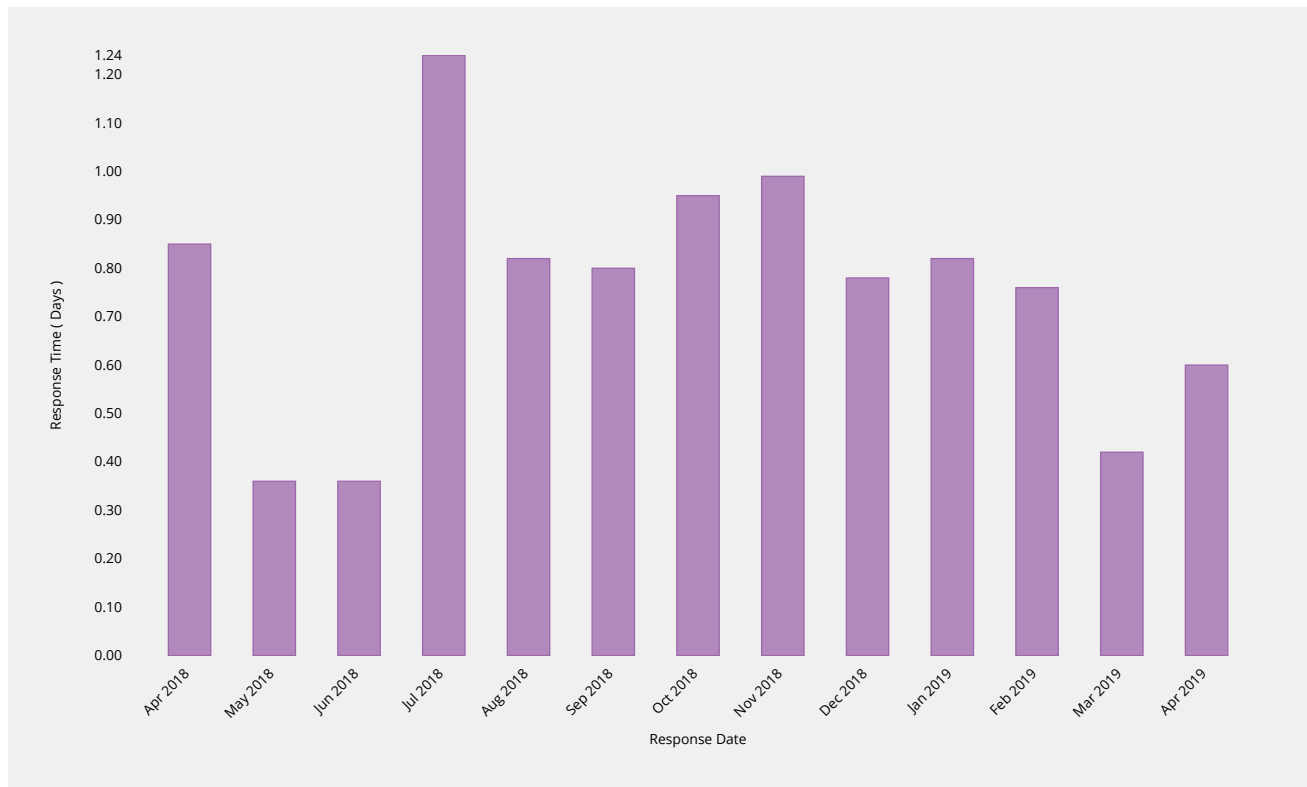
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Acknowledgment Time	1s	0.55s	1s	0.4s	0s	0.9s	1s	1s	1s	1s	1s	1s	1s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	7	10	7	13	3	3	12	14	17	8	16	15	13
Mean Time	0.29s	0.1s	0.43s	0.08s	0s	0.33s	0.17s	0.14s	0.24s	0.25s	0.44s	0.13s	0.15s
Shortest Time	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s
Longest Time	1s	1s	1s	1s	0s	1s	1s	1s	1s	1s	1s	1s	1s
Median Time	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s
PStDev Time	0.45s	0.3s	0.49s	0.27s	0s	0.47s	0.37s	0.35s	0.42s	0.43s	0.5s	0.34s	0.36s

## Time to initial response

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



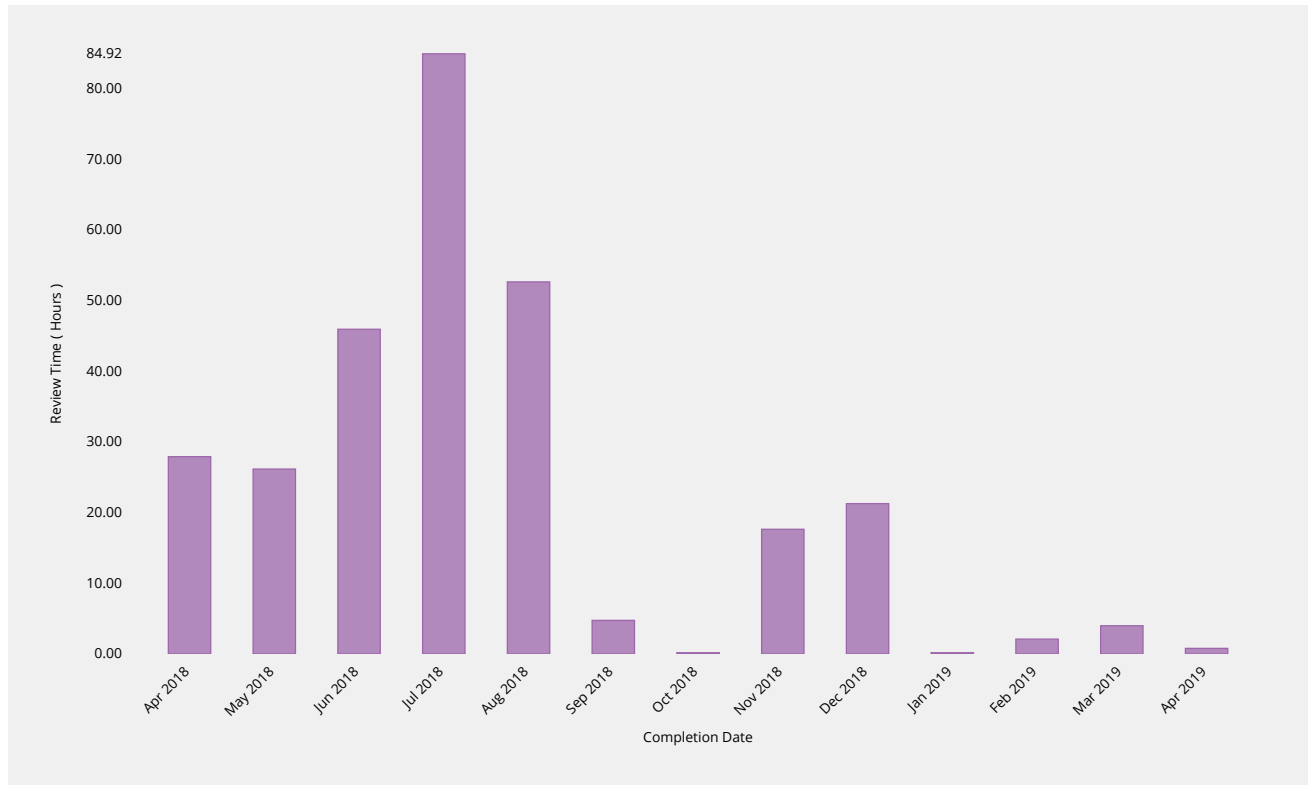
Manual Enquiries	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Response Time	1.72d	0.54d	0.47d	3.89d	1.52d	1.4d	2.95d	2.77d	1.91d	1.68d	2.15d	1d	0.96d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	7	10	7	13	3	3	11	15	17	7	16	12	16
Mean Time	0.85d	0.36d	0.36d	1.24d	0.82d	0.8d	0.95d	0.99d	0.78d	0.82d	0.76d	0.42d	0.6d
Shortest Time	0.09d	0.07d	0.23d	0.01d	0.14d	0.27d	0d	0.09d	0d	0.17d	0d	0d	0.01d
Longest Time	2.45d	0.6d	0.58d	4.37d	1.76d	1.62d	3.18d	3.04d	3.02d	1.96d	4.82d	1.33d	4.6d
Median Time	0.65d	0.41d	0.37d	0.44d	0.55d	0.5d	0.44d	0.46d	0.48d	0.62d	0.27d	0.27d	0.24d
PStDev Time	0.74d	0.17d	0.11d	1.55d	0.69d	0.59d	1.09d	1.04d	0.81d	0.64d	1.28d	0.39d	1.08d



# Label Generation Rulesets

## Review Time

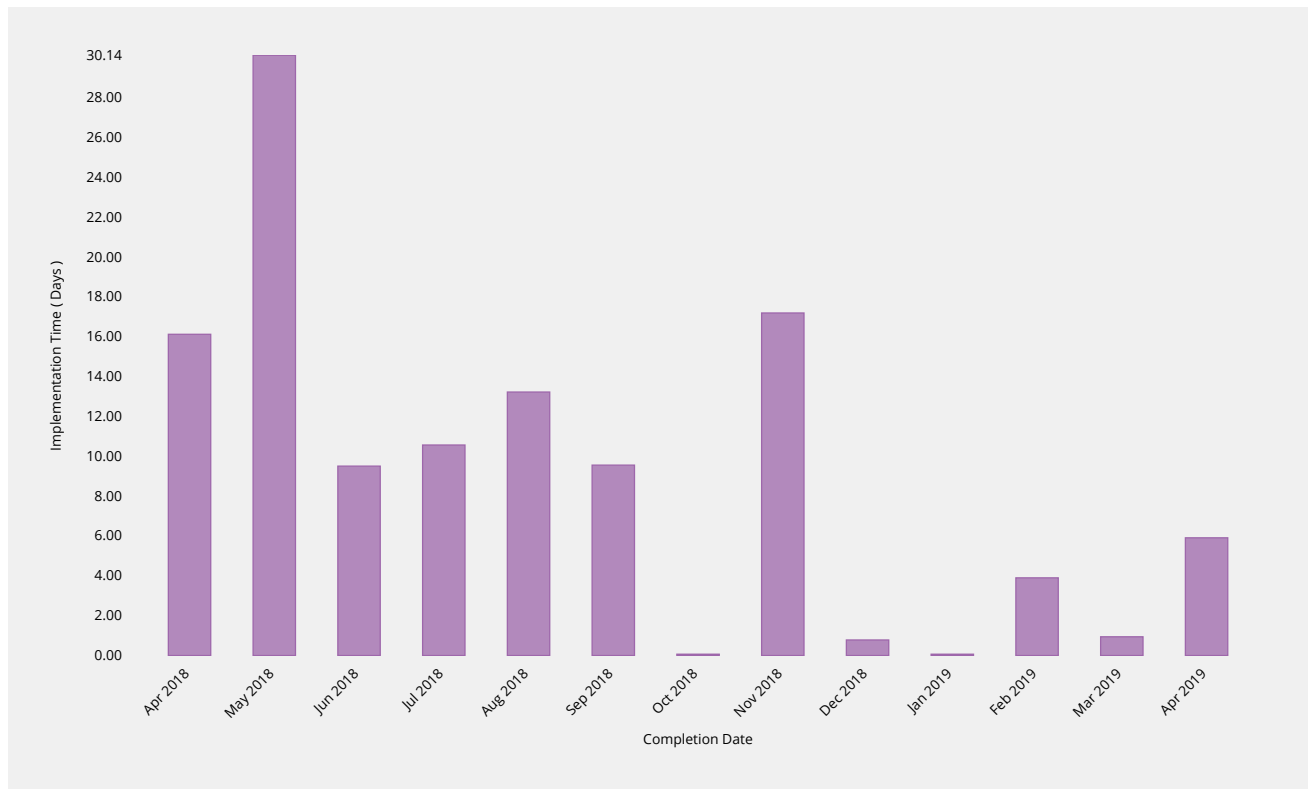
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	<b>2019-04</b>
Mean Time	27.92h	26.17h	45.95h	84.92h	52.65h	4.76h	—	17.65h	21.28h	—	2.11h	4h	0.8h
Monthly Threshold	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h
Review Count	3	16	23	75	27	13	0	8	3	0	2	2	1
Shortest Time	0.57h	0.43h	0.09h	0.61h	0.18h	0.43h	—	0.15h	0.13h	—	2.03h	0.63h	0.8h
Longest Time	65h	115.96h	134.17h	151.12h	151.12h	22.43h	—	88.13h	53.35h	—	2.19h	7.38h	0.8h
Median Time	18.18h	15.09h	16.75h	59.16h	33.4h	1.17h	—	6.08h	10.36h	—	2.11h	4h	0.8h
PStDev Time	27.19h	30.5h	53.11h	48.54h	50.57h	6.61h	—	28.25h	23.06h	—	0.08h	3.38h	0h

## Implementation Time

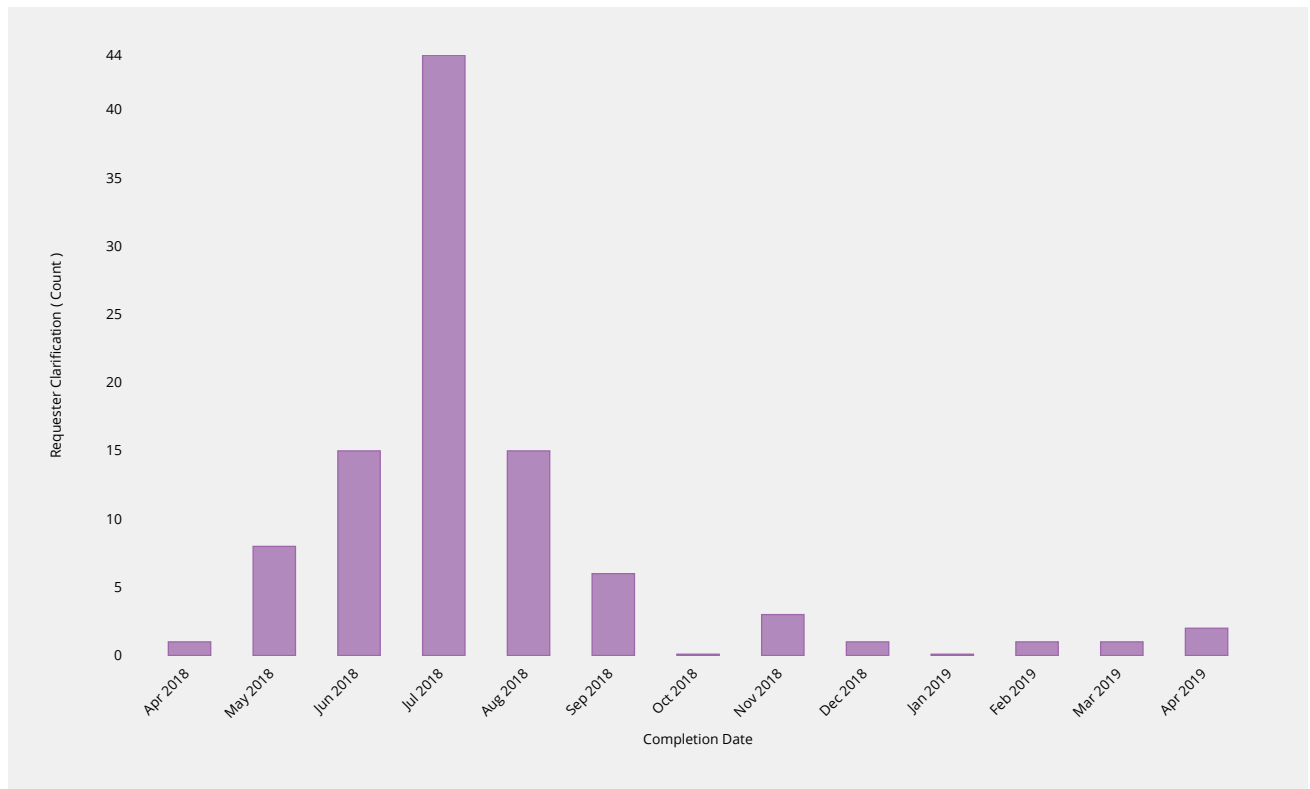
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Mean Time	16.13d	30.14d	9.51d	10.57d	13.23d	9.56d	—	17.2d	0.78d	—	3.9d	0.94d	5.91d
Monthly Threshold	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d
Request Count	3	8	8	31	13	7	0	5	2	0	1	1	1
Shortest Time	2.81d	0.85d	0.76d	2.14d	1.11d	0.28d	—	0.33d	0.39d	—	3.9d	0.94d	5.91d
Longest Time	39.97d	58.58d	12.25d	18.82d	22.88d	17.09d	—	41.57d	1.17d	—	3.9d	0.94d	5.91d
Median Time	5.6d	32.04d	10.5d	10.32d	14.32d	6.71d	—	5.16d	0.78d	—	3.9d	0.94d	5.91d
PStDev Time	16.9d	20.38d	3.35d	5.65d	5.86d	5.75d	—	18.77d	0.39d	—	0d	0d	0d

## Requester Clarification

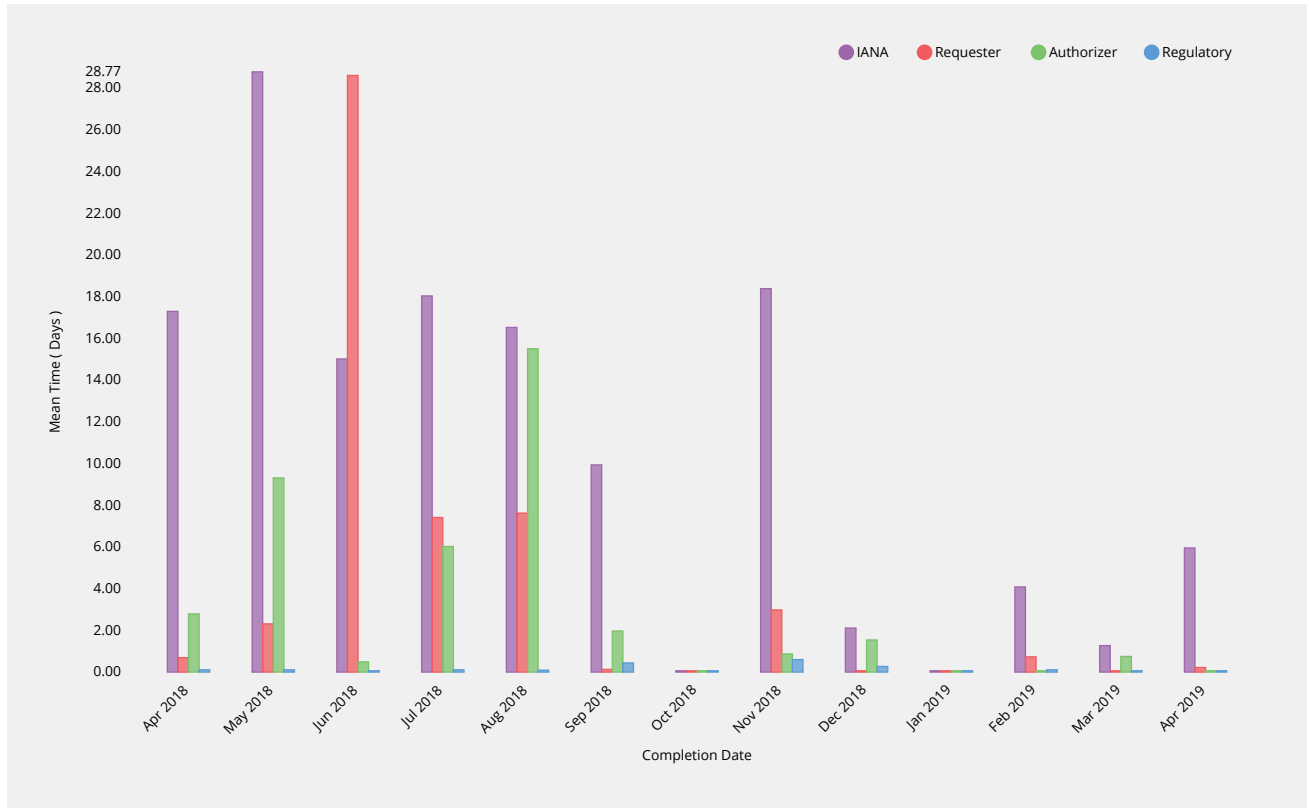
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Count	1	8	15	44	15	6	—	3	1	—	1	1	2
Request Count	3	9	8	33	14	7	0	5	2	0	1	1	1
Shortest Clarification	0	0	1	1	0	0	—	0	0	—	1	1	2
Longest Clarification	1	3	2	3	2	1	—	1	1	—	1	1	2

## Time per Actor

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



IANA	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Mean Time	17.29d	28.77d	15.01d	18.03d	16.52d	9.93d	—	18.38d	2.11d	—	4.08d	1.27d	5.95d
Review Count	3	9	8	33	14	7	0	5	2	0	1	1	1
Shortest Time	2.83d	1.33d	1.07d	7.76d	1.39d	1.31d	—	0.33d	1.6d	—	4.08d	1.27d	5.95d
Longest Time	42.67d	64.1d	18.99d	27.53d	25.21d	17.17d	—	41.94d	2.62d	—	4.08d	1.27d	5.95d
Median Time	6.36d	28.64d	17.2d	18.54d	18.43d	6.86d	—	9.26d	2.11d	—	4.08d	1.27d	5.95d
PStDev Time	18.01d	22.25d	5.43d	6.72d	7.76d	5.59d	—	18.71d	0.51d	—	0d	0d	0d

Requester	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Mean Time	0.69d	2.31d	28.6d	7.41d	7.62d	0.13d	—	2.98d	0d	—	0.73d	0.02d	0.22d
Review Count	1	5	8	33	11	6	0	3	1	0	1	1	1
Shortest Time	0.69d	0d	0.01d	0.64d	0.06d	0.02d	—	0d	0d	—	0.73d	0.02d	0.22d
Longest Time	0.69d	5.08d	35.98d	32.64d	31.63d	0.54d	—	8.83d	0d	—	0.73d	0.02d	0.22d
Median Time	0.69d	1.48d	32.64d	0.64d	0.76d	0.06d	—	0.12d	0d	—	0.73d	0.02d	0.22d
PStDev Time	0d	2.14d	10.93d	10.54d	11.09d	0.19d	—	4.13d	0d	—	0d	0d	0d

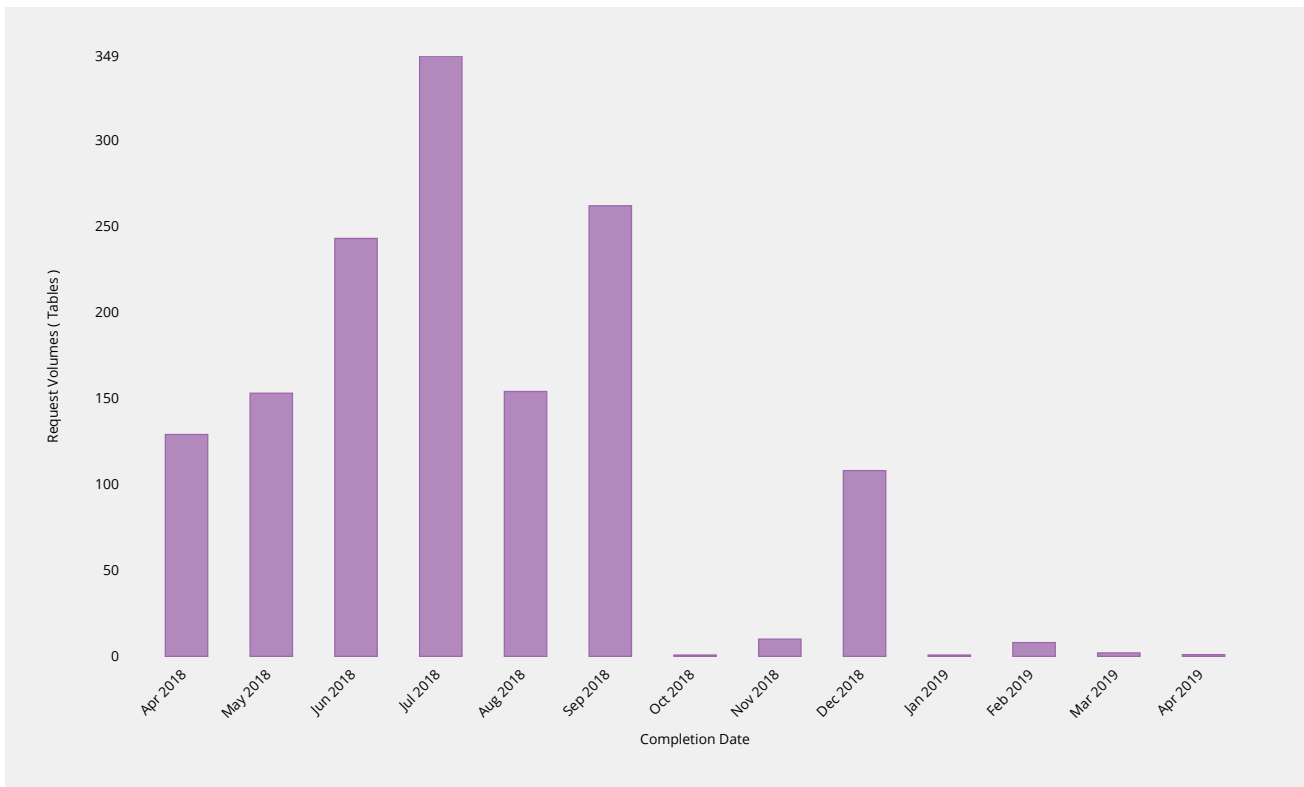
Authorizer	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Mean Time	2.79d	9.31d	0.49d	6.02d	15.5d	1.97d	—	0.87d	1.54d	—	0.03d	0.75d	0.04d
Review Count	3	8	8	31	13	7	0	5	2	0	1	1	1
Shortest Time	0d	0d	0.04d	0d	0.02d	0.01d	—	0.01d	0.69d	—	0.03d	0.75d	0.04d
Longest Time	8.14d	32.47d	1.69d	23.8d	34.22d	5.44d	—	3.6d	2.4d	—	0.03d	0.75d	0.04d
Median Time	0.21d	6.07d	0.37d	2.85d	11.22d	2.36d	—	0.06d	1.54d	—	0.03d	0.75d	0.04d
PStDev Time	3.79d	10.6d	0.47d	6.61d	12.84d	1.69d	—	1.38d	0.85d	—	0d	0d	0d

Regulatory	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Mean Time	0.11d	0.11d	0.02d	0.11d	0.09d	0.44d	—	0.6d	0.27d	—	0.11d	0d	0.05d

Regulatory	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Review Count	3	6	7	31	13	6	0	5	2	0	1	1	1
Shortest Time	0.08d	0d	0.01d	0d	0.02d	0.02d	—	0d	0.01d	—	0.11d	0d	0.05d
Longest Time	0.18d	0.41d	0.04d	1.52d	0.44d	0.74d	—	2.35d	0.53d	—	0.11d	0d	0.05d
Median Time	0.08d	0.03d	0.02d	0.04d	0.04d	0.58d	—	0.24d	0.27d	—	0.11d	0d	0.05d
PStDev Time	0.05d	0.14d	0.01d	0.26d	0.12d	0.32d	—	0.88d	0.26d	—	0d	0d	0d

## Request Volumes

Total number of LGRs added or modified.



Request Volumes	2018-04	2018-05	2018-06	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04
Total LGRs Processed	129	153	243	349	154	262	—	10	108	—	8	2	1
Request Count	3	8	8	31	13	7	0	5	2	0	1	1	1
Average LGRs per Request	43	19	30	11	12	37	—	2	54	—	8	2	1
Smallest per Request	1	1	20	1	1	1	—	1	4	—	8	2	1
Largest per Request	103	103	103	60	64	238	—	3	104	—	8	2	1

# 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.