

IANA Naming Function Monthly Performance Report

July 2019

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Summary of Performance

Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 1.87s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.56s	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%)	✓ 0.55s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.16d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.67d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ 0.42d	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 0.75m	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)	≤10m (95.0%)	✓ 3m	p10
Technical Check (Retest)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p11
Technical Check (Retest)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p11
Technical Check (Retest)	Other Changes	≤10m (95.0%)	✓ —	p11
Technical Check (Supplemental)	Routine (Technical)	≤10m (95.0%)	✓ 0.24m	p12
Technical Check (Supplemental)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	Other Changes	≤10m (95.0%)	✓ —	p13
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 4ms	p13
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 7.55ms	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%)	✓ 1ms	p15
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 1ms	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
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.93d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 1.31d	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	0.08d	p18
Third Party Approval	ccTLD Creation/Transfer	N/A	—	p19
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 30.62h	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	1.75h	p21
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.29s	p21

Metric	Category	Expected	Actual	Detail
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.42s	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%)	✓ 0.2s	p22
System Availability				
IANA Website	IANA Site Availability	≥99%	✓ 100%	p23
Root Zone Management System	RZM Availability	≥99%	✓ 99.92%	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%)	✓ 0.13s	p27
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 1.65ms	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%	p30
Enquiry Processing				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 1s	p31
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 2.87d	p32
Label Generation Rulesets				
Review Time	Review Time	N/A	19.16h	p33
Implementation Time	Implementation Time	N/A	1.34d	p34
Requester Clarification	Requester Clarification	N/A	0	p35
Time per Actor	IANA	N/A	2.14d	p36
Time per Actor	Requester	N/A	—	p36
Time per Actor	Authorizer	N/A	1.53d	p36
Time per Actor	Regulatory	N/A	0.51d	p36
Request Volumes	Request Volumes	N/A	2	p37

Percentage of SLA thresholds met of those defined

100.0%

Exceptions and Narrative for Reporting Period

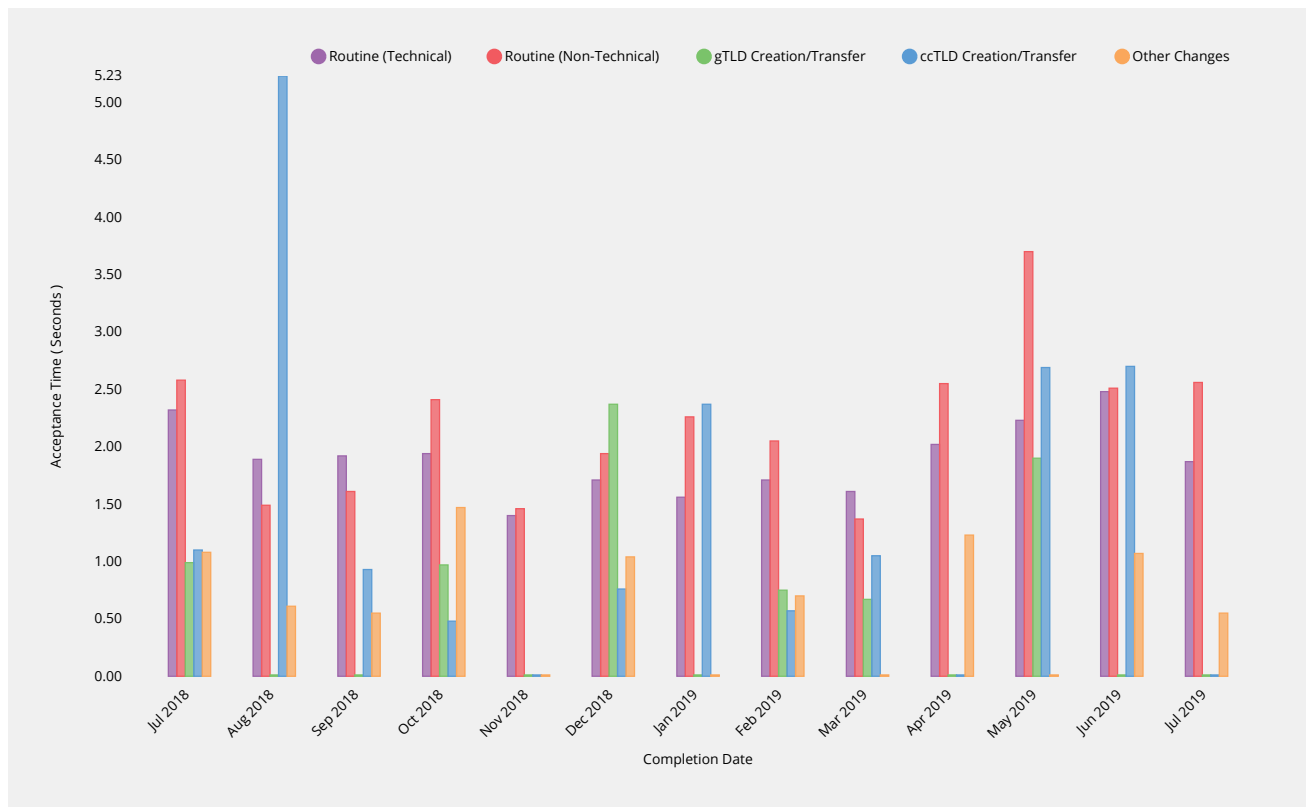
There were no exceptions for the reporting period.

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)	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Acceptance Time	2.32s	1.89s	1.92s	1.94s	1.4s	1.71s	1.56s	1.71s	1.61s	2.02s	2.23s	2.48s	1.87s
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	16	13	19	30	27	64	38	121	111	92	64	27	77
Mean Time	1.1s	0.89s	1.23s	0.87s	0.78s	0.81s	0.8s	0.77s	0.71s	1.1s	1.3s	1.57s	0.83s
Shortest Time	0.59s	0.4s	0.49s	0.45s	0.51s	0.55s	0.54s	0.54s	0.51s	0.55s	0.74s	0.78s	0.47s
Longest Time	2.33s	1.95s	1.97s	3.04s	2.34s	2.09s	1.96s	1.93s	1.99s	3.91s	2.76s	2.65s	3.18s
Median Time	0.81s	0.68s	1.47s	0.6s	0.65s	0.65s	0.65s	0.65s	0.6s	1.1s	1.18s	1.33s	0.61s
PStDev Time	0.61s	0.53s	0.61s	0.59s	0.38s	0.36s	0.36s	0.34s	0.32s	0.5s	0.41s	0.57s	0.49s

Routine (Non-Technical)	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Acceptance Time	2.58s	1.49s	1.61s	2.41s	1.46s	1.94s	2.26s	2.05s	1.37s	2.55s	3.7s	2.51s	2.56s
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%
Acceptance Count	17	221	17	17	14	14	30	40	134	34	33	163	150
Mean Time	1.62s	1.19s	1.05s	1.36s	1.19s	1.2s	1.4s	1.27s	0.99s	1.42s	1.99s	1.61s	1.62s
Shortest Time	1.24s	0.73s	0.73s	0.84s	0.92s	0.84s	0.84s	0.87s	0.81s	0.73s	1.16s	0.99s	0.78s
Longest Time	2.61s	2.18s	2.06s	2.63s	1.47s	1.98s	2.35s	2.63s	2.02s	2.77s	3.74s	3.24s	2.86s
Median Time	1.43s	1.15s	0.96s	1.18s	1.15s	1.1s	1.17s	1.09s	0.94s	1.22s	1.68s	1.66s	1.66s
PStDev Time	0.42s	0.17s	0.3s	0.5s	0.17s	0.35s	0.47s	0.44s	0.2s	0.56s	0.75s	0.44s	0.48s

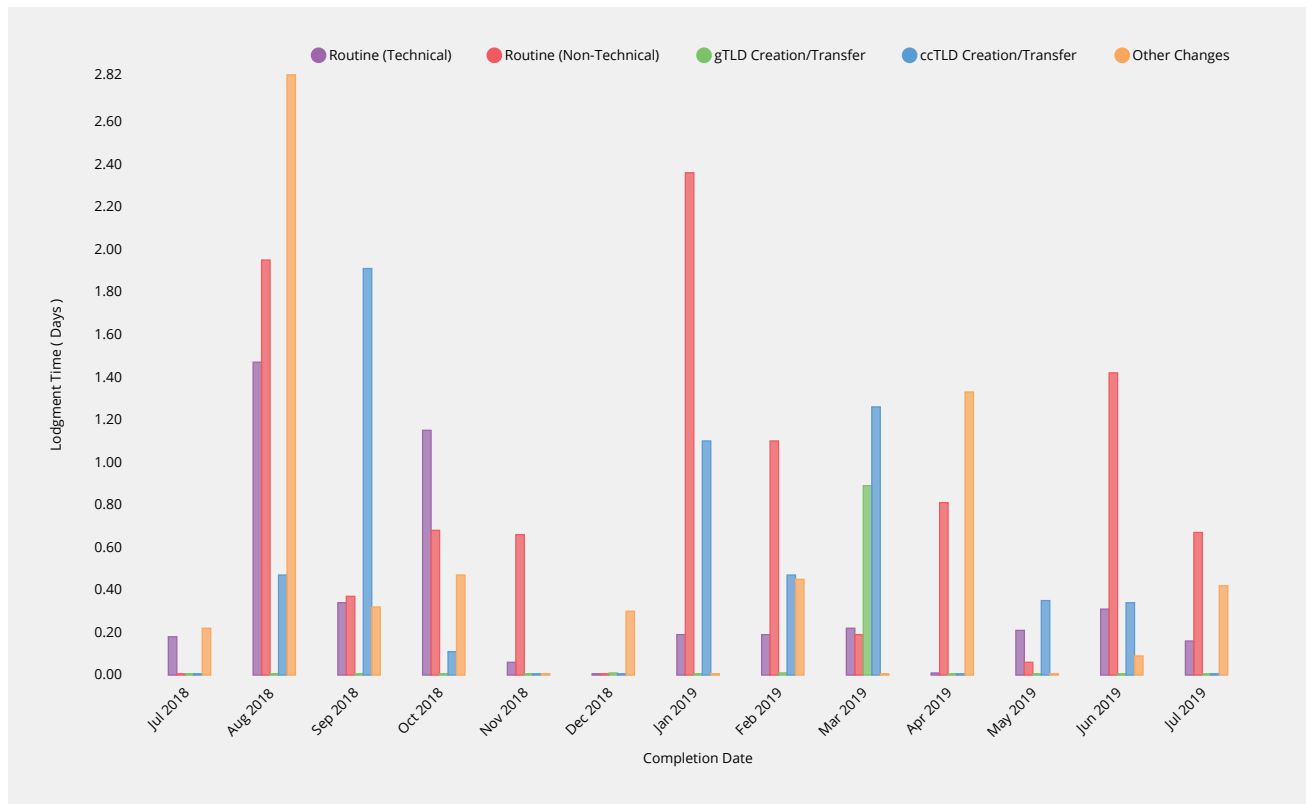
gTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Acceptance Time	0.99s	—	—	0.97s	—	2.37s	—	0.75s	0.67s	—	1.9s	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	1	0	0	1	0	1	0	1	1	0	5	0	0
Mean Time	0.99s	—	—	0.97s	—	2.37s	—	0.75s	0.67s	—	1.7s	—	—
Shortest Time	0.99s	—	—	0.97s	—	2.37s	—	0.75s	0.67s	—	1.47s	—	—
Longest Time	0.99s	—	—	0.97s	—	2.37s	—	0.75s	0.67s	—	1.9s	—	—
Median Time	0.99s	—	—	0.97s	—	2.37s	—	0.75s	0.67s	—	1.71s	—	—
PStDev Time	0s	—	—	0s	—	0s	—	0s	0s	—	0.16s	—	—

ccTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Acceptance Time	1.1s	5.23s	0.93s	0.48s	—	0.76s	2.37s	0.57s	1.05s	—	2.69s	2.7s	—
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	1	0	1	2	1	1	0	2	2	0
Mean Time	1s	5.23s	0.75s	0.48s	—	0.76s	1.78s	0.57s	1.05s	—	2.12s	1.75s	—
Shortest Time	0.9s	5.23s	0.54s	0.48s	—	0.76s	1.13s	0.57s	1.05s	—	1.49s	0.69s	—
Longest Time	1.11s	5.23s	0.95s	0.48s	—	0.76s	2.43s	0.57s	1.05s	—	2.75s	2.81s	—
Median Time	1s	5.23s	0.75s	0.48s	—	0.76s	1.78s	0.57s	1.05s	—	2.12s	1.75s	—
PStDev Time	0.1s	0s	0.21s	0s	—	0s	0.65s	0s	0s	—	0.63s	1.06s	—

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

Manual Lodgment Time

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



Routine (Technical)	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Lodgment Time	0.18d	1.47d	0.34d	1.15d	0.06d	—	0.19d	0.19d	0.22d	0.01d	0.21d	0.31d	0.16d
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	4	4	1	2	1	0	1	18	4	3	1	1	6
Mean Time	0.11d	0.65d	0.34d	0.65d	0.06d	—	0.19d	0.11d	0.07d	0.01d	0.21d	0.31d	0.09d
Shortest Time	0.02d	0.1d	0.34d	0.09d	0.06d	—	0.19d	0.03d	0.01d	0.01d	0.21d	0.31d	0.01d
Longest Time	0.18d	1.6d	0.34d	1.21d	0.06d	—	0.19d	0.2d	0.25d	0.01d	0.21d	0.31d	0.18d
Median Time	0.12d	0.46d	0.34d	0.65d	0.06d	—	0.19d	0.1d	0.01d	0.01d	0.21d	0.31d	0.08d
PStDev Time	0.07d	0.6d	0d	0.56d	0d	—	0d	0.05d	0.11d	0d	0d	0d	0.05d

Routine (Non-Technical)	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Lodgment Time	—	1.95d	0.37d	0.68d	0.66d	—	2.36d	1.1d	0.19d	0.81d	0.06d	1.42d	0.67d
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	7	1	2	11	0	5	5	6	9	2	8	13
Mean Time	—	0.6d	0.37d	0.36d	0.34d	—	1d	0.36d	0.14d	0.42d	0.04d	0.3d	0.2d
Shortest Time	—	0.02d	0.37d	0.01d	0.12d	—	0d	0.01d	0.04d	0.24d	0.02d	0.01d	0d
Longest Time	—	2.48d	0.37d	0.71d	0.67d	—	2.7d	1.29d	0.2d	1.08d	0.07d	2.16d	0.67d
Median Time	—	0.3d	0.37d	0.36d	0.29d	—	0.98d	0.09d	0.16d	0.34d	0.04d	0.05d	0.1d
PStDev Time	—	0.81d	0d	0.35d	0.17d	—	0.93d	0.48d	0.05d	0.24d	0.03d	0.7d	0.22d

gTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
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	1	0	1	1	0	0	0	0
Mean Time	—	—	—	—	—	0.01d	—	0.01d	0.89d	—	—	—	—

gTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
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	—	—	—	—

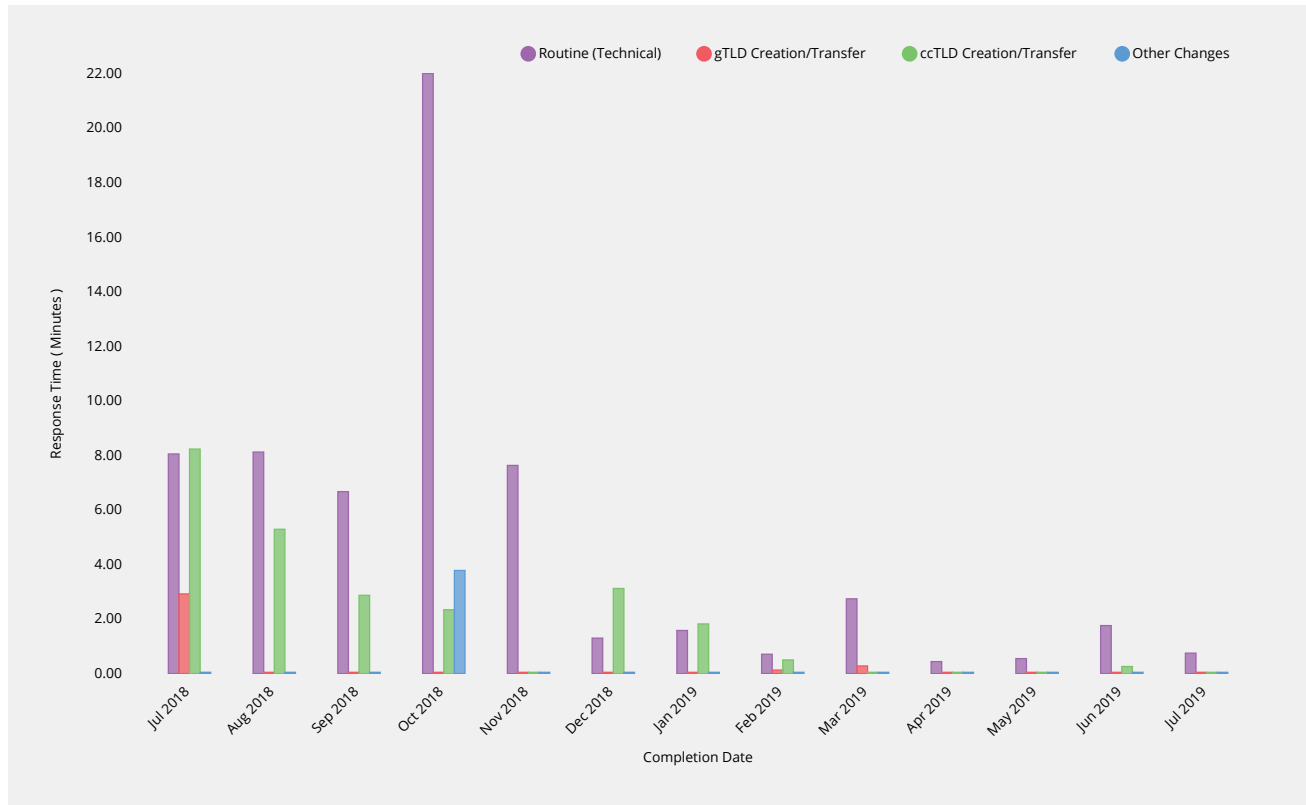
ccTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Lodgment Time	—	0.47d	1.91d	0.11d	—	—	1.1d	0.47d	1.26d	—	0.35d	0.34d	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	1	2	1	0	0	2	1	1	0	1	1	0
Mean Time	—	0.47d	1.01d	0.11d	—	—	0.6d	0.47d	1.26d	—	0.35d	0.34d	—
Shortest Time	—	0.47d	0.01d	0.11d	—	—	0.05d	0.47d	1.26d	—	0.35d	0.34d	—
Longest Time	—	0.47d	2.01d	0.11d	—	—	1.16d	0.47d	1.26d	—	0.35d	0.34d	—
Median Time	—	0.47d	1.01d	0.11d	—	—	0.6d	0.47d	1.26d	—	0.35d	0.34d	—
PStDev Time	—	0d	1d	0d	—	—	0.55d	0d	0d	—	0d	0d	—

Other Changes	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Lodgment Time	0.22d	2.82d	0.32d	0.47d	—	0.3d	—	0.45d	—	1.33d	—	0.09d	0.42d
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	1	5	1	0	2	0	4	0	1	0	1	1
Mean Time	0.22d	2.82d	0.27d	0.47d	—	0.23d	—	0.24d	—	1.33d	—	0.09d	0.42d
Shortest Time	0.22d	2.82d	0.14d	0.47d	—	0.16d	—	0.09d	—	1.33d	—	0.09d	0.42d
Longest Time	0.22d	2.82d	0.32d	0.47d	—	0.3d	—	0.48d	—	1.33d	—	0.09d	0.42d
Median Time	0.22d	2.82d	0.28d	0.47d	—	0.23d	—	0.19d	—	1.33d	—	0.09d	0.42d
PStDev Time	0d	0d	0.07d	0d	—	0.07d	—	0.16d	—	0d	—	0d	0d

Technical Checks

Technical Check (First)

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



Routine (Technical)	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Response Time	8.05m	8.12m	6.67m	22m	7.63m	1.3m	1.58m	0.71m	2.74m	0.44m	0.55m	1.76m	0.75m
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	16	13	19	30	27	64	38	121	111	92	64	27	77
Mean Time	3.28m	3.88m	3.7m	8.42m	2.42m	0.54m	0.44m	0.43m	0.52m	0.3m	0.27m	0.62m	0.28m
Shortest Time	0.23m	1.5m	0.78m	0.24m	0.2m	0.1m	0.11m	0.12m	0.12m	0.11m	0.12m	0.13m	0.14m
Longest Time	9.84m	12.29m	7.76m	27.21m	10.37m	2.93m	2.55m	6.26m	8.04m	6.64m	1.29m	4.3m	3.03m
Median Time	3.25m	2.93m	3.99m	4.58m	1.61m	0.34m	0.28m	0.31m	0.21m	0.21m	0.22m	0.34m	0.2m
PStDev Time	2.59m	2.66m	1.88m	7.47m	2.6m	0.48m	0.5m	0.69m	1.16m	0.67m	0.16m	0.83m	0.38m

gTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Response Time	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	1	0	0	0	0	0	0	1	1	0	0	0	0
Mean Time	2.92m	—	—	—	—	—	—	0.13m	0.28m	—	—	—	—
Shortest Time	2.92m	—	—	—	—	—	—	0.13m	0.28m	—	—	—	—
Longest Time	2.92m	—	—	—	—	—	—	0.13m	0.28m	—	—	—	—
Median Time	2.92m	—	—	—	—	—	—	0.13m	0.28m	—	—	—	—
PStDev Time	0m	—	—	—	—	—	—	0m	0m	—	—	—	—

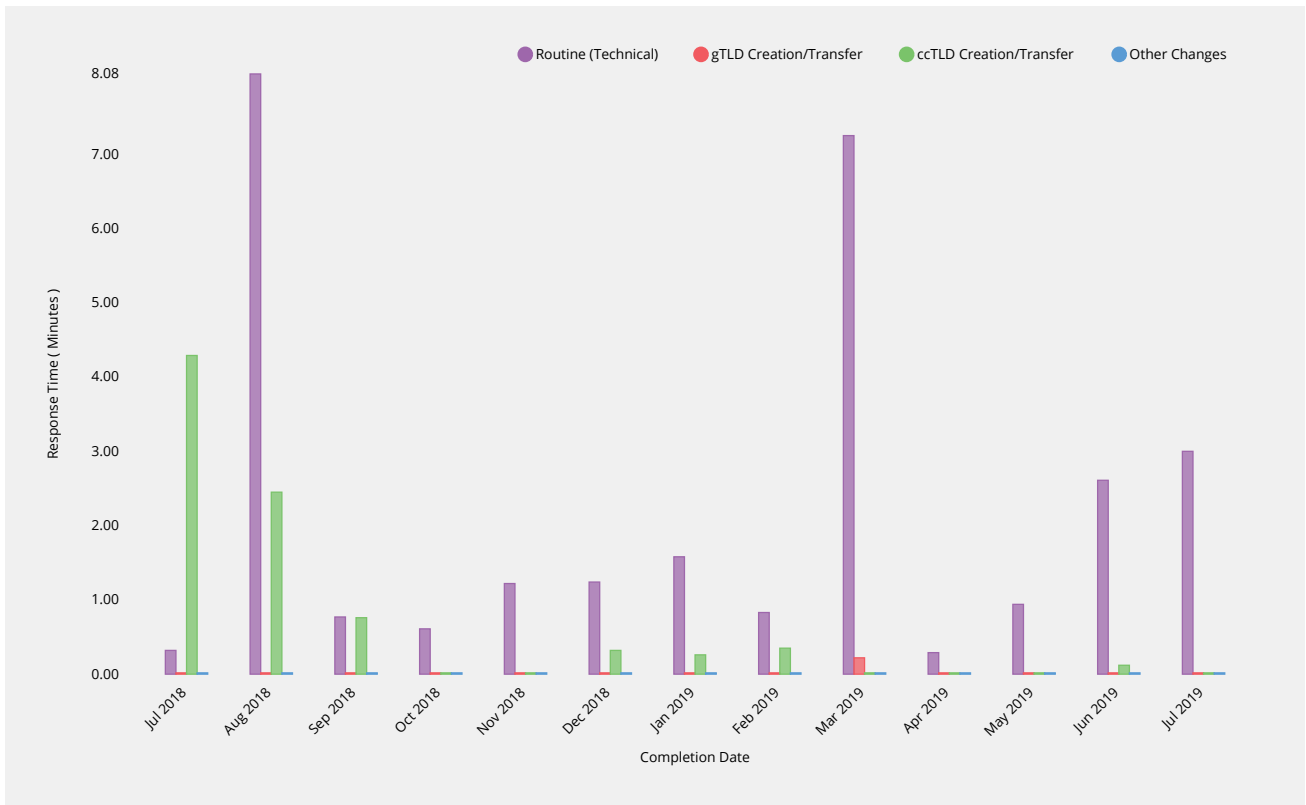
ccTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Response Time	8.23m	5.29m	2.87m	2.34m	—	3.12m	1.82m	0.5m	—	—	—	0.26m	—

ccTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
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	1	1	1	0	1	1	1	0	0	0	2	0
Mean Time	4.79m	5.29m	2.87m	2.34m	—	3.12m	1.82m	0.5m	—	—	—	0.22m	—
Shortest Time	0.98m	5.29m	2.87m	2.34m	—	3.12m	1.82m	0.5m	—	—	—	0.17m	—
Longest Time	8.61m	5.29m	2.87m	2.34m	—	3.12m	1.82m	0.5m	—	—	—	0.27m	—
Median Time	4.79m	5.29m	2.87m	2.34m	—	3.12m	1.82m	0.5m	—	—	—	0.22m	—
PStDev Time	3.82m	0m	0m	0m	—	0m	0m	0m	—	—	—	0.05m	—

Other Changes	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
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	1	0	0	0	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)

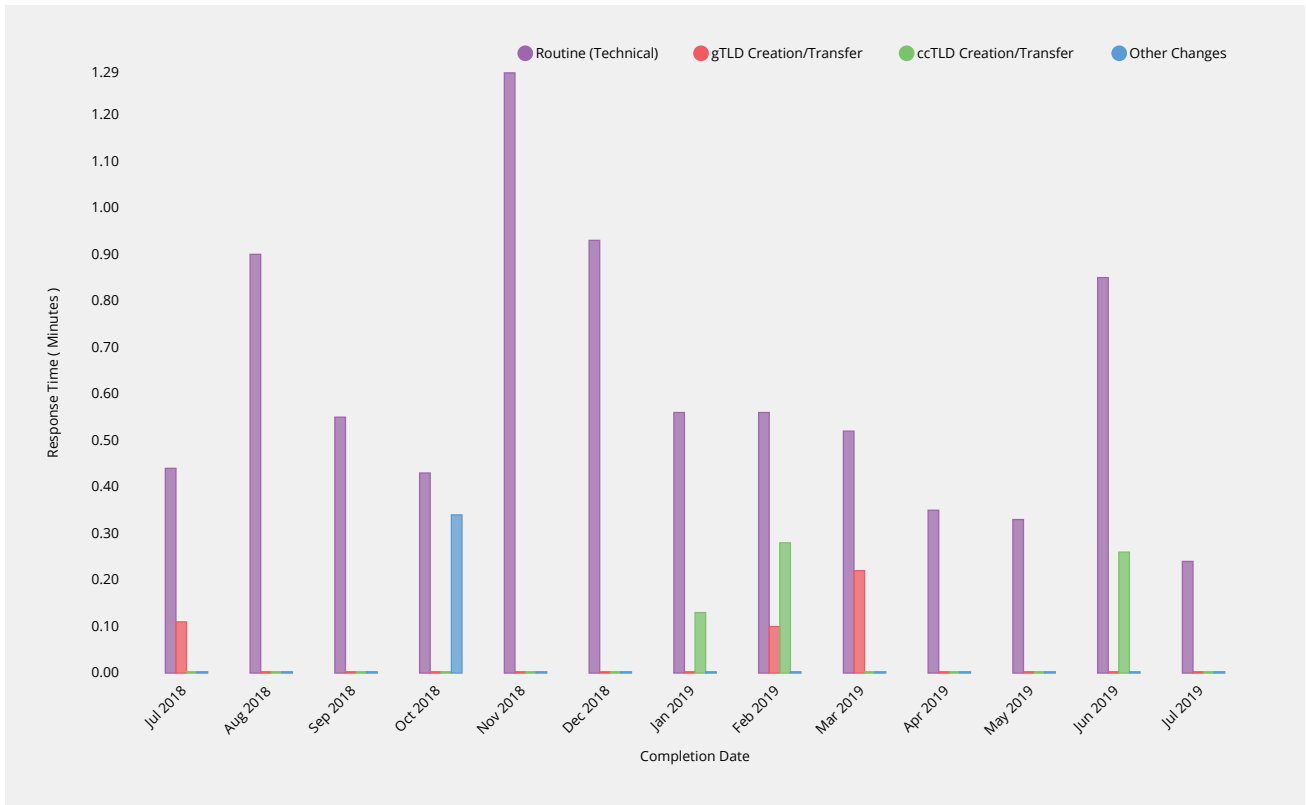
Time to return results for subsequent performance of technical checks during retesting due to earlier failed tests.



Routine (Technical)	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Response Time	0.32m	8.08m	0.77m	0.61m	1.22m	1.24m	1.58m	0.83m	7.25m	0.29m	0.94m	2.61m	3m
Monthly Threshold	3m	3m	3m	3m	3m	3m	3m	3m	3m	3m	3m	3m	10m
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	26	37	45	58	65	145	169	666	254	135	72	39	165
Mean Time	0.21m	2.07m	0.27m	0.45m	0.54m	0.67m	0.63m	0.5m	2.57m	0.23m	0.45m	0.74m	1.15m

Technical Check (Supplemental)

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



Routine (Technical)	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Response Time	0.44m	0.9m	0.55m	0.43m	1.29m	0.93m	0.56m	0.56m	0.52m	0.35m	0.33m	0.85m	0.24m
Monthly Threshold	1m	1m	1m	1m	1m	1m	1m	1m	1m	1m	1m	1m	10m
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	17	12	27	33	30	56	25	102	422	96	71	30	66
Mean Time	0.22m	0.39m	0.22m	0.22m	0.43m	0.41m	0.4m	0.27m	0.28m	0.24m	0.2m	0.36m	0.16m
Shortest Time	0.07m	0.14m	0.04m	0.06m	0.15m	0.08m	0.08m	0.08m	0.05m	0.07m	0.04m	0.08m	0.09m
Longest Time	0.45m	1.3m	0.6m	0.45m	1.59m	1.22m	4.35m	0.99m	6.12m	6.57m	1.09m	1.09m	1.1m
Median Time	0.19m	0.28m	0.13m	0.18m	0.34m	0.25m	0.18m	0.16m	0.13m	0.14m	0.15m	0.29m	0.12m
PStDev Time	0.12m	0.3m	0.16m	0.14m	0.34m	0.28m	0.82m	0.19m	0.59m	0.65m	0.12m	0.25m	0.14m

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

ccTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Response Time	—	—	—	—	—	—	0.13m	0.28m	—	—	—	0.26m	—
Monthly Threshold	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m	10m
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	1	0	0	0	1	0
Mean Time	—	—	—	—	—	—	0.13m	0.28m	—	—	—	0.26m	—

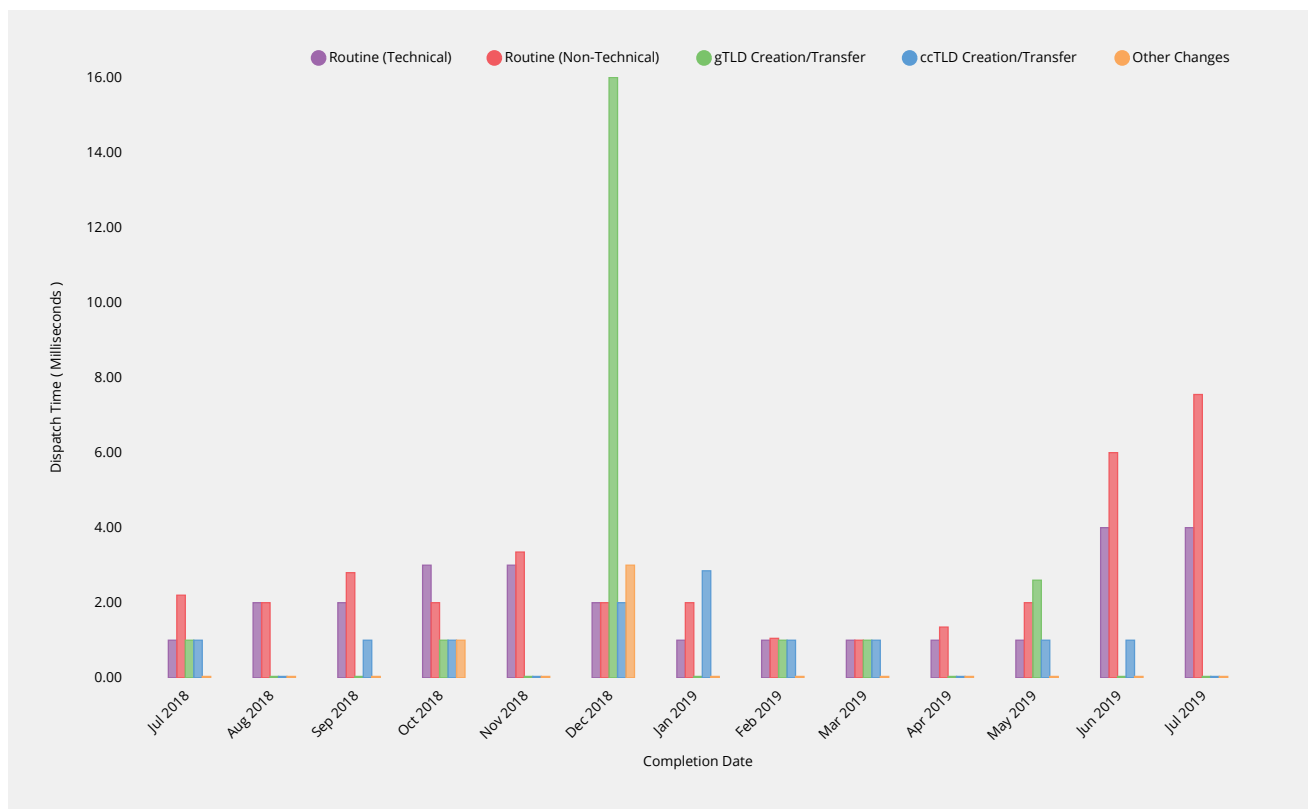
ccTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Shortest Time	—	—	—	—	—	—	0.13m	0.28m	—	—	—	0.26m	—
Longest Time	—	—	—	—	—	—	0.13m	0.28m	—	—	—	0.26m	—
Median Time	—	—	—	—	—	—	0.13m	0.28m	—	—	—	0.26m	—
PStDev Time	—	—	—	—	—	—	0m	0m	—	—	—	0m	—

Other Changes	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Response Time	—	—	—	0.34m	—	—	—	—	—	—	—	—	—
Monthly Threshold	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m	5m	10m
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	1	0	0	0	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)	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Dispatch Time	1ms	2ms	2ms	3ms	3ms	2ms	1ms	1ms	1ms	1ms	1ms	4ms	4ms
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	15	11	19	27	24	56	32	104	103	91	62	23	67

Routine (Technical)	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Mean Time	0.87ms	1.18ms	0.95ms	1.56ms	1.75ms	1.04ms	0.91ms	0.96ms	0.79ms	0.9ms	0.81ms	1.96ms	1.18ms
Shortest Time	0ms	1ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms
Longest Time	1ms	3ms	2ms	4ms	3ms	8ms	2ms	9ms	2ms	9ms	2ms	5ms	5ms
Median Time	1ms	1ms	1ms	1ms	2ms	1ms	1ms	1ms	1ms	1ms	1ms	1ms	1ms
PStDev Time	0.34ms	0.57ms	0.51ms	0.87ms	0.88ms	1.03ms	0.38ms	0.94ms	0.45ms	0.94ms	0.5ms	1.49ms	1.17ms

Routine (Non-Technical)	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Dispatch Time	2.2ms	2ms	2.8ms	2ms	3.35ms	2ms	2ms	1.05ms	1ms	1.35ms	2ms	6ms	7.55ms
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	17	221	17	17	14	14	30	40	134	34	33	163	150
Mean Time	1.41ms	1.37ms	1.35ms	1.24ms	2.29ms	1.14ms	1.27ms	1ms	1.03ms	1ms	1.15ms	3.93ms	4.21ms
Shortest Time	1ms	0ms	0ms	1ms	1ms	1ms	1ms	0ms	0ms	0ms	1ms	1ms	0ms
Longest Time	3ms	9ms	6ms	2ms	4ms	2ms	2ms	2ms	7ms	2ms	2ms	8ms	13ms
Median Time	1ms	1ms	1ms	1ms	2ms	1ms	1ms	1ms	1ms	1ms	1ms	4ms	4ms
PStDev Time	0.6ms	0.88ms	1.23ms	0.42ms	0.8ms	0.35ms	0.44ms	0.32ms	0.69ms	0.34ms	0.36ms	1.26ms	2.04ms

gTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Dispatch Time	1ms	—	—	1ms	—	16ms	—	1ms	1ms	—	2.6ms	—	—
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	0	0	1	0	1	0	1	1	0	5	0	0
Mean Time	1ms	—	—	1ms	—	16ms	—	1ms	1ms	—	1.4ms	—	—
Shortest Time	1ms	—	—	1ms	—	16ms	—	1ms	1ms	—	1ms	—	—
Longest Time	1ms	—	—	1ms	—	16ms	—	1ms	1ms	—	3ms	—	—
Median Time	1ms	—	—	1ms	—	16ms	—	1ms	1ms	—	1ms	—	—
PStDev Time	0ms	—	—	0ms	—	0ms	—	0ms	0ms	—	0.8ms	—	—

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

Other Changes	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Dispatch Time	—	—	—	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	0	0	0	1	0	1	0	0	0	0	0	0	0
Mean Time	—	—	—	1ms	—	3ms	—	—	—	—	—	—	—
Shortest Time	—	—	—	1ms	—	3ms	—	—	—	—	—	—	—
Longest Time	—	—	—	1ms	—	3ms	—	—	—	—	—	—	—
Median Time	—	—	—	1ms	—	3ms	—	—	—	—	—	—	—

Routine (Non-Technical)	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Longest Time	1ms	1ms	1ms	1ms	1ms	1ms	1ms	0ms	1ms	1ms	1ms	1ms	1ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms
PStDev Time	0.46ms	0.33ms	0.39ms	0.27ms	0.43ms	0.33ms	0.26ms	0ms	0.27ms	0.28ms	0.24ms	0.39ms	0.42ms

gTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Affirmation Time	0ms	—	—	0ms	—	—	—	0ms	0ms	—	0.8ms	—	—
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	0	0	1	0	0	0	1	1	0	5	0	0
Mean Time	0ms	—	—	0ms	—	—	—	0ms	0ms	—	0.2ms	—	—
Shortest Time	0ms	—	—	0ms	—	—	—	0ms	0ms	—	0ms	—	—
Longest Time	0ms	—	—	0ms	—	—	—	0ms	0ms	—	1ms	—	—
Median Time	0ms	—	—	0ms	—	—	—	0ms	0ms	—	0ms	—	—
PStDev Time	0ms	—	—	0ms	—	—	—	0ms	0ms	—	0.4ms	—	—

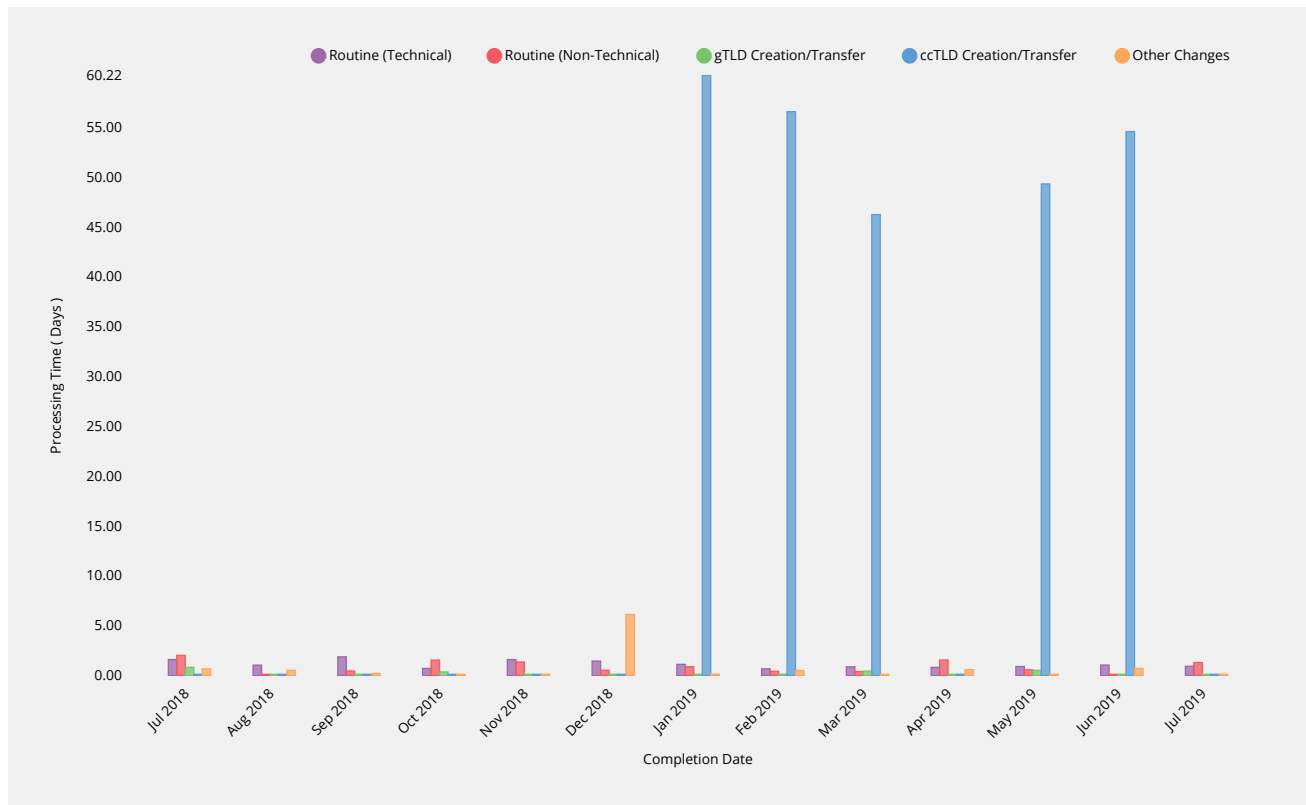
ccTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Affirmation Time	—	—	0ms	—	—	—	0ms	0ms	0ms	—	0ms	0ms	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
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	0	1	0	0	0	1	1	1	0	2	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	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Affirmation Time	0ms	0ms	1ms	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	1	1	4	2	0	2	0	4	0	1	0	1	1
Mean Time	0ms	0ms	0.5ms	0ms	—	0ms	—	0ms	—	0ms	—	0ms	0ms
Shortest Time	0ms	0ms	0ms	0ms	—	0ms	—	0ms	—	0ms	—	0ms	0ms
Longest Time	0ms	0ms	1ms	0ms	—	0ms	—	0ms	—	0ms	—	0ms	0ms
Median Time	0ms	0ms	0.5ms	0ms	—	0ms	—	0ms	—	0ms	—	0ms	0ms
PStDev Time	0ms	0ms	0.5ms	0ms	—	0ms	—	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)	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Processing Time	1.61d	1.05d	1.88d	0.72d	1.61d	1.46d	1.13d	0.68d	0.88d	0.83d	0.91d	1.06d	0.93d
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	15	11	19	27	22	56	24	117	104	88	60	23	67
Mean Time	0.86d	0.72d	0.78d	0.42d	0.94d	0.91d	0.57d	0.28d	0.42d	0.55d	0.5d	0.51d	0.66d
Shortest Time	0d	0.07d	0.05d	0.12d	0.03d	0d	0.01d	0d	0d	0.03d	0d	0.01d	0d
Longest Time	1.86d	1.2d	3.95d	1.03d	2.91d	2.82d	1.83d	1.77d	2.41d	1.76d	3.18d	1.57d	2.11d
Median Time	0.76d	0.91d	0.37d	0.41d	0.66d	0.71d	0.48d	0.33d	0.39d	0.63d	0.35d	0.36d	0.56d
PStDev Time	0.6d	0.37d	1.01d	0.21d	0.71d	0.6d	0.43d	0.31d	0.33d	0.38d	0.5d	0.44d	0.36d

Routine (Non-Technical)	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Processing Time	2.03d	0d	0.46d	1.55d	1.36d	0.54d	0.89d	0.43d	0.41d	1.56d	0.58d	0.09d	1.31d
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	17	218	16	13	12	11	27	36	128	22	31	162	145
Mean Time	0.76d	0.02d	0.25d	0.48d	2.18d	0.2d	0.56d	0.17d	0.21d	0.63d	0.24d	0.09d	0.76d
Shortest Time	0d	0d	0.03d	0.02d	0.03d	0d	0d	0.04d	0d	0d	0d	0d	0d
Longest Time	3.6d	0.82d	0.5d	1.94d	20.88d	0.7d	3.47d	0.74d	1.18d	6.48d	2.82d	2.76d	2.52d
Median Time	0.27d	0d	0.16d	0.18d	0.63d	0.21d	0.41d	0.08d	0.15d	0.08d	0.1d	0d	0.86d
PStDev Time	1.08d	0.09d	0.19d	0.62d	5.65d	0.22d	0.74d	0.17d	0.24d	1.4d	0.51d	0.35d	0.47d

gTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Processing Time	0.83d	—	—	0.37d	—	—	—	0.06d	0.45d	—	0.53d	—	—

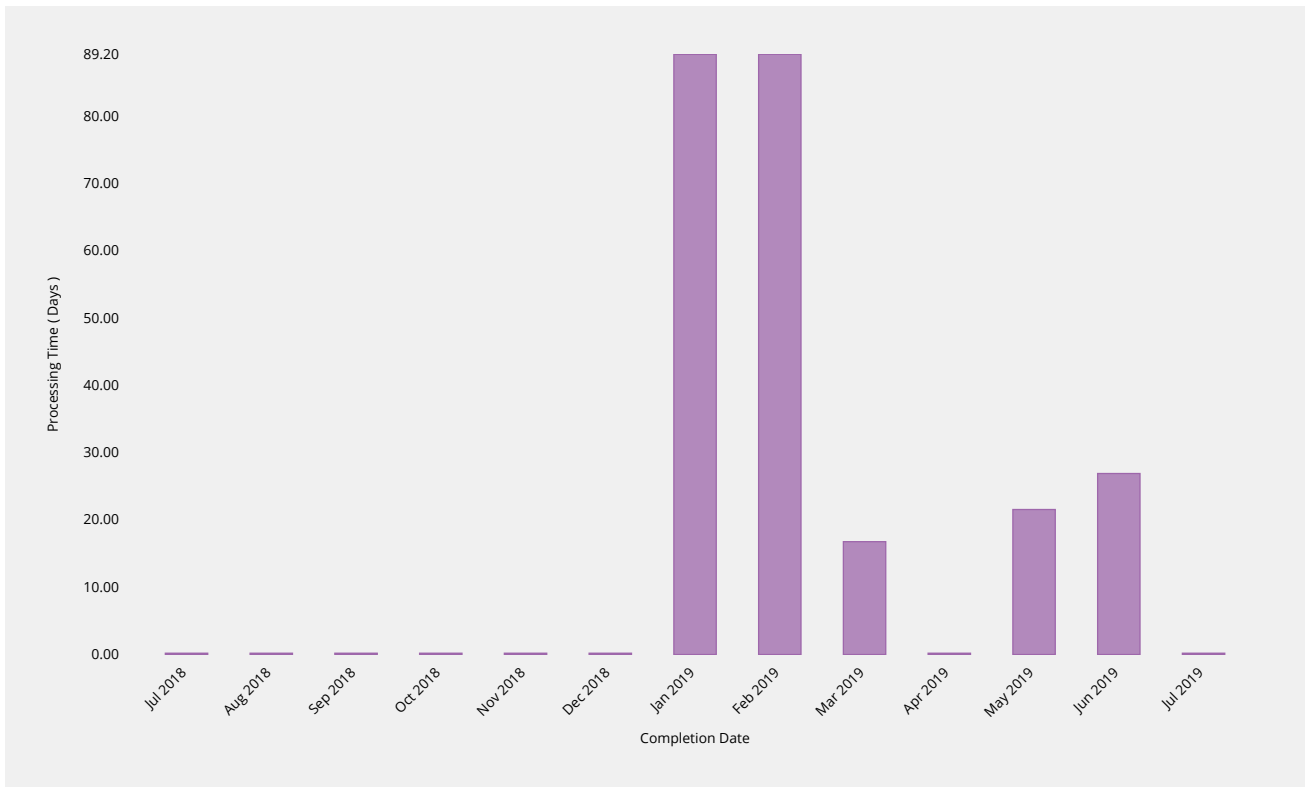
gTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Monthly Threshold	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	1	0	0	1	0	0	0	1	1	0	5	0	0
Mean Time	0.83d	—	—	0.37d	—	—	—	0.06d	0.45d	—	0.25d	—	—
Shortest Time	0.83d	—	—	0.37d	—	—	—	0.06d	0.45d	—	0.09d	—	—
Longest Time	0.83d	—	—	0.37d	—	—	—	0.06d	0.45d	—	0.81d	—	—
Median Time	0.83d	—	—	0.37d	—	—	—	0.06d	0.45d	—	0.11d	—	—
PStDev Time	0d	—	—	0d	—	—	—	0d	0d	—	0.28d	—	—

ccTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Processing Time	—	0.01d	0.09d	—	—	—	60.22d	56.58d	46.26d	—	49.33d	54.58d	—
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	0	1	1	0	0	0	1	1	1	0	2	2	0
Mean Time	—	0.01d	0.09d	—	—	—	60.22d	56.58d	46.26d	—	37.01d	27.29d	—
Shortest Time	—	0.01d	0.09d	—	—	—	60.22d	56.58d	46.26d	—	24.69d	0d	—
Longest Time	—	0.01d	0.09d	—	—	—	60.22d	56.58d	46.26d	—	49.33d	54.58d	—
Median Time	—	0.01d	0.09d	—	—	—	60.22d	56.58d	46.26d	—	37.01d	27.29d	—
PStDev Time	—	0d	0d	—	—	—	0d	0d	0d	—	12.32d	27.29d	—

Other Changes	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Processing Time	0.67d	0.53d	0.21d	0.07d	—	6.13d	—	0.51d	—	0.59d	—	0.73d	0.08d
Monthly Threshold	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	1	1	4	2	0	2	0	4	0	1	0	1	1
Mean Time	0.67d	0.53d	0.14d	0.04d	—	3.14d	—	0.25d	—	0.59d	—	0.73d	0.08d
Shortest Time	0.67d	0.53d	0.05d	0d	—	0.15d	—	0.14d	—	0.59d	—	0.73d	0.08d
Longest Time	0.67d	0.53d	0.21d	0.07d	—	6.13d	—	0.51d	—	0.59d	—	0.73d	0.08d
Median Time	0.67d	0.53d	0.16d	0.04d	—	3.14d	—	0.18d	—	0.59d	—	0.73d	0.08d
PStDev Time	0d	0d	0.07d	0.04d	—	2.99d	—	0.15d	—	0d	—	0d	0d

Third Party Approval

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

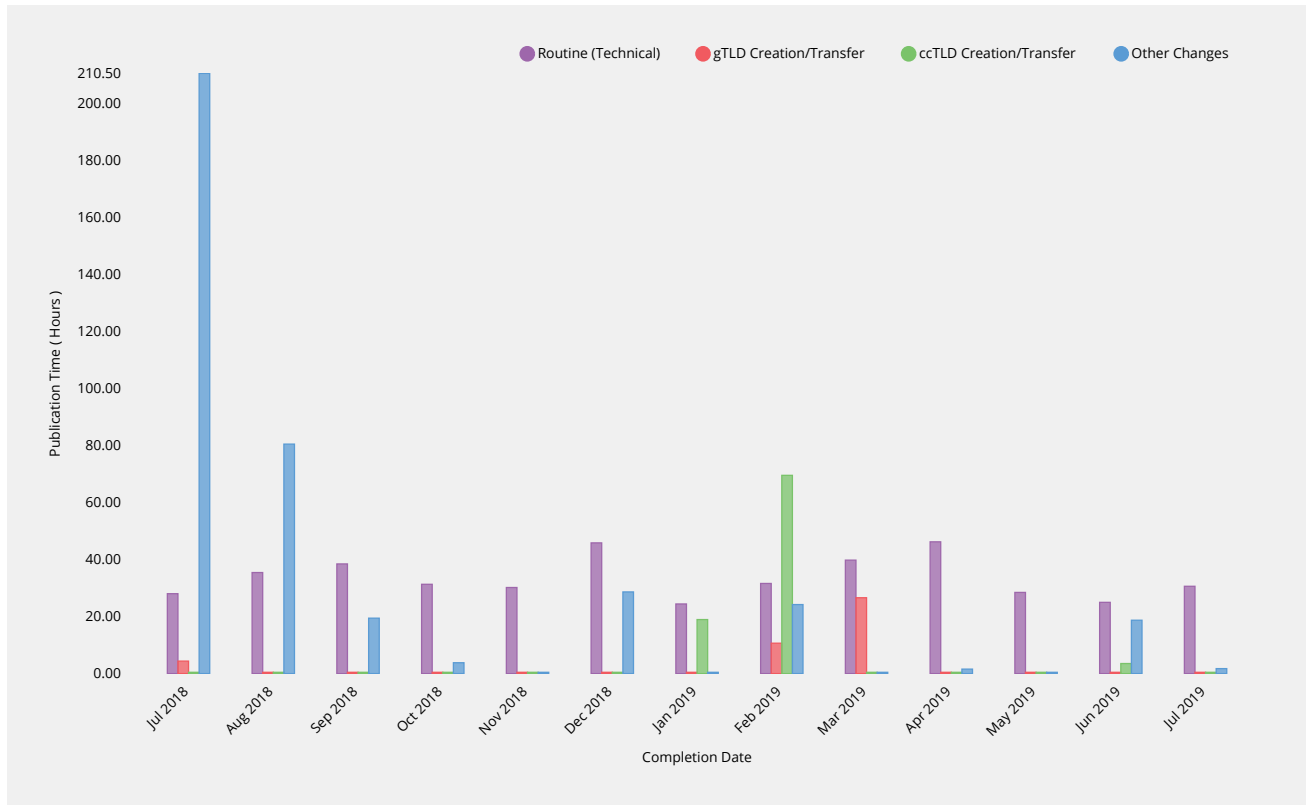


ccTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Processing Time	—	—	—	—	—	—	89.19d	89.2d	16.77d	—	21.55d	26.9d	—
Request Count	0	0	0	0	0	0	1	1	1	0	1	1	0
Mean Time	—	—	—	—	—	—	89.19d	89.2d	16.77d	—	21.55d	26.9d	—
Shortest Time	—	—	—	—	—	—	89.19d	89.2d	16.77d	—	21.55d	26.9d	—
Longest Time	—	—	—	—	—	—	89.19d	89.2d	16.77d	—	21.55d	26.9d	—
Median Time	—	—	—	—	—	—	89.19d	89.2d	16.77d	—	21.55d	26.9d	—
PStDev Time	—	—	—	—	—	—	0d	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)	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Publication Time	28.02h	35.44h	38.46h	31.32h	30.19h	45.84h	24.42h	31.61h	39.79h	46.21h	28.47h	24.99h	30.62h
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	15	11	19	27	22	55	24	102	102	88	59	23	66
Mean Time	12.46h	16.99h	17.27h	7.52h	14.24h	11.65h	8.7h	13.69h	16.29h	23.17h	19.57h	13.17h	12.85h
Shortest Time	0.85h	0.69h	2.21h	0.52h	1.1h	0.46h	0.61h	0.58h	0.32h	0.58h	0.79h	1.67h	0.44h
Longest Time	28.03h	36.37h	39.11h	31.64h	31.16h	64.82h	25.04h	32.12h	39.82h	46.21h	31.44h	25.03h	36.59h
Median Time	4.45h	21.88h	18.35h	6.01h	10.94h	12.72h	5.16h	11.9h	13.34h	14.95h	26.08h	16.81h	13.71h
PStDev Time	10.69h	11.38h	9.77h	8.47h	9.39h	11.18h	8h	8.75h	11.22h	15.9h	9.41h	8.01h	6.44h

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

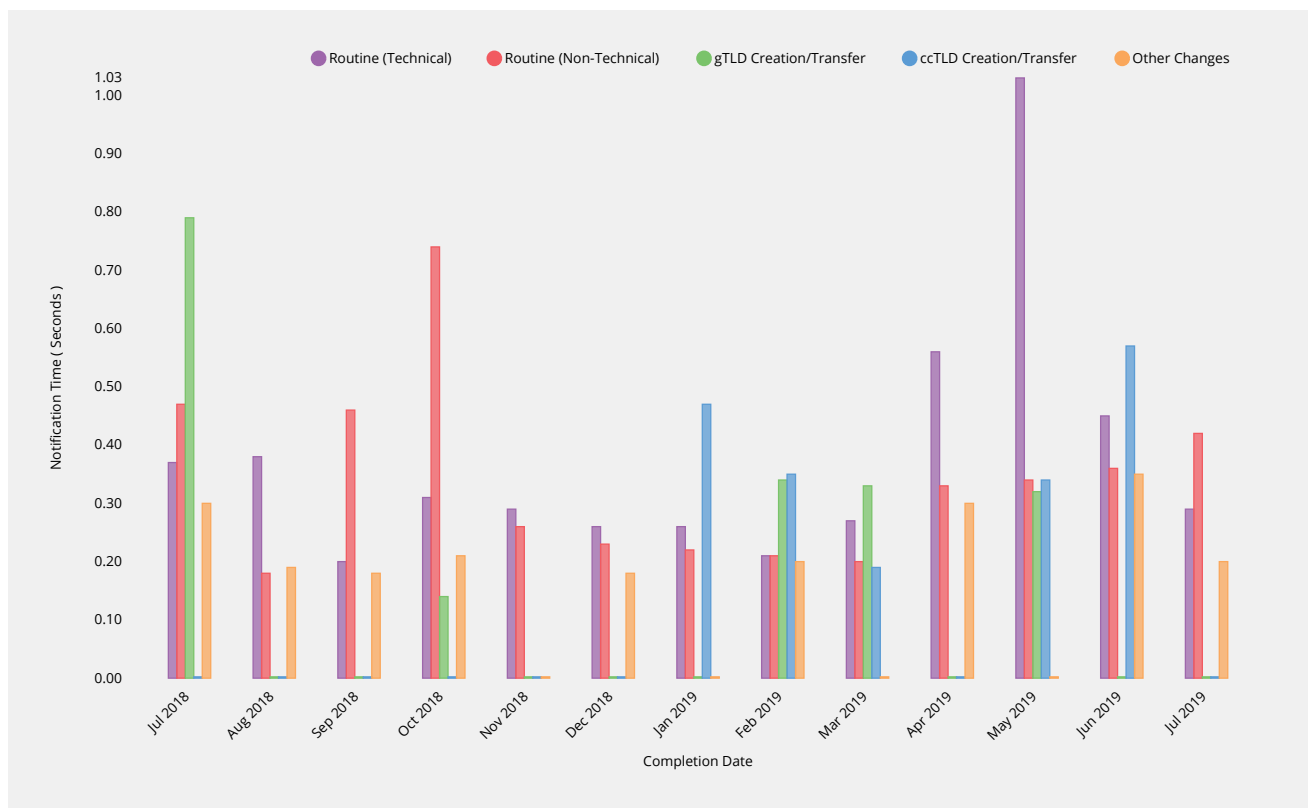
ccTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Publication Time	—	—	—	—	—	—	18.95h	69.53h	—	—	—	3.53h	—

ccTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
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	1	1	0	0	0	1	0
Mean Time	—	—	—	—	—	—	18.95h	69.53h	—	—	—	3.53h	—
Shortest Time	—	—	—	—	—	—	18.95h	69.53h	—	—	—	3.53h	—
Longest Time	—	—	—	—	—	—	18.95h	69.53h	—	—	—	3.53h	—
Median Time	—	—	—	—	—	—	18.95h	69.53h	—	—	—	3.53h	—
PStDev Time	—	—	—	—	—	—	0h	0h	—	—	—	0h	—

Other Changes	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Publication Time	210.5h	80.48h	19.44h	3.81h	—	28.64h	—	24.21h	—	1.57h	—	18.72h	1.75h
Monthly Threshold	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	1	1	4	2	0	1	0	4	0	1	0	1	1
Mean Time	210.5h	80.48h	15.3h	2.09h	—	28.64h	—	13.74h	—	1.57h	—	18.72h	1.75h
Shortest Time	210.5h	80.48h	3.26h	0.36h	—	28.64h	—	5.88h	—	1.57h	—	18.72h	1.75h
Longest Time	210.5h	80.48h	19.44h	3.81h	—	28.64h	—	24.21h	—	1.57h	—	18.72h	1.75h
Median Time	210.5h	80.48h	19.24h	2.09h	—	28.64h	—	12.44h	—	1.57h	—	18.72h	1.75h
PStDev Time	0h	0h	6.95h	1.73h	—	0h	—	8.06h	—	0h	—	0h	0h

Notification of Completion

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



Routine (Technical)	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Notification Time	0.37s	0.38s	0.2s	0.31s	0.29s	0.26s	0.26s	0.21s	0.27s	0.56s	1.03s	0.45s	0.29s
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	15	11	19	27	22	55	24	102	102	88	59	23	66
Mean Time	0.25s	0.24s	0.16s	0.18s	0.19s	0.18s	0.18s	0.16s	0.16s	0.36s	0.58s	0.33s	0.16s
Shortest Time	0.2s	0.16s	0.12s	0.11s	0.14s	0.13s	0.14s	0.13s	0.13s	0.15s	0.19s	0.18s	0.12s

Routine (Technical)	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Longest Time	0.38s	0.41s	0.27s	0.41s	0.3s	0.3s	0.27s	1.14s	0.33s	0.59s	2.24s	0.46s	0.51s
Median Time	0.24s	0.2s	0.15s	0.16s	0.17s	0.16s	0.18s	0.15s	0.15s	0.39s	0.54s	0.33s	0.13s
PStDev Time	0.05s	0.08s	0.03s	0.07s	0.05s	0.04s	0.03s	0.1s	0.04s	0.16s	0.31s	0.08s	0.07s

Routine (Non-Technical)	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Notification Time	0.47s	0.18s	0.46s	0.74s	0.26s	0.23s	0.22s	0.21s	0.2s	0.33s	0.34s	0.36s	0.42s
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	17	218	16	13	12	8	26	36	128	21	31	162	145
Mean Time	0.28s	0.14s	0.23s	0.3s	0.2s	0.18s	0.19s	0.18s	0.17s	0.27s	0.28s	0.26s	0.24s
Shortest Time	0.19s	0.12s	0.12s	0.14s	0.15s	0.14s	0.14s	0.14s	0.13s	0.16s	0.17s	0.16s	0.12s
Longest Time	1.2s	0.36s	1.24s	1.18s	0.27s	0.25s	0.27s	0.43s	0.31s	0.36s	0.37s	0.53s	0.5s
Median Time	0.22s	0.14s	0.16s	0.21s	0.21s	0.17s	0.19s	0.18s	0.17s	0.29s	0.27s	0.27s	0.22s
PStDev Time	0.23s	0.03s	0.26s	0.27s	0.04s	0.03s	0.03s	0.05s	0.02s	0.06s	0.04s	0.06s	0.1s

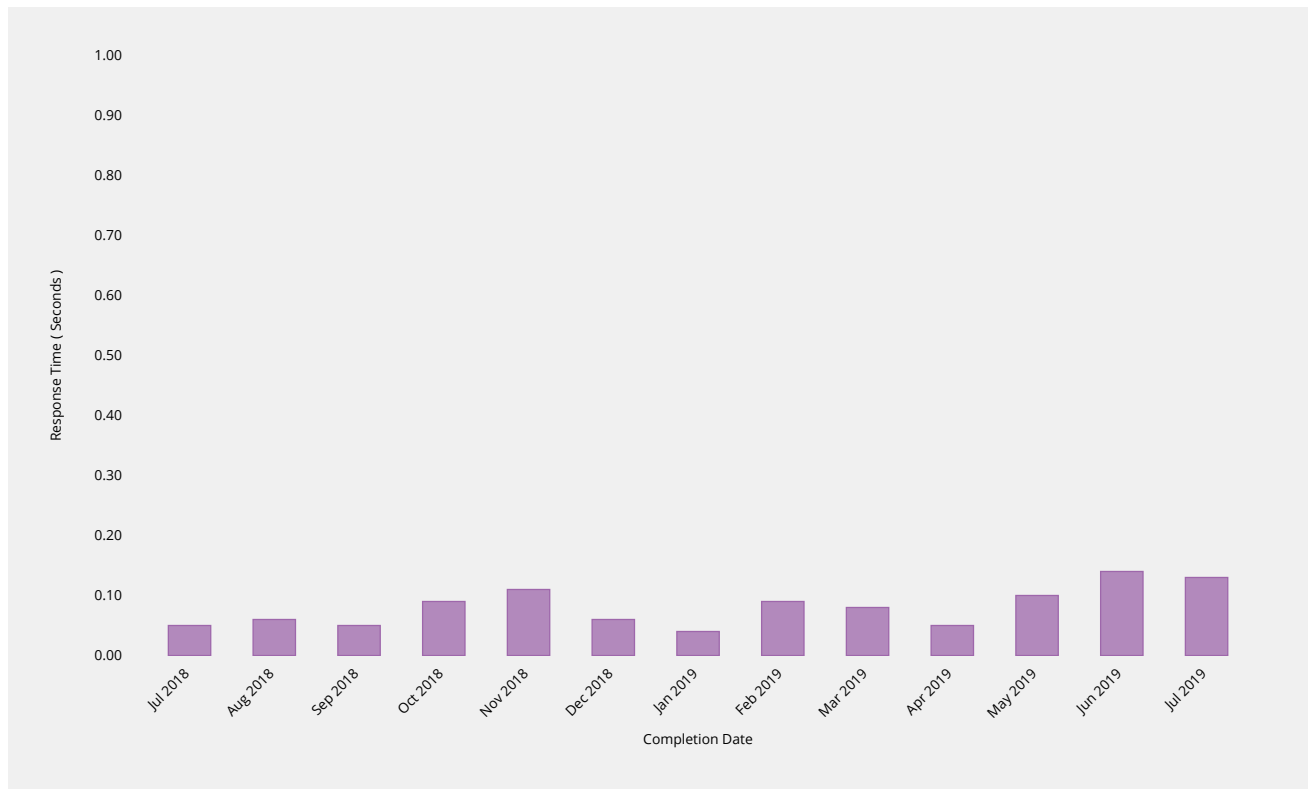
gTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Notification Time	0.79s	—	—	0.14s	—	—	—	0.34s	0.33s	—	0.32s	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	1	0	0	1	0	0	0	1	1	0	5	0	0
Mean Time	0.79s	—	—	0.14s	—	—	—	0.34s	0.33s	—	0.28s	—	—
Shortest Time	0.79s	—	—	0.14s	—	—	—	0.34s	0.33s	—	0.24s	—	—
Longest Time	0.79s	—	—	0.14s	—	—	—	0.34s	0.33s	—	0.33s	—	—
Median Time	0.79s	—	—	0.14s	—	—	—	0.34s	0.33s	—	0.27s	—	—
PStDev Time	0s	—	—	0s	—	—	—	0s	0s	—	0.03s	—	—

ccTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Notification Time	—	—	—	—	—	—	0.47s	0.35s	0.19s	—	0.34s	0.57s	—
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	0	0	0	0	1	1	1	0	1	1	0
Mean Time	—	—	—	—	—	—	0.47s	0.35s	0.19s	—	0.34s	0.57s	—
Shortest Time	—	—	—	—	—	—	0.47s	0.35s	0.19s	—	0.34s	0.57s	—
Longest Time	—	—	—	—	—	—	0.47s	0.35s	0.19s	—	0.34s	0.57s	—
Median Time	—	—	—	—	—	—	0.47s	0.35s	0.19s	—	0.34s	0.57s	—
PStDev Time	—	—	—	—	—	—	0s	0s	0s	—	0s	0s	—

Other Changes	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Notification Time	0.3s	0.19s	0.18s	0.21s	—	0.18s	—	0.2s	—	0.3s	—	0.35s	0.2s
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	1	4	2	0	2	0	4	0	1	0	1	1
Mean Time	0.3s	0.19s	0.16s	0.18s	—	0.16s	—	0.17s	—	0.3s	—	0.35s	0.2s
Shortest Time	0.3s	0.19s	0.13s	0.16s	—	0.14s	—	0.15s	—	0.3s	—	0.35s	0.2s
Longest Time	0.3s	0.19s	0.18s	0.21s	—	0.18s	—	0.21s	—	0.3s	—	0.35s	0.2s
Median Time	0.3s	0.19s	0.15s	0.18s	—	0.16s	—	0.17s	—	0.3s	—	0.35s	0.2s
PStDev Time	0s	0s	0.02s	0.03s	—	0.02s	—	0.03s	—	0s	—	0s	0s

Credential Recovery

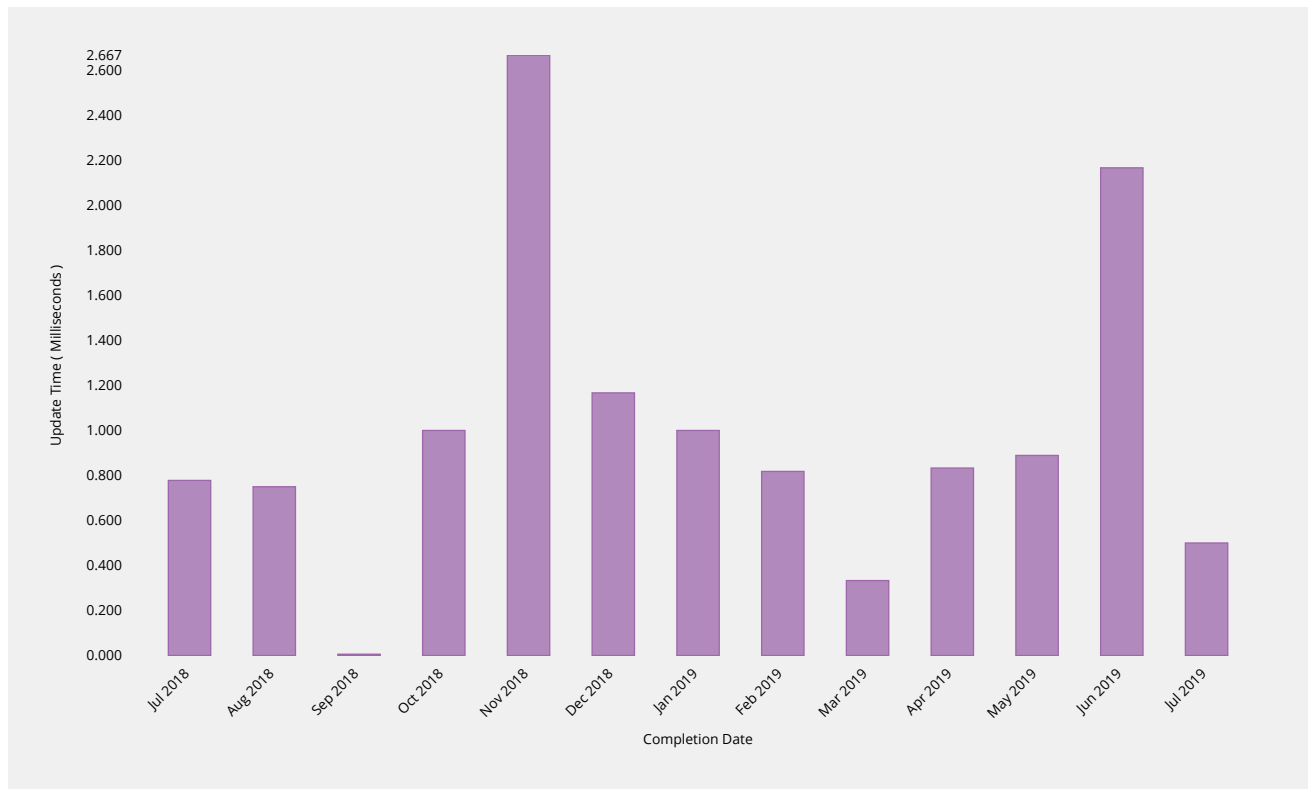
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Response Time	0.05s	0.06s	0.05s	0.09s	0.11s	0.06s	0.04s	0.09s	0.08s	0.05s	0.1s	0.14s	0.13s
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	9	10	3	9	22	28	5	11	14	7	25	12	10
Mean Time	0.04s	0.05s	0.05s	0.05s	0.03s	0.02s	0.04s	0.05s	0.04s	0.04s	0.03s	0.07s	0.06s
Shortest Time	0.03s	0.04s	0.04s	0.03s	0s	0s	0.04s	0.02s	0s	0s	0s	0s	0.02s
Longest Time	0.05s	0.06s	0.05s	0.09s	0.21s	0.07s	0.04s	0.09s	0.09s	0.06s	0.11s	0.15s	0.14s
Median Time	0.04s	0.04s	0.04s	0.04s	0.01s	0s	0.04s	0.04s	0.04s	0.04s	0.04s	0.07s	0.04s
PStDev Time	0.01s	0.01s	0s	0.02s	0.05s	0.02s	0s	0.02s	0.03s	0.02s	0.03s	0.05s	0.04s

Credential Change

Time to implement new password within the system.

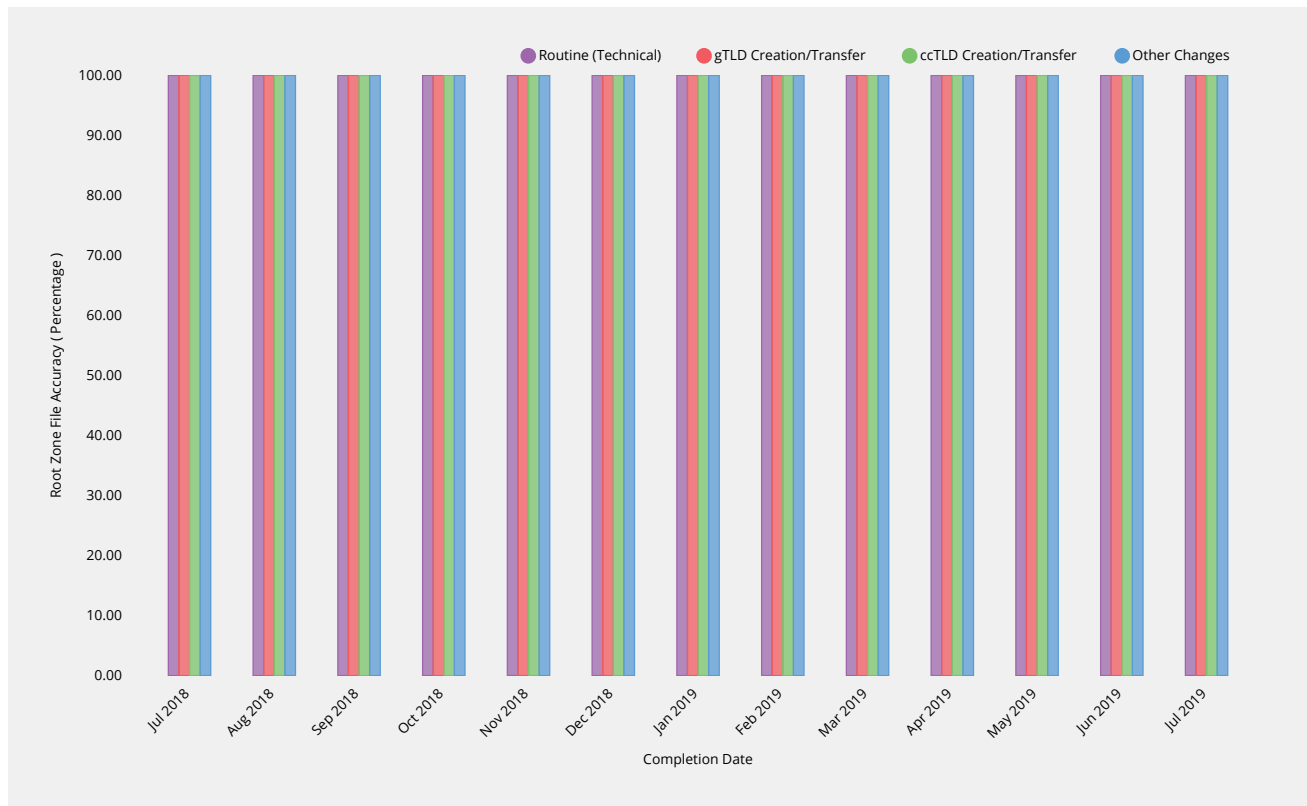


Credential Change	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Update Time	1ms	2.3ms	0ms	2ms	9.5ms	2.75ms	1ms	2ms	1ms	1.75ms	1.6ms	4ms	1.65ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	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	9	8	2	6	6	6	3	11	9	6	9	6	8
Mean Time	0.778ms	0.75ms	0ms	1ms	2.667ms	1.167ms	1ms	0.818ms	0.333ms	0.833ms	0.889ms	2.167ms	0.5ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms	1ms	0ms	0ms	0ms	0ms	1ms	0ms
Longest Time	1ms	3ms	0ms	2ms	12ms	3ms	1ms	2ms	1ms	2ms	2ms	4ms	2ms
Median Time	1ms	0.5ms	0ms	1ms	1ms	1ms	1ms	1ms	0ms	1ms	1ms	1.5ms	0ms
PStDev Time	0.416ms	0.968ms	0ms	0.816ms	4.23ms	1.067ms	0ms	0.716ms	0.471ms	0.687ms	0.567ms	1.344ms	0.707ms

Accuracy

Root Zone File

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



Routine (Technical)	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
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	15	11	19	27	22	55	24	102	102	88	59	23	66

gTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
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	0	0	1	0	0	0	1	1	0	5	0	0

ccTLD Creation/Transfer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
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	0	0	0	0	1	1	1	0	1	1	0

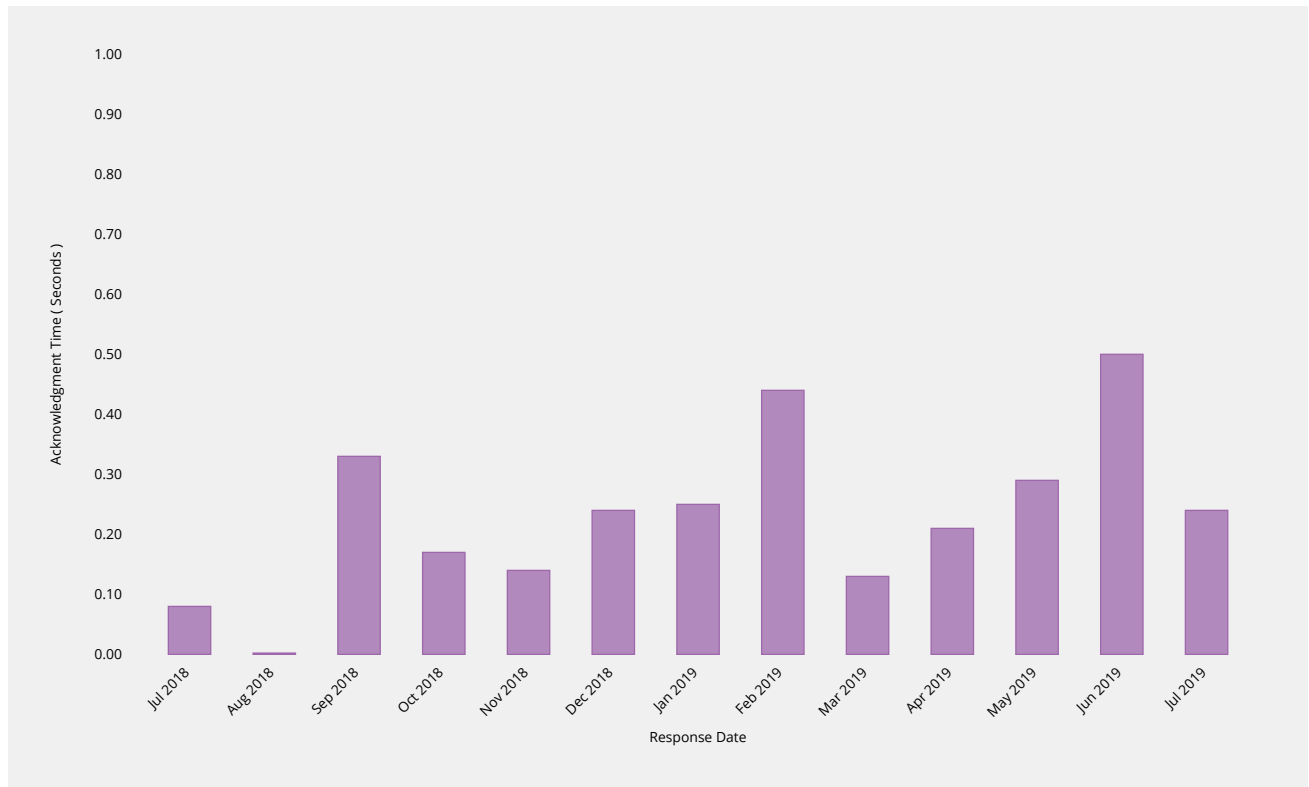
Other Changes	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0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

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

Enquiry Processing

Time to acknowledge

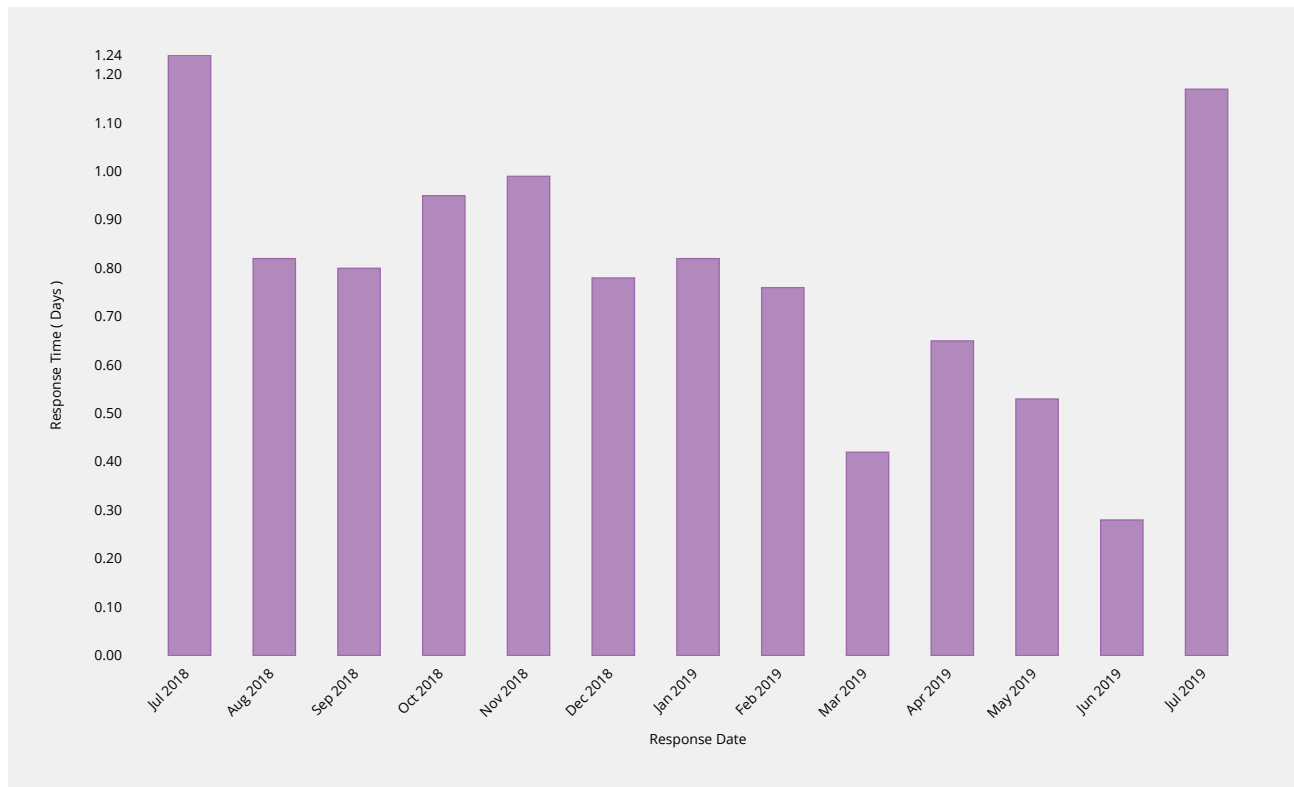
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Acknowledgment Time	0.4s	0s	0.9s	1s	1s	1s	1s	1s	1s	1s	1s	1.45s	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	13	3	3	12	14	17	8	16	15	14	7	12	25
Mean Time	0.08s	0s	0.33s	0.17s	0.14s	0.24s	0.25s	0.44s	0.13s	0.21s	0.29s	0.5s	0.24s
Shortest Time	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s
Longest Time	1s	0s	1s	1s	1s	1s	1s	1s	1s	1s	1s	2s	1s
Median Time	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s	0s
PStDev Time	0.27s	0s	0.47s	0.37s	0.35s	0.42s	0.43s	0.5s	0.34s	0.41s	0.45s	0.65s	0.43s

Time to initial response

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

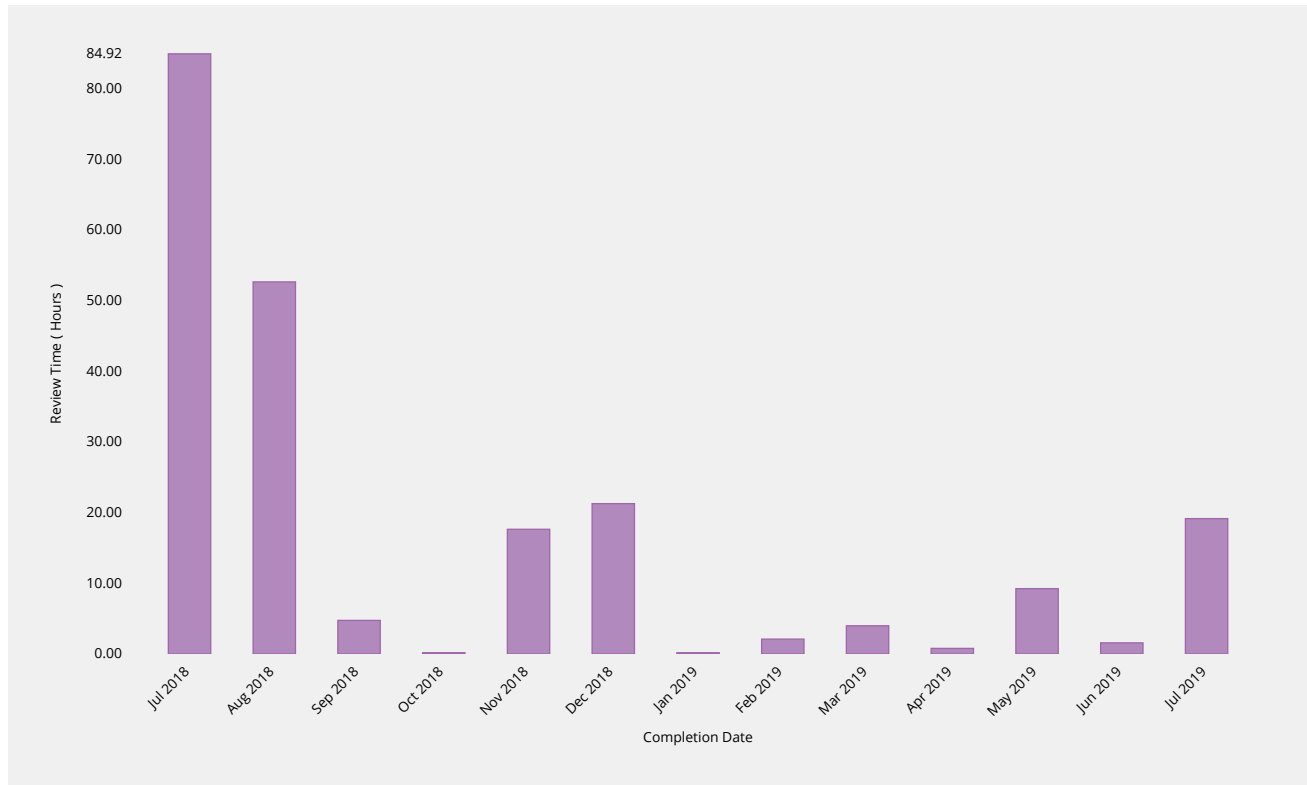


Manual Enquiries	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Response Time	3.89d	1.52d	1.4d	2.95d	2.77d	1.91d	1.68d	2.15d	1d	1.16d	1.56d	0.47d	2.87d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	13	3	3	11	15	17	7	16	12	17	7	9	28
Mean Time	1.24d	0.82d	0.8d	0.95d	0.99d	0.78d	0.82d	0.76d	0.42d	0.65d	0.53d	0.28d	1.17d
Shortest Time	0.01d	0.14d	0.27d	0d	0.09d	0d	0.17d	0d	0d	0.01d	0d	0.04d	0.01d
Longest Time	4.37d	1.76d	1.62d	3.18d	3.04d	3.02d	1.96d	4.82d	1.33d	4.6d	2.95d	0.49d	11.23d
Median Time	0.44d	0.55d	0.5d	0.44d	0.46d	0.48d	0.62d	0.27d	0.27d	0.24d	0.05d	0.31d	0.27d
PStDev Time	1.55d	0.69d	0.59d	1.09d	1.04d	0.81d	0.64d	1.28d	0.39d	1.07d	1.01d	0.17d	2.18d

Label Generation Rulesets

Review Time

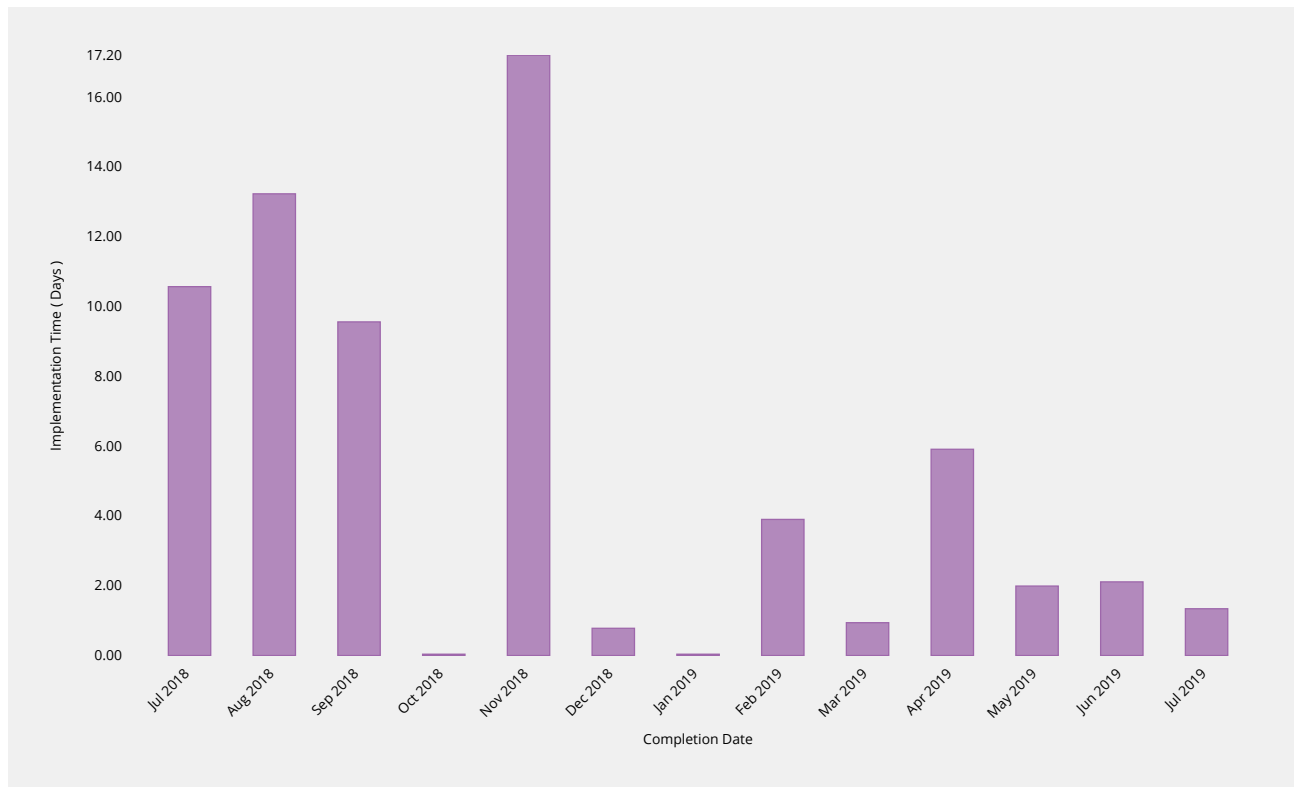
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Mean Time	84.92h	52.65h	4.76h	—	17.65h	21.28h	—	2.11h	4h	0.8h	9.25h	1.58h	19.16h
Monthly Threshold	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h	0h
Review Count	75	27	13	0	8	3	0	2	2	1	10	2	2
Shortest Time	0.61h	0.18h	0.43h	—	0.15h	0.13h	—	2.03h	0.63h	0.8h	0.5h	0.04h	18.96h
Longest Time	151.12h	151.12h	22.43h	—	88.13h	53.35h	—	2.19h	7.38h	0.8h	44.07h	3.13h	19.35h
Median Time	59.16h	33.4h	1.17h	—	6.08h	10.36h	—	2.11h	4h	0.8h	2.19h	1.58h	19.16h
PStDev Time	48.54h	50.57h	6.61h	—	28.25h	23.06h	—	0.08h	3.38h	0h	13.68h	1.55h	0.19h

Implementation Time

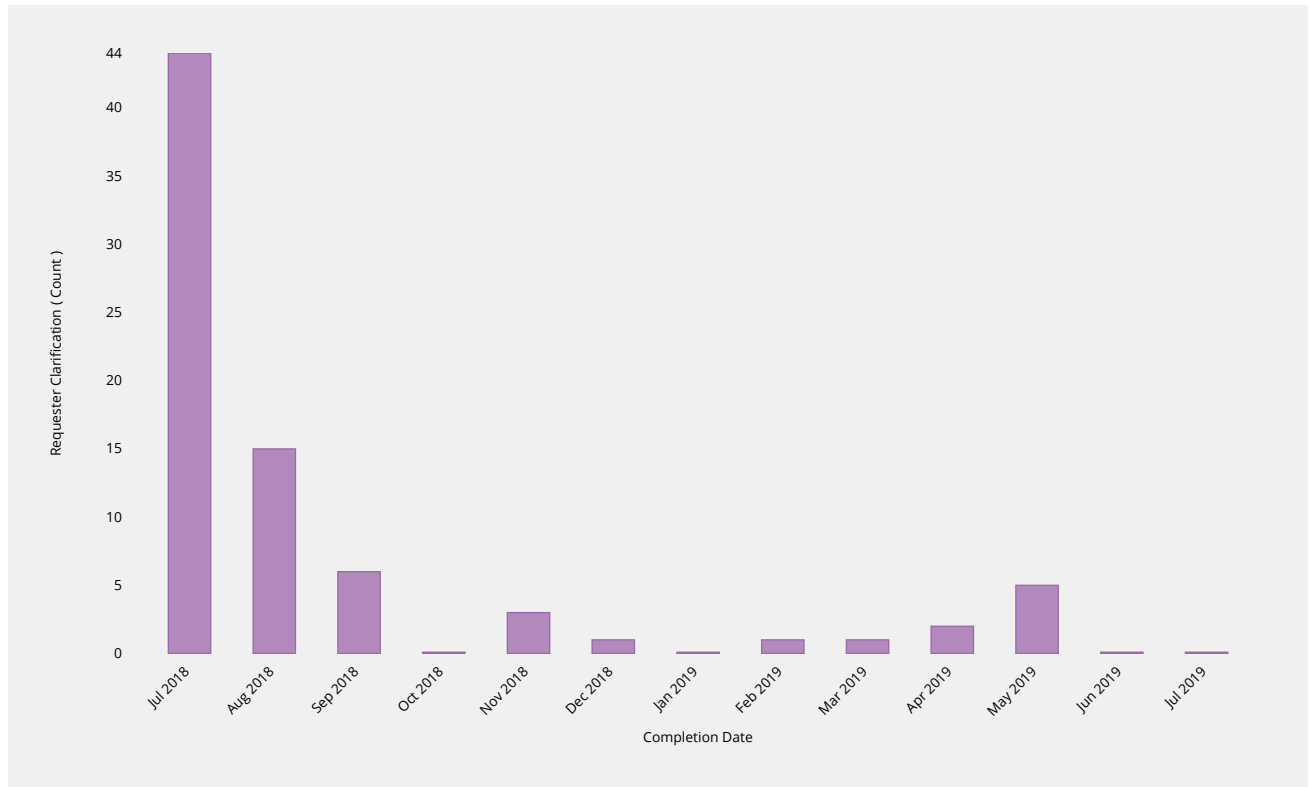
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Mean Time	10.57d	13.23d	9.56d	—	17.2d	0.78d	—	3.9d	0.94d	5.91d	1.99d	2.11d	1.34d
Monthly Threshold	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d	0d
Request Count	31	13	7	0	5	2	0	1	1	1	5	2	2
Shortest Time	2.14d	1.11d	0.28d	—	0.33d	0.39d	—	3.9d	0.94d	5.91d	0.22d	0.67d	1.34d
Longest Time	18.82d	22.88d	17.09d	—	41.57d	1.17d	—	3.9d	0.94d	5.91d	3.09d	3.56d	1.34d
Median Time	10.32d	14.32d	6.71d	—	5.16d	0.78d	—	3.9d	0.94d	5.91d	3.09d	2.11d	1.34d
PStDev Time	5.65d	5.86d	5.75d	—	18.77d	0.39d	—	0d	0d	0d	1.35d	1.44d	0d

Requester Clarification

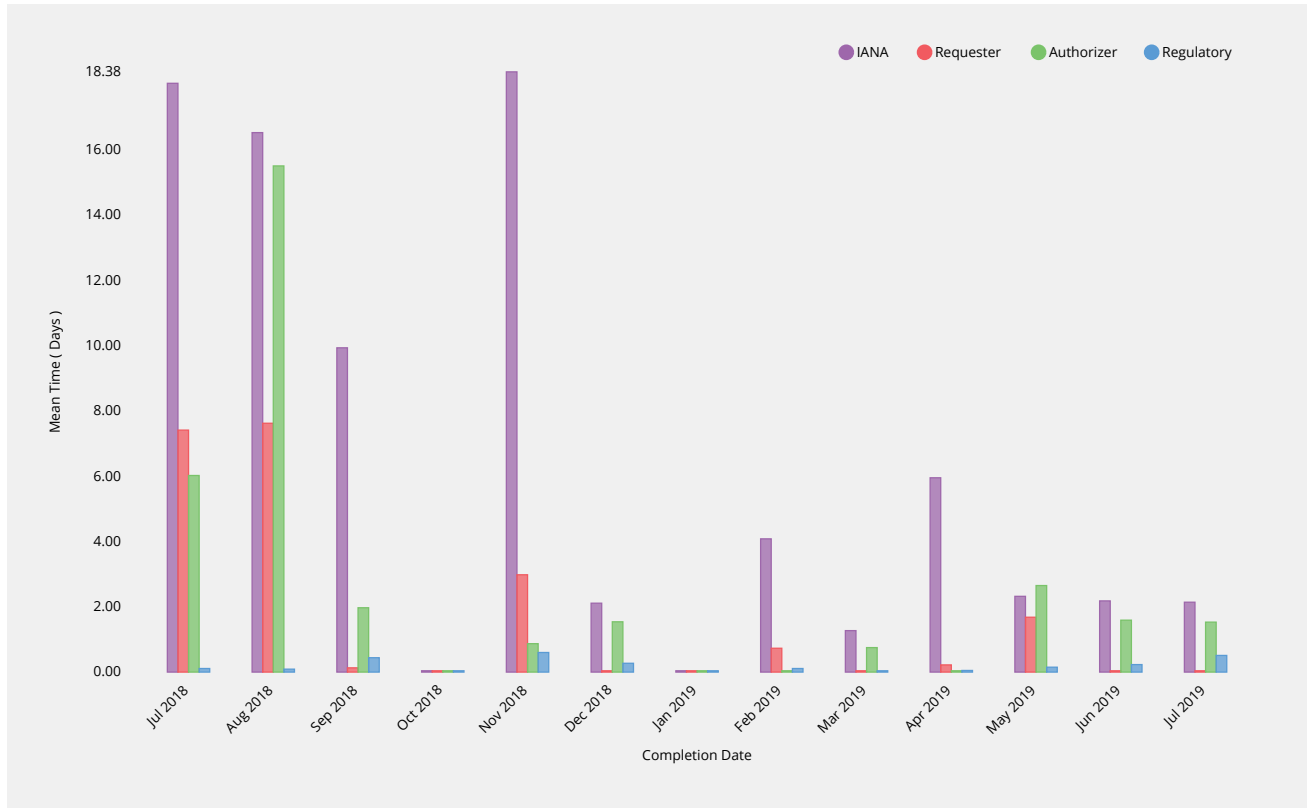
The number of times a clarification or remediation was required from the requester.



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

Time per Actor

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



IANA	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Mean Time	18.03d	16.52d	9.93d	—	18.38d	2.11d	—	4.08d	1.27d	5.95d	2.32d	2.18d	2.14d
Review Count	33	14	7	0	5	2	0	1	1	1	6	2	2
Shortest Time	7.76d	1.39d	1.31d	—	0.33d	1.6d	—	4.08d	1.27d	5.95d	0.14d	0.8d	2.13d
Longest Time	27.53d	25.21d	17.17d	—	41.94d	2.62d	—	4.08d	1.27d	5.95d	3.18d	3.56d	2.15d
Median Time	18.54d	18.43d	6.86d	—	9.26d	2.11d	—	4.08d	1.27d	5.95d	3.11d	2.18d	2.14d
PStDev Time	6.72d	7.76d	5.59d	—	18.71d	0.51d	—	0d	0d	0d	1.21d	1.38d	0.01d

Requester	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Mean Time	7.41d	7.62d	0.13d	—	2.98d	0d	—	0.73d	0.02d	0.22d	1.68d	—	—
Review Count	33	11	6	0	3	1	0	1	1	1	3	0	0
Shortest Time	0.64d	0.06d	0.02d	—	0d	0d	—	0.73d	0.02d	0.22d	0.02d	—	—
Longest Time	32.64d	31.63d	0.54d	—	8.83d	0d	—	0.73d	0.02d	0.22d	4.88d	—	—
Median Time	0.64d	0.76d	0.06d	—	0.12d	0d	—	0.73d	0.02d	0.22d	0.13d	—	—
PStDev Time	10.54d	11.09d	0.19d	—	4.13d	0d	—	0d	0d	0d	2.27d	—	—

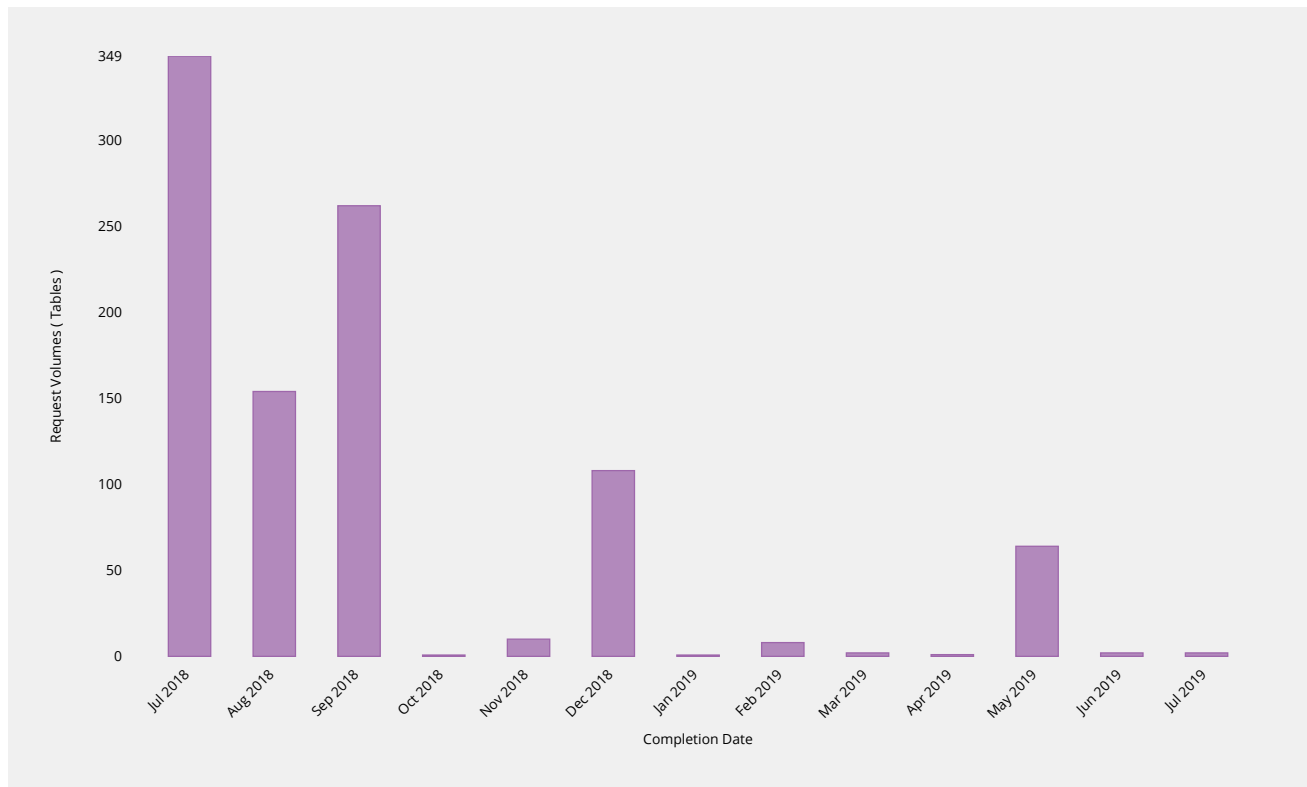
Authorizer	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Mean Time	6.02d	15.5d	1.97d	—	0.87d	1.54d	—	0.03d	0.75d	0.04d	2.65d	1.59d	1.53d
Review Count	31	13	7	0	5	2	0	1	1	1	5	2	2
Shortest Time	0d	0.02d	0.01d	—	0.01d	0.69d	—	0.03d	0.75d	0.04d	0d	0.02d	1.53d
Longest Time	23.8d	34.22d	5.44d	—	3.6d	2.4d	—	0.03d	0.75d	0.04d	3.87d	3.16d	1.53d
Median Time	2.85d	11.22d	2.36d	—	0.06d	1.54d	—	0.03d	0.75d	0.04d	3.87d	1.59d	1.53d
PStDev Time	6.61d	12.84d	1.69d	—	1.38d	0.85d	—	0d	0d	0d	1.58d	1.57d	0d

Regulatory	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Mean Time	0.11d	0.09d	0.44d	—	0.6d	0.27d	—	0.11d	0d	0.05d	0.15d	0.23d	0.51d

Regulatory	2018-07	2018-08	2018-09	2018-10	2018-11	2018-12	2019-01	2019-02	2019-03	2019-04	2019-05	2019-06	2019-07
Review Count	31	13	6	0	5	2	0	1	1	1	5	2	2
Shortest Time	0d	0.02d	0.02d	—	0d	0.01d	—	0.11d	0d	0.05d	0.01d	0.11d	0.51d
Longest Time	1.52d	0.44d	0.74d	—	2.35d	0.53d	—	0.11d	0d	0.05d	0.65d	0.34d	0.51d
Median Time	0.04d	0.04d	0.58d	—	0.24d	0.27d	—	0.11d	0d	0.05d	0.01d	0.23d	0.51d
PStDev Time	0.26d	0.12d	0.32d	—	0.88d	0.26d	—	0d	0d	0d	0.25d	0.11d	0d

Request Volumes

Total number of LGRs added or modified.



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