

IANA Naming Function Monthly Performance Report

June 2020

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Summary of Performance

Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 1.93s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.71s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ 1.90s	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 2.42s	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 1.30s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ 0.02d	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.71d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ 0.19d	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ 0.95d	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 0.35m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ 0.23m	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ —	p9
Technical Check (Retest)	Routine (Technical)	≤10m (95.0%)	✓ 3.38m	p10
Technical Check (Retest)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p10
Technical Check (Retest)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p10
Technical Check (Retest)	Other Changes	≤10m (95.0%)	✓ —	p11
Technical Check (Supplemental)	Routine (Technical)	≤10m (95.0%)	✓ 0.27m	p11
Technical Check (Supplemental)	gTLD Creation/Transfer	≤10m (95.0%)	✓ 0.16m	p11
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	Other Changes	≤10m (95.0%)	✓ —	p12
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 1.00ms	p13
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 2.00ms	p13
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1.90ms	p13
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1.00ms	p14
Email Dispatch	Other Changes	≤60000ms (95.0%)	✓ —	p14
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 1.00ms	p15
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 0.70ms	p15
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0.90ms	p15
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 1.00ms	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 0.90ms	p16
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.07d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.63d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 0.94d	p17
Validation and Reviews	ccTLD Creation/Transfer	N/A	38.26d	p18
Validation and Reviews	Other Changes	N/A	1.23d	p18
Third Party Approval	ccTLD Creation/Transfer	N/A	20.73d	p19
ccTLD Creation/Transfer				
Submission Review	Staff Review	≤14d (100.0%)	✓ 12.07d	p19
Requester Clarification	Requester Clarification	N/A	3	p20
Report Preparation	Report Preparation	≤21d (100.0%)	✓ 3.25d	p21
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 51.95h	p22

Metric	Category	Expected	Actual	Detail
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ 17.84h	p22
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p22
Root Zone Publication	Other Changes	N/A	5.86h	p23
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 0.52s	p23
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.34s	p24
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.56s	p24
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 0.26s	p24
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 0.33s	p24
System Availability				
IANA Website	IANA Site Availability	≥99%	✓ 100.00%	p25
Root Zone Management System	RZM Availability	≥99%	✓ 100.00%	p26
Directory Service	WHOIS Availability	≥99%	✓ 100.00%	p27
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100.00%	p28
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.08s	p29
Credential Change	Credential Change	≤300000ms (95.0%)	✓ 1.000ms	p30
Accuracy				
Root Zone File	Routine (Technical)	100%	✓ 100.00%	p31
Root Zone File	gTLD Creation/Transfer	100%	✓ 100.00%	p31
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100.00%	p31
Root Zone File	Other Changes	100%	✓ 100.00%	p31
Root Zone Database	Routine (Technical)	100%	✓ 100.00%	p32
Root Zone Database	Routine (Non-Technical)	100%	✓ 100.00%	p32
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100.00%	p32
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100.00%	p32
Root Zone Database	Other Changes	100%	✓ 100.00%	p32
Enquiry Processing				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 0.00s	p33
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 3.00d	p34
Label Generation Rulesets				
Review Time	Review Time	≤5d (90.0%)	✓ 0.53d	p35
Implementation Time	Implementation Time	≤7d (90.0%)	✓ 4.77d	p36
Requester Clarification	Requester Clarification	N/A	2	p37
Time per Actor	IANA	N/A	2.86d	p38
Time per Actor	Requester	N/A	14.43d	p38
Time per Actor	Authorizer	N/A	0.37d	p38
Time per Actor	Regulatory	N/A	0.02d	p38
Request Volumes	Request Volumes	N/A	1	p39

Percentage of SLA thresholds met of those defined

64 of 64 (100.0%)

Exceptions and Narrative for Reporting Period

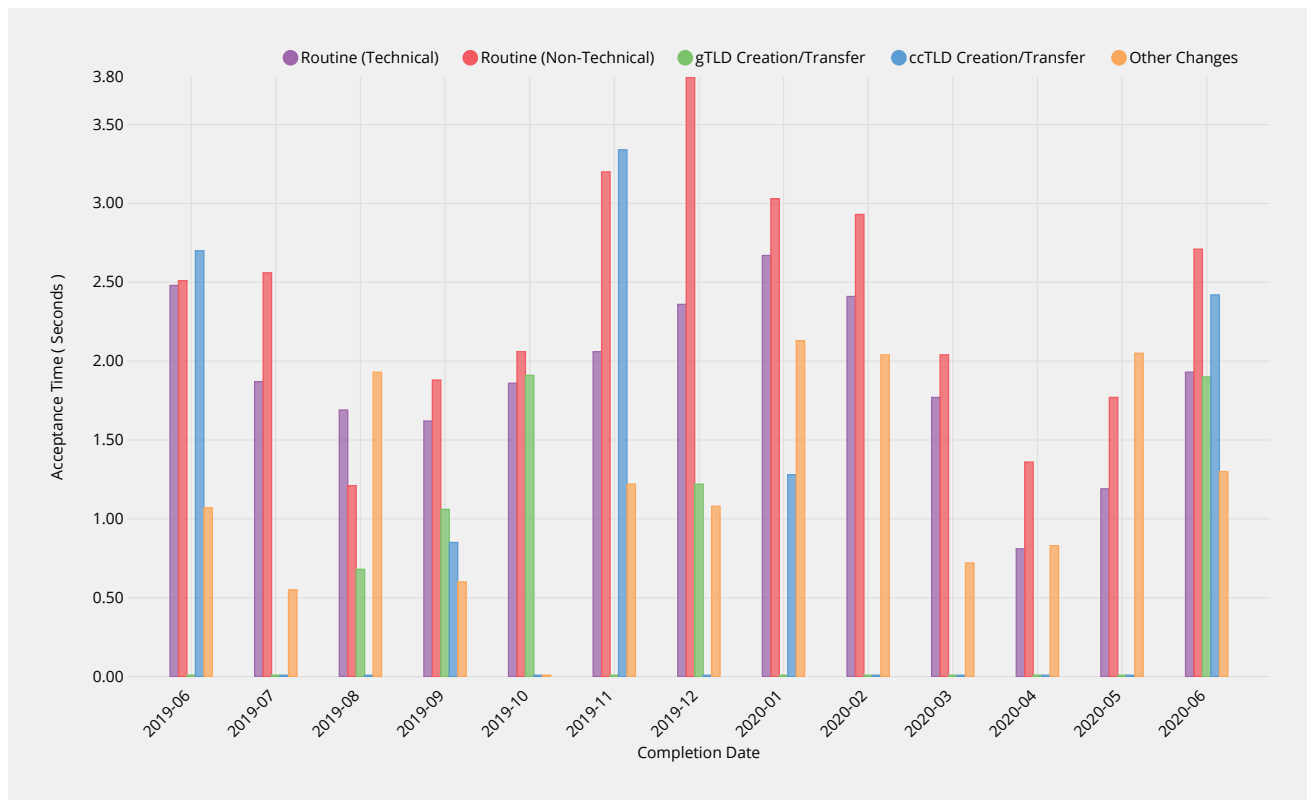
There were no exceptions for the reporting period.

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)	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Acceptance Time	2.48s	1.87s	1.69s	1.62s	1.86s	2.06s	2.36s	2.67s	2.41s	1.77s	0.81s	1.19s	1.93s
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	27	77	31	54	26	38	42	72	36	71	704	83	255
Mean Time	1.57s	0.83s	0.82s	0.67s	0.95s	1.17s	1.5s	1.54s	1.23s	0.85s	0.64s	0.77s	1.13s
Shortest Time	0.78s	0.47s	0.47s	0.45s	0.5s	0.61s	0.64s	0.63s	0.61s	0.5s	0.51s	0.54s	0.67s
Longest Time	2.65s	3.18s	1.91s	1.81s	2.14s	2.27s	2.54s	3.58s	3.06s	2.05s	5.86s	1.78s	2.62s
Median Time	1.33s	0.61s	0.59s	0.56s	0.65s	1.07s	1.25s	1.26s	1.09s	0.66s	0.6s	0.67s	1.05s
PStDev Time	0.57s	0.49s	0.43s	0.32s	0.49s	0.38s	0.56s	0.64s	0.62s	0.42s	0.25s	0.24s	0.30s

Routine (Non-Technical)	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Acceptance Time	2.51s	2.56s	1.21s	1.88s	2.06s	3.2s	3.8s	3.03s	2.93s	2.04s	1.36s	1.77s	2.71s
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	163	150	928	71	52	19	23	145	69	22	111	59	28
Mean Time	1.61s	1.62s	1.04s	1.11s	1.24s	2s	2.14s	1.97s	1.25s	1.53s	1.09s	1.23s	1.75s
Shortest Time	0.99s	0.78s	0.17s	0.67s	0.78s	1s	1.32s	0.53s	0.86s	0.86s	0.89s	0.88s	1.14s
Longest Time	3.24s	2.86s	121.58s	2.28s	2.93s	3.26s	4.36s	3.89s	3.94s	2.1s	2.47s	3.21s	2.92s
Median Time	1.66s	1.66s	0.86s	0.94s	1.1s	1.94s	2s	1.84s	1.02s	1.66s	1.04s	1.12s	1.66s
PStDev Time	0.44s	0.48s	3.97s	0.39s	0.45s	0.65s	0.72s	0.61s	0.63s	0.4s	0.25s	0.39s	0.44s

gTLD Creation/Transfer	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Acceptance Time	—	—	0.68s	1.06s	1.91s	—	1.22s	—	—	—	—	—	1.90s
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	0	0	1	1	1	0	1	0	0	0	0	0	3
Mean Time	—	—	0.68s	1.06s	1.91s	—	1.22s	—	—	—	—	—	1.43s
Shortest Time	—	—	0.68s	1.06s	1.91s	—	1.22s	—	—	—	—	—	1.12s
Longest Time	—	—	0.68s	1.06s	1.91s	—	1.22s	—	—	—	—	—	1.98s
Median Time	—	—	0.68s	1.06s	1.91s	—	1.22s	—	—	—	—	—	1.18s
PStDev Time	—	—	0s	0s	0s	—	0s	—	—	—	—	—	0.39s

ccTLD Creation/Transfer	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Acceptance Time	2.7s	—	—	0.85s	—	3.34s	—	1.28s	—	—	—	—	2.42s
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%
Acceptance Count	2	0	0	1	0	1	0	2	0	0	0	0	1
Mean Time	1.75s	—	—	0.85s	—	3.34s	—	1.16s	—	—	—	—	2.42s
Shortest Time	0.69s	—	—	0.85s	—	3.34s	—	1.03s	—	—	—	—	2.42s
Longest Time	2.81s	—	—	0.85s	—	3.34s	—	1.29s	—	—	—	—	2.42s
Median Time	1.75s	—	—	0.85s	—	3.34s	—	1.16s	—	—	—	—	2.42s
PStDev Time	1.06s	—	—	0s	—	0s	—	0.13s	—	—	—	—	0.00s

Other Changes	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Acceptance Time	1.07s	0.55s	1.93s	0.6s	—	1.22s	1.08s	2.13s	2.04s	0.72s	0.83s	2.05s	1.30s
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	6	3	0	11	2	5	1	2	1	4	3
Mean Time	1.07s	0.55s	1.17s	0.58s	—	1.09s	1.01s	1.71s	2.04s	0.69s	0.83s	1.51s	1.16s
Shortest Time	1.07s	0.55s	0.6s	0.56s	—	0.85s	0.94s	1.13s	2.04s	0.65s	0.83s	0.76s	1.05s
Longest Time	1.07s	0.55s	2.05s	0.61s	—	1.22s	1.08s	2.16s	2.04s	0.73s	0.83s	2.11s	1.33s
Median Time	1.07s	0.55s	1.09s	0.58s	—	1.11s	1.01s	1.73s	2.04s	0.69s	0.83s	1.59s	1.09s
PStDev Time	0s	0s	0.56s	0.02s	—	0.1s	0.07s	0.36s	0s	0.04s	0s	0.49s	0.12s

gTLD Creation/Transfer	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

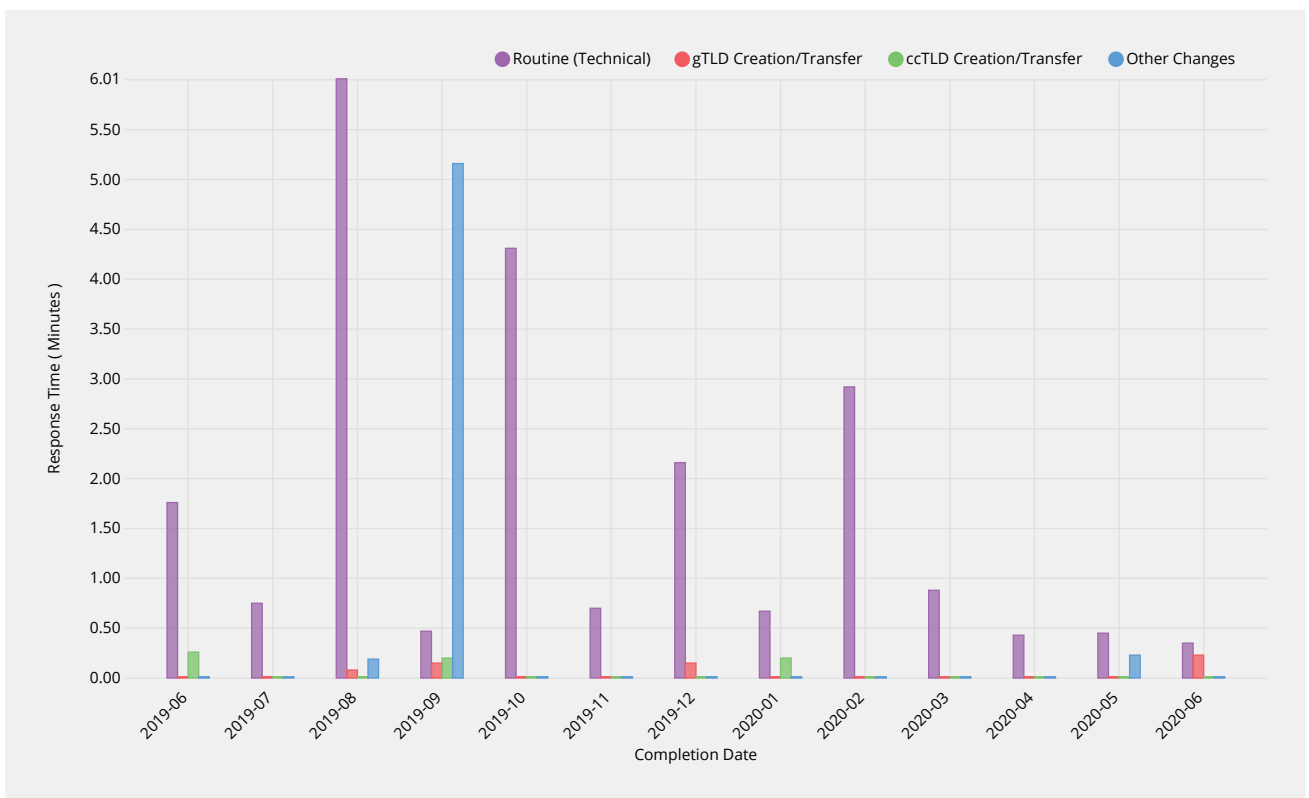
ccTLD Creation/Transfer	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Lodgment Time	0.34d	—	—	0.47d	—	0.11d	—	0.49d	—	—	—	—	0.19d
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	1	0	0	1	0	1	0	2	0	0	0	0	1
Mean Time	0.34d	—	—	0.47d	—	0.11d	—	0.35d	—	—	—	—	0.19d
Shortest Time	0.34d	—	—	0.47d	—	0.11d	—	0.19d	—	—	—	—	0.19d
Longest Time	0.34d	—	—	0.47d	—	0.11d	—	0.5d	—	—	—	—	0.19d
Median Time	0.34d	—	—	0.47d	—	0.11d	—	0.35d	—	—	—	—	0.19d
PStDev Time	0d	—	—	0d	—	0d	—	0.16d	—	—	—	—	0.00d

Other Changes	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Lodgment Time	0.09d	0.42d	0.71d	0.03d	—	0.43d	0.29d	0.14d	—	0.19d	0.22d	0.34d	0.95d
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	3	2	0	11	2	1	0	2	1	2	2
Mean Time	0.09d	0.42d	0.47d	0.03d	—	0.23d	0.29d	0.14d	—	0.19d	0.22d	0.3d	0.51d
Shortest Time	0.09d	0.42d	0.07d	0.03d	—	0.01d	0.29d	0.14d	—	0.19d	0.22d	0.24d	0.01d
Longest Time	0.09d	0.42d	0.72d	0.03d	—	0.43d	0.29d	0.14d	—	0.19d	0.22d	0.35d	1.00d
Median Time	0.09d	0.42d	0.62d	0.03d	—	0.13d	0.29d	0.14d	—	0.19d	0.22d	0.3d	0.51d
PStDev Time	0d	0d	0.29d	0d	—	0.18d	0d	0d	—	0d	0d	0.05d	0.49d

Technical Checks

Technical Check (First)

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



Routine (Technical)	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Response Time	1.76m	0.75m	6.01m	0.47m	4.31m	0.7m	2.16m	0.67m	2.92m	0.88m	0.43m	0.45m	0.35m
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	27	77	31	54	26	38	42	72	36	71	704	83	255
Mean Time	0.62m	0.28m	1.22m	0.29m	0.84m	0.35m	0.72m	0.45m	0.79m	0.38m	0.19m	0.2m	0.21m
Shortest Time	0.13m	0.14m	0.13m	0.09m	0.12m	0.12m	0.09m	0.11m	0.13m	0.11m	0.08m	0.08m	0.09m
Longest Time	4.3m	3.03m	11.92m	1.51m	9.32m	1.74m	13.12m	7.85m	3.34m	3.4m	3.21m	0.51m	3.11m
Median Time	0.34m	0.2m	0.36m	0.27m	0.29m	0.29m	0.23m	0.26m	0.4m	0.27m	0.16m	0.17m	0.16m
PStDev Time	0.83m	0.38m	2.43m	0.19m	1.97m	0.28m	2.01m	0.93m	0.88m	0.44m	0.16m	0.11m	0.33m

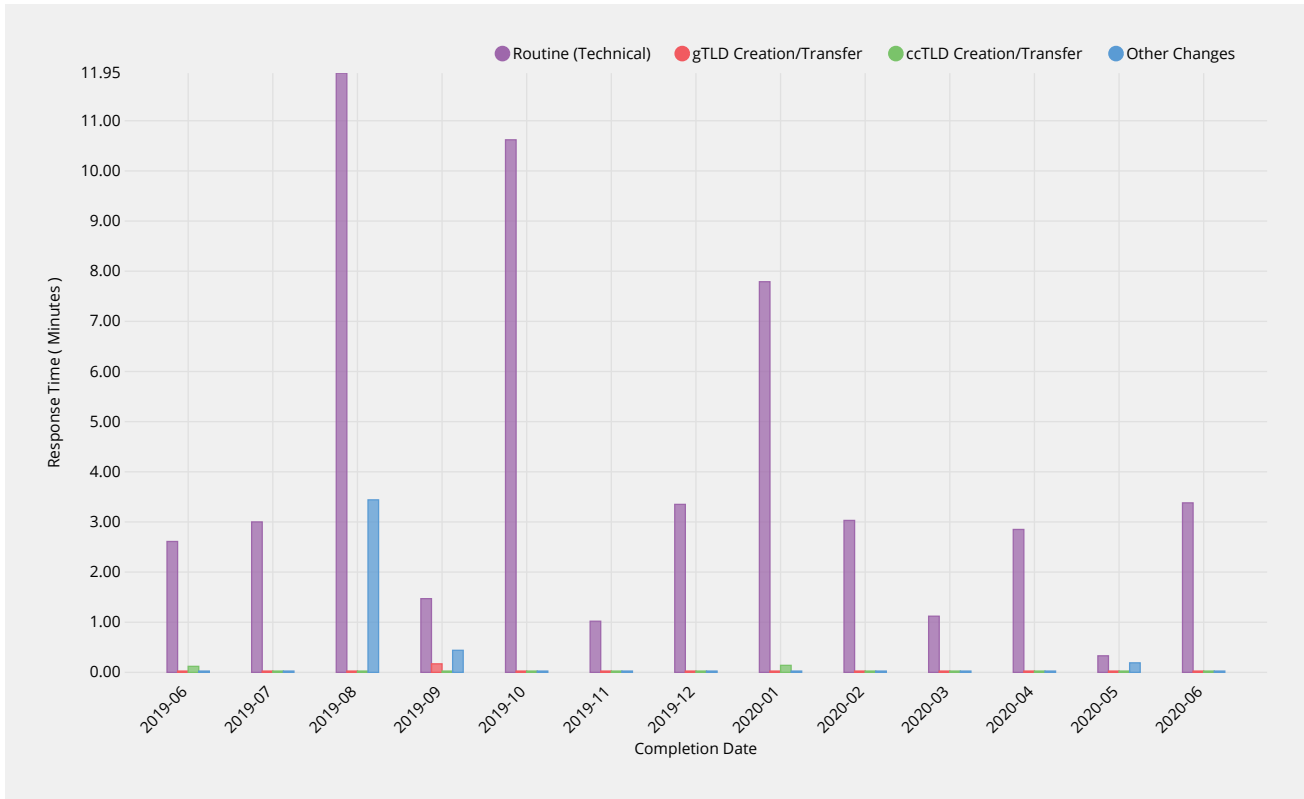
gTLD Creation/Transfer	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Response Time	—	—	0.08m	0.15m	—	—	0.15m	—	—	—	—	—	0.23m
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	0	0	1	1	0	0	1	0	0	0	0	0	3
Mean Time	—	—	0.08m	0.15m	—	—	0.15m	—	—	—	—	—	0.21m
Shortest Time	—	—	0.08m	0.15m	—	—	0.15m	—	—	—	—	—	0.20m
Longest Time	—	—	0.08m	0.15m	—	—	0.15m	—	—	—	—	—	0.23m
Median Time	—	—	0.08m	0.15m	—	—	0.15m	—	—	—	—	—	0.21m
PStDev Time	—	—	0m	0m	—	—	0m	—	—	—	—	—	0.01m

ccTLD Creation/Transfer	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Response Time	0.26m	—	—	0.2m	—	—	—	0.2m	—	—	—	—	—
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	0	1	0	0	0	2	0	0	0	0	0
Mean Time	0.22m	—	—	0.2m	—	—	—	0.2m	—	—	—	—	—
Shortest Time	0.17m	—	—	0.2m	—	—	—	0.2m	—	—	—	—	—
Longest Time	0.27m	—	—	0.2m	—	—	—	0.2m	—	—	—	—	—
Median Time	0.22m	—	—	0.2m	—	—	—	0.2m	—	—	—	—	—
PStDev Time	0.05m	—	—	0m	—	—	—	0m	—	—	—	—	—

Other Changes	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Response Time	—	—	0.19m	5.16m	—	—	—	—	—	—	—	0.23m	—
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	2	1	0	0	0	0	0	0	0	2	0
Mean Time	—	—	0.17m	5.16m	—	—	—	—	—	—	—	0.17m	—
Shortest Time	—	—	0.16m	5.16m	—	—	—	—	—	—	—	0.12m	—
Longest Time	—	—	0.19m	5.16m	—	—	—	—	—	—	—	0.23m	—
Median Time	—	—	0.17m	5.16m	—	—	—	—	—	—	—	0.17m	—
PStDev Time	—	—	0.02m	0m	—	—	—	—	—	—	—	0.06m	—

Technical Check (Retest)

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



Routine (Technical)	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Response Time	2.61m	3m	11.95m	1.47m	10.62m	1.02m	3.35m	7.79m	3.03m	1.12m	2.85m	0.33m	3.38m
Monthly Threshold	3m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	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	39	165	151	100	167	30	351	152	216	84	69	19	94
Mean Time	0.74m	1.15m	4.26m	0.3m	5.48m	0.35m	1.07m	1.47m	1.29m	0.35m	0.65m	0.26m	0.69m
Shortest Time	0.12m	0.08m	0.06m	0.05m	0.06m	0.08m	0.05m	0.09m	0.13m	0.09m	0.07m	0.08m	0.07m
Longest Time	4.14m	4.55m	15.07m	1.48m	11.34m	1.21m	13.38m	7.82m	3.09m	3.05m	3.23m	0.49m	3.92m
Median Time	0.27m	1.12m	2.99m	0.15m	6.25m	0.26m	0.5m	0.34m	0.68m	0.21m	0.17m	0.29m	0.12m
PStDev Time	1.02m	1m	4.55m	0.41m	4.17m	0.33m	1.33m	2.19m	1.08m	0.45m	1.02m	0.09m	1.15m

gTLD Creation/Transfer	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Response Time	—	—	—	0.17m	—	—	—	—	—	—	—	—	—
Monthly Threshold	3m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	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	0	0	0	9	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	0.17m	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	0.16m	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	0.17m	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	0.17m	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	0m	—	—	—	—	—	—	—	—	—

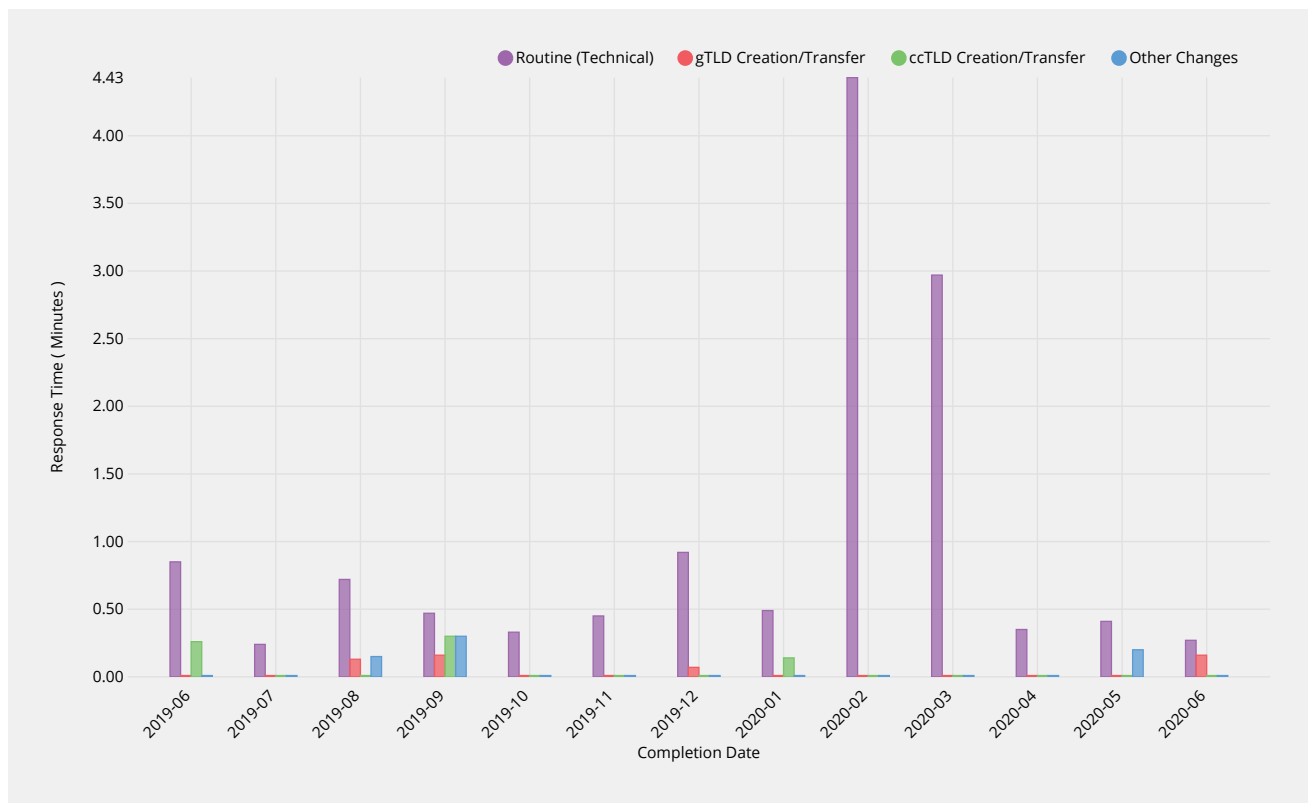
ccTLD Creation/Transfer	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Response Time	0.12m	—	—	—	—	—	—	0.14m	—	—	—	—	—
Monthly Threshold	3m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	56	0	0	0	0	0	0	28	0	0	0	0	0
Mean Time	0.1m	—	—	—	—	—	—	0.13m	—	—	—	—	—
Shortest Time	0.08m	—	—	—	—	—	—	0.08m	—	—	—	—	—

ccTLD Creation/Transfer	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Longest Time	0.12m	—	—	—	—	—	—	0.21m	—	—	—	—	—
Median Time	0.1m	—	—	—	—	—	—	0.13m	—	—	—	—	—
PStDev Time	0.01m	—	—	—	—	—	—	0.02m	—	—	—	—	—

Other Changes	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Response Time	—	—	3.44m	0.44m	—	—	—	—	—	—	—	0.19m	—
Monthly Threshold	3m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	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	0	0	5	6	0	0	0	0	0	0	0	4	0
Mean Time	—	—	1.46m	0.27m	—	—	—	—	—	—	—	0.18m	—
Shortest Time	—	—	0.11m	0.19m	—	—	—	—	—	—	—	0.17m	—
Longest Time	—	—	3.44m	0.5m	—	—	—	—	—	—	—	0.2m	—
Median Time	—	—	0.2m	0.22m	—	—	—	—	—	—	—	0.18m	—
PStDev Time	—	—	1.61m	0.11m	—	—	—	—	—	—	—	0.01m	—

Technical Check (Supplemental)

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



Routine (Technical)	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Response Time	0.85m	0.24m	0.72m	0.47m	0.33m	0.45m	0.92m	0.49m	4.43m	2.97m	0.35m	0.41m	0.27m
Monthly Threshold	1m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	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	30	66	38	82	18	38	54	73	130	115	723	85	264
Mean Time	0.36m	0.16m	0.42m	0.24m	0.19m	0.25m	0.52m	0.24m	1.29m	0.99m	0.15m	0.15m	0.14m
Shortest Time	0.08m	0.09m	0.07m	0.05m	0.06m	0.09m	0.05m	0.06m	0.08m	0.09m	0.07m	0.07m	0.07m
Longest Time	1.09m	1.1m	2.52m	2.4m	0.71m	0.6m	10.3m	1.45m	4.48m	3.24m	0.75m	0.7m	3.07m
Median Time	0.29m	0.12m	0.36m	0.16m	0.18m	0.24m	0.23m	0.16m	0.38m	0.33m	0.15m	0.1m	0.10m
PStDev Time	0.25m	0.14m	0.39m	0.31m	0.14m	0.11m	1.37m	0.19m	1.6m	1.17m	0.1m	0.12m	0.26m

gTLD Creation/Transfer	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Response Time	—	—	0.13m	0.16m	—	—	0.07m	—	—	—	—	—	0.16m

gTLD Creation/Transfer	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Monthly Threshold	5m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	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	1	1	0	0	1	0	0	0	0	0	3
Mean Time	—	—	0.13m	0.16m	—	—	0.07m	—	—	—	—	—	0.15m
Shortest Time	—	—	0.13m	0.16m	—	—	0.07m	—	—	—	—	—	0.14m
Longest Time	—	—	0.13m	0.16m	—	—	0.07m	—	—	—	—	—	0.16m
Median Time	—	—	0.13m	0.16m	—	—	0.07m	—	—	—	—	—	0.14m
PStDev Time	—	—	0m	0m	—	—	0m	—	—	—	—	—	0.01m

ccTLD Creation/Transfer	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Response Time	0.26m	—	—	0.3m	—	—	—	0.14m	—	—	—	—	—
Monthly Threshold	5m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	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	2	0	0	0	2	0	0	0	0	0
Mean Time	0.26m	—	—	0.22m	—	—	—	0.13m	—	—	—	—	—
Shortest Time	0.26m	—	—	0.14m	—	—	—	0.12m	—	—	—	—	—
Longest Time	0.26m	—	—	0.31m	—	—	—	0.14m	—	—	—	—	—
Median Time	0.26m	—	—	0.22m	—	—	—	0.13m	—	—	—	—	—
PStDev Time	0m	—	—	0.09m	—	—	—	0.01m	—	—	—	—	—

Other Changes	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Response Time	—	—	0.15m	0.3m	—	—	—	—	—	—	—	0.2m	—
Monthly Threshold	5m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	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	4	1	0	0	0	0	0	0	0	2	0
Mean Time	—	—	0.13m	0.3m	—	—	—	—	—	—	—	0.14m	—
Shortest Time	—	—	0.12m	0.3m	—	—	—	—	—	—	—	0.08m	—
Longest Time	—	—	0.15m	0.3m	—	—	—	—	—	—	—	0.2m	—
Median Time	—	—	0.13m	0.3m	—	—	—	—	—	—	—	0.14m	—
PStDev Time	—	—	0.01m	0m	—	—	—	—	—	—	—	0.06m	—

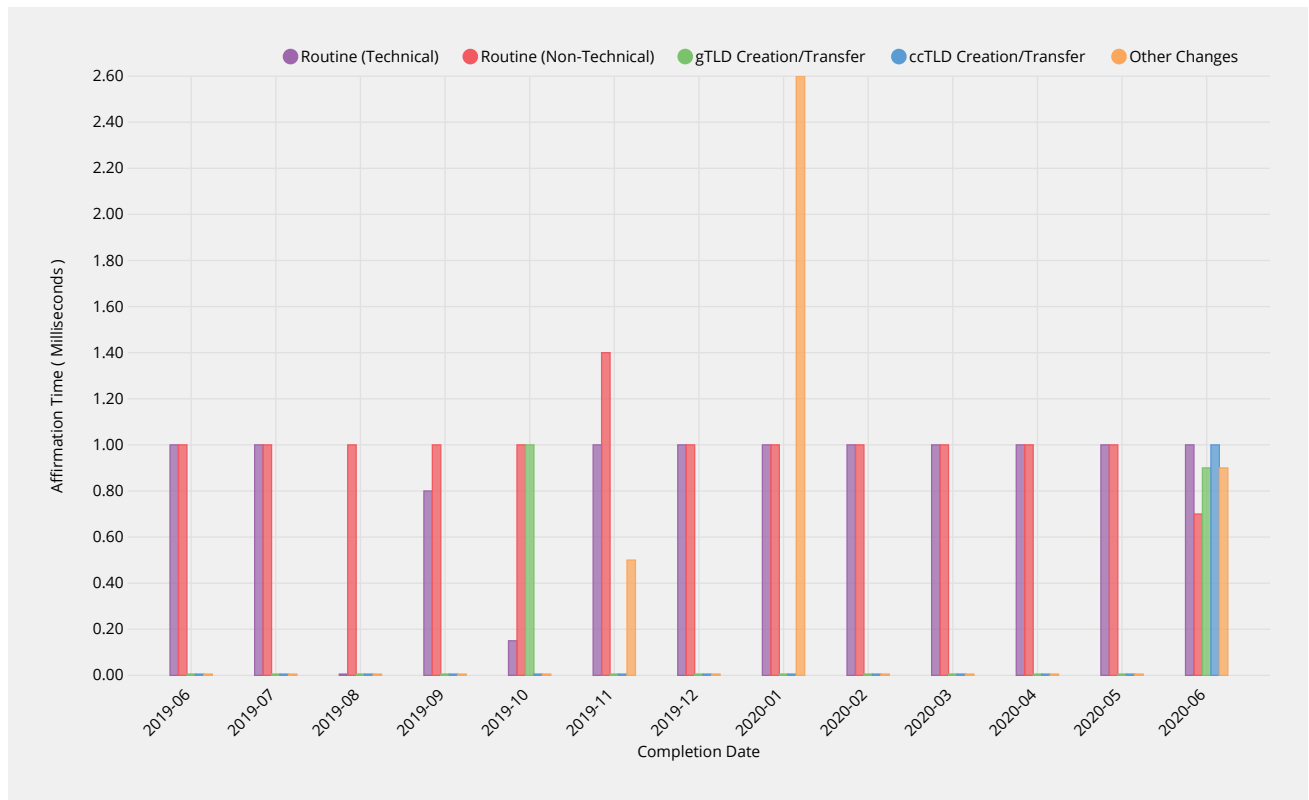
gTLD Creation/Transfer	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	0	1	1	1	0	1	0	0	0	0	0	3
Mean Time	—	—	1ms	1ms	1ms	—	1ms	—	—	—	—	—	1.33ms
Shortest Time	—	—	1ms	1ms	1ms	—	1ms	—	—	—	—	—	1.00ms
Longest Time	—	—	1ms	1ms	1ms	—	1ms	—	—	—	—	—	2.00ms
Median Time	—	—	1ms	1ms	1ms	—	1ms	—	—	—	—	—	1.00ms
PStDev Time	—	—	0ms	0ms	0ms	—	0ms	—	—	—	—	—	0.47ms

ccTLD Creation/Transfer	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Dispatch Time	1ms	—	—	1ms	—	1ms	—	3.9ms	—	—	—	—	1.00ms
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	2	0	0	0	0	1
Mean Time	1ms	—	—	1ms	—	1ms	—	3ms	—	—	—	—	1.00ms
Shortest Time	1ms	—	—	1ms	—	1ms	—	2ms	—	—	—	—	1.00ms
Longest Time	1ms	—	—	1ms	—	1ms	—	4ms	—	—	—	—	1.00ms
Median Time	1ms	—	—	1ms	—	1ms	—	3ms	—	—	—	—	1.00ms
PStDev Time	0ms	—	—	0ms	—	0ms	—	1ms	—	—	—	—	0.00ms

Other Changes	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Dispatch Time	1ms	1ms	1ms	1ms	—	1ms	1ms	2ms	2ms	1ms	3ms	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	1	6	3	0	11	2	5	1	2	1	2	0
Mean Time	1ms	1ms	1ms	1ms	—	1ms	1ms	1.4ms	2ms	1ms	3ms	1ms	—
Shortest Time	1ms	1ms	1ms	1ms	—	1ms	1ms	1ms	2ms	1ms	3ms	1ms	—
Longest Time	1ms	1ms	1ms	1ms	—	1ms	1ms	2ms	2ms	1ms	3ms	1ms	—
Median Time	1ms	1ms	1ms	1ms	—	1ms	1ms	1ms	2ms	1ms	3ms	1ms	—
PStDev Time	0ms	0ms	0ms	0ms	—	0ms	0ms	0.49ms	0ms	0ms	0ms	0ms	—

Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Affirmation Time	1ms	1ms	0ms	0.8ms	0.15ms	1ms	1ms	1ms	1ms	1ms	1ms	1ms	1.00ms
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	23	66	23	45	18	36	35	68	30	62	696	81	251
Mean Time	0.13ms	0.12ms	0.04ms	0.07ms	0.06ms	0.14ms	0.17ms	0.28ms	0.3ms	0.11ms	0.16ms	0.12ms	0.11ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0.00ms
Longest Time	1ms	1ms	1ms	1ms	1ms	2ms	1ms	1ms	1ms	1ms	1ms	2ms	2.00ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0.00ms
PStDev Time	0.34ms	0.33ms	0.2ms	0.25ms	0.23ms	0.42ms	0.38ms	0.45ms	0.46ms	0.32ms	0.37ms	0.36ms	0.33ms

Routine (Non-Technical)	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Affirmation Time	1ms	1ms	1ms	1ms	1ms	1.4ms	1ms	1ms	1ms	1ms	1ms	1ms	0.70ms
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	162	145	900	59	41	13	19	139	63	21	110	54	27
Mean Time	0.19ms	0.23ms	0.09ms	0.15ms	0.12ms	0.23ms	0.16ms	0.34ms	0.19ms	0.24ms	0.32ms	0.11ms	0.07ms
Shortest Time	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0.00ms
Longest Time	1ms	1ms	4ms	2ms	1ms	2ms	1ms	3ms	1ms	1ms	4ms	1ms	1.00ms
Median Time	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0.00ms
PStDev Time	0.39ms	0.42ms	0.33ms	0.4ms	0.33ms	0.58ms	0.36ms	0.57ms	0.39ms	0.43ms	0.67ms	0.31ms	0.26ms

gTLD Creation/Transfer	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Affirmation Time	—	—	0ms	0ms	1ms	—	0ms	—	—	—	—	—	0.90ms
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	1	1	0	1	0	0	0	0	0	3
Mean Time	—	—	0ms	0ms	1ms	—	0ms	—	—	—	—	—	0.33ms
Shortest Time	—	—	0ms	0ms	1ms	—	0ms	—	—	—	—	—	0.00ms

gTLD Creation/Transfer	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Longest Time	—	—	0ms	0ms	1ms	—	0ms	—	—	—	—	—	1.00ms
Median Time	—	—	0ms	0ms	1ms	—	0ms	—	—	—	—	—	0.00ms
PStDev Time	—	—	0ms	0ms	0ms	—	0ms	—	—	—	—	—	0.47ms

ccTLD Creation/Transfer	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Affirmation Time	0ms	—	—	0ms	—	0ms	—	0ms	—	—	—	—	1.00ms
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	1	0	2	0	0	0	0	1
Mean Time	0ms	—	—	0ms	—	0ms	—	0ms	—	—	—	—	1.00ms
Shortest Time	0ms	—	—	0ms	—	0ms	—	0ms	—	—	—	—	1.00ms
Longest Time	0ms	—	—	0ms	—	0ms	—	0ms	—	—	—	—	1.00ms
Median Time	0ms	—	—	0ms	—	0ms	—	0ms	—	—	—	—	1.00ms
PStDev Time	0ms	—	—	0ms	—	0ms	—	0ms	—	—	—	—	0.00ms

Other Changes	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Affirmation Time	0ms	0ms	0ms	0ms	—	0.5ms	0ms	2.6ms	0ms	0ms	0ms	0ms	0.90ms
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	6	3	0	11	2	5	1	2	1	4	3
Mean Time	0ms	0ms	0ms	0ms	—	0.09ms	0ms	0.8ms	0ms	0ms	0ms	0ms	0.33ms
Shortest Time	0ms	0ms	0ms	0ms	—	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0.00ms
Longest Time	0ms	0ms	0ms	0ms	—	1ms	0ms	3ms	0ms	0ms	0ms	0ms	1.00ms
Median Time	0ms	0ms	0ms	0ms	—	0ms	0ms	0ms	0ms	0ms	0ms	0ms	0.00ms
PStDev Time	0ms	0ms	0ms	0ms	—	0.29ms	0ms	1.17ms	0ms	0ms	0ms	0ms	0.47ms

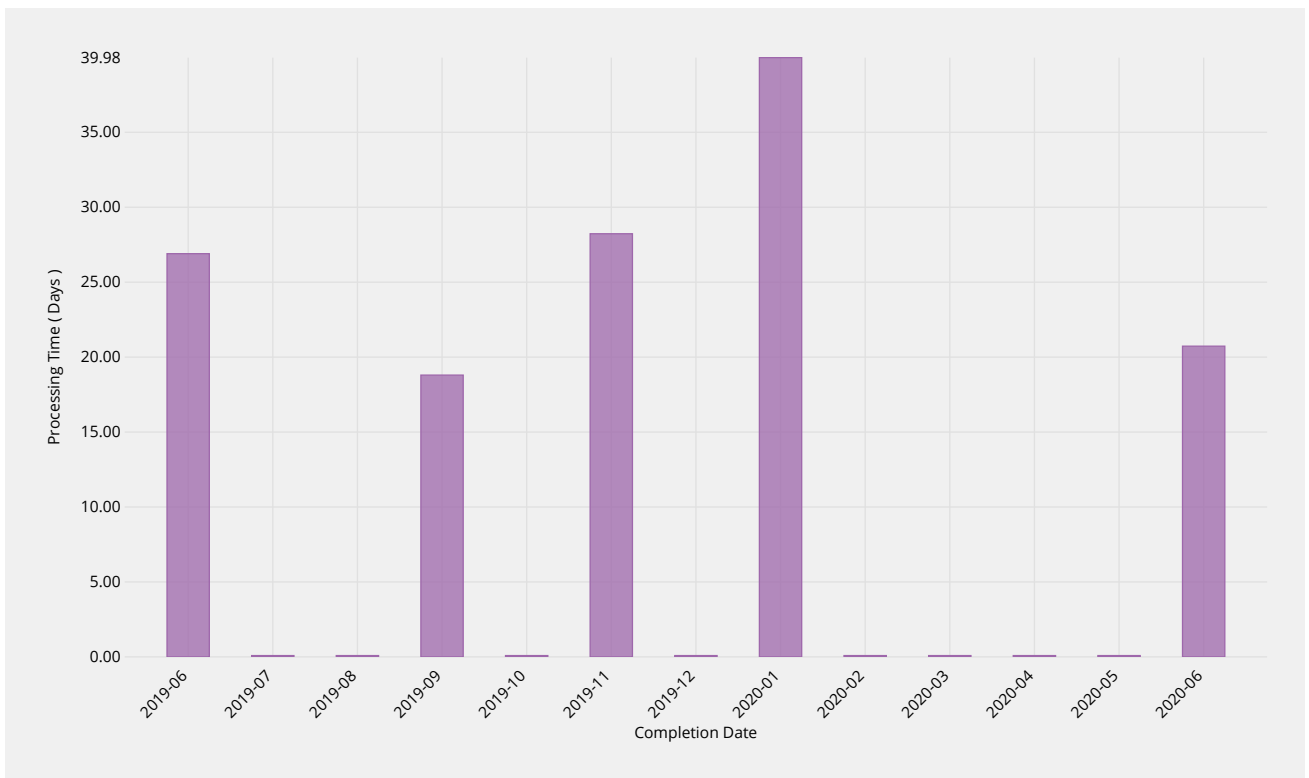
gTLD Creation/Transfer	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Request Count	0	0	1	1	1	0	1	0	0	0	0	0	3
Mean Time	—	—	0.81d	0.72d	1.29d	—	2.88d	—	—	—	—	—	0.94d
Shortest Time	—	—	0.81d	0.72d	1.29d	—	2.88d	—	—	—	—	—	0.93d
Longest Time	—	—	0.81d	0.72d	1.29d	—	2.88d	—	—	—	—	—	0.94d
Median Time	—	—	0.81d	0.72d	1.29d	—	2.88d	—	—	—	—	—	0.94d
PStDev Time	—	—	0.00d	0.00d	0.00d	—	0.00d	—	—	—	—	—	0.00d

ccTLD Creation/Transfer	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Processing Time	54.58d	—	—	29.35d	—	43.97d	—	65.13d	—	—	—	—	38.26d
Monthly Threshold	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%	—
Request Count	2	0	0	1	0	1	0	2	0	0	0	0	1
Mean Time	27.29d	—	—	29.35d	—	43.97d	—	63.80d	—	—	—	—	38.26d
Shortest Time	0.00d	—	—	29.35d	—	43.97d	—	62.48d	—	—	—	—	38.26d
Longest Time	54.58d	—	—	29.35d	—	43.97d	—	65.13d	—	—	—	—	38.26d
Median Time	27.29d	—	—	29.35d	—	43.97d	—	63.80d	—	—	—	—	38.26d
PStDev Time	27.29d	—	—	0.00d	—	0.00d	—	1.33d	—	—	—	—	0.00d

Other Changes	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Processing Time	0.73d	0.08d	0.62d	3.78d	—	0.63d	0.61d	2.28d	0.23d	0.67d	0.04d	2.69d	1.23d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	1	1	6	3	0	11	2	5	1	2	1	4	3
Mean Time	0.73d	0.08d	0.24d	3.11d	—	0.28d	0.32d	1.60d	0.23d	0.64d	0.04d	1.20d	0.52d
Shortest Time	0.73d	0.08d	0.00d	2.77d	—	0.03d	0.03d	0.57d	0.23d	0.60d	0.04d	0.61d	0.16d
Longest Time	0.73d	0.08d	0.62d	3.78d	—	0.63d	0.61d	2.28d	0.23d	0.67d	0.04d	2.69d	1.23d
Median Time	0.73d	0.08d	0.14d	2.78d	—	0.11d	0.32d	2.22d	0.23d	0.64d	0.04d	0.76d	0.16d
PStDev Time	0.00d	0.00d	0.25d	0.47d	—	0.25d	0.29d	0.80d	0.00d	0.03d	0.00d	0.86d	0.50d

Third Party Approval

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

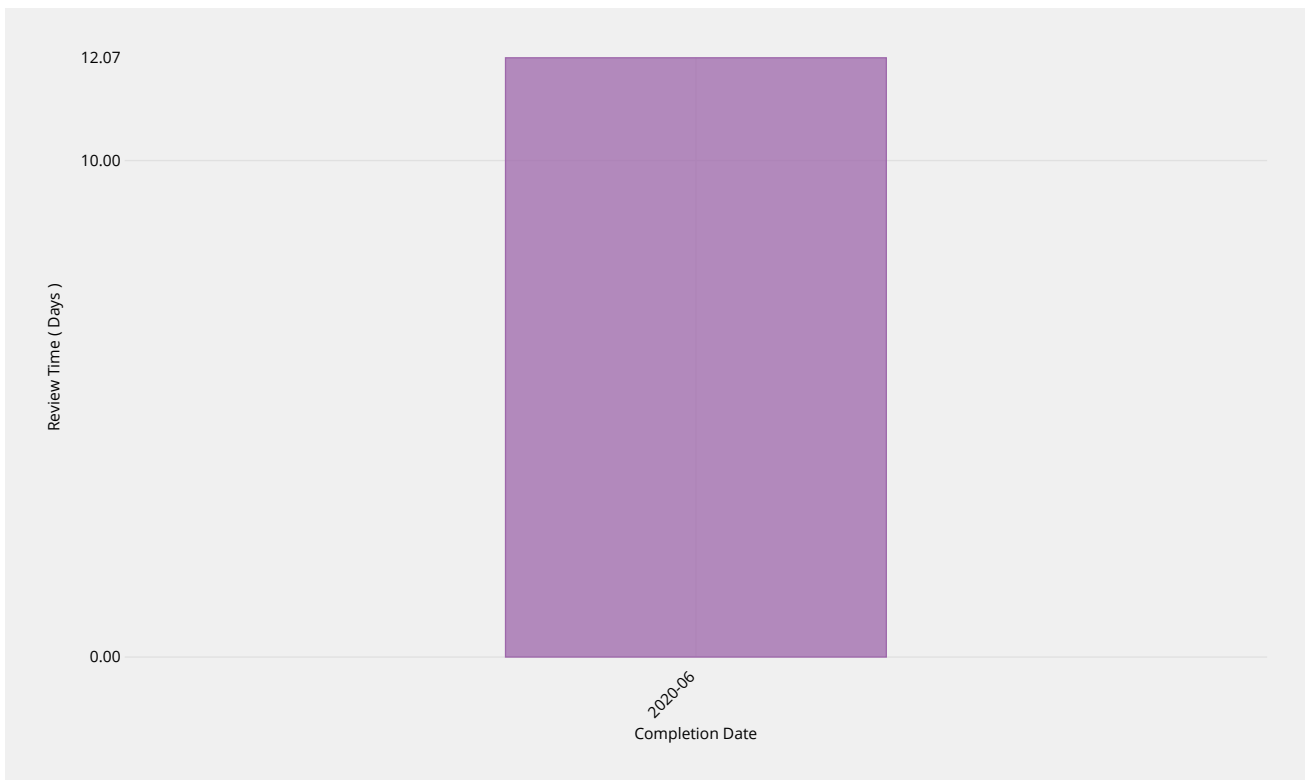


ccTLD Creation/Transfer	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Processing Time	26.9d	—	—	18.8d	—	28.23d	—	39.98d	—	—	—	—	20.73d
Request Count	1	0	0	1	0	1	0	2	0	0	0	0	1
Mean Time	26.9d	—	—	18.8d	—	28.23d	—	29.48d	—	—	—	—	20.73d
Shortest Time	26.9d	—	—	18.8d	—	28.23d	—	18.98d	—	—	—	—	20.73d
Longest Time	26.9d	—	—	18.8d	—	28.23d	—	39.98d	—	—	—	—	20.73d
Median Time	26.9d	—	—	18.8d	—	28.23d	—	29.48d	—	—	—	—	20.73d
PStDev Time	0d	—	—	0d	—	0d	—	10.5d	—	—	—	—	0.00d

ccTLD Creation/Transfer

Submission Review

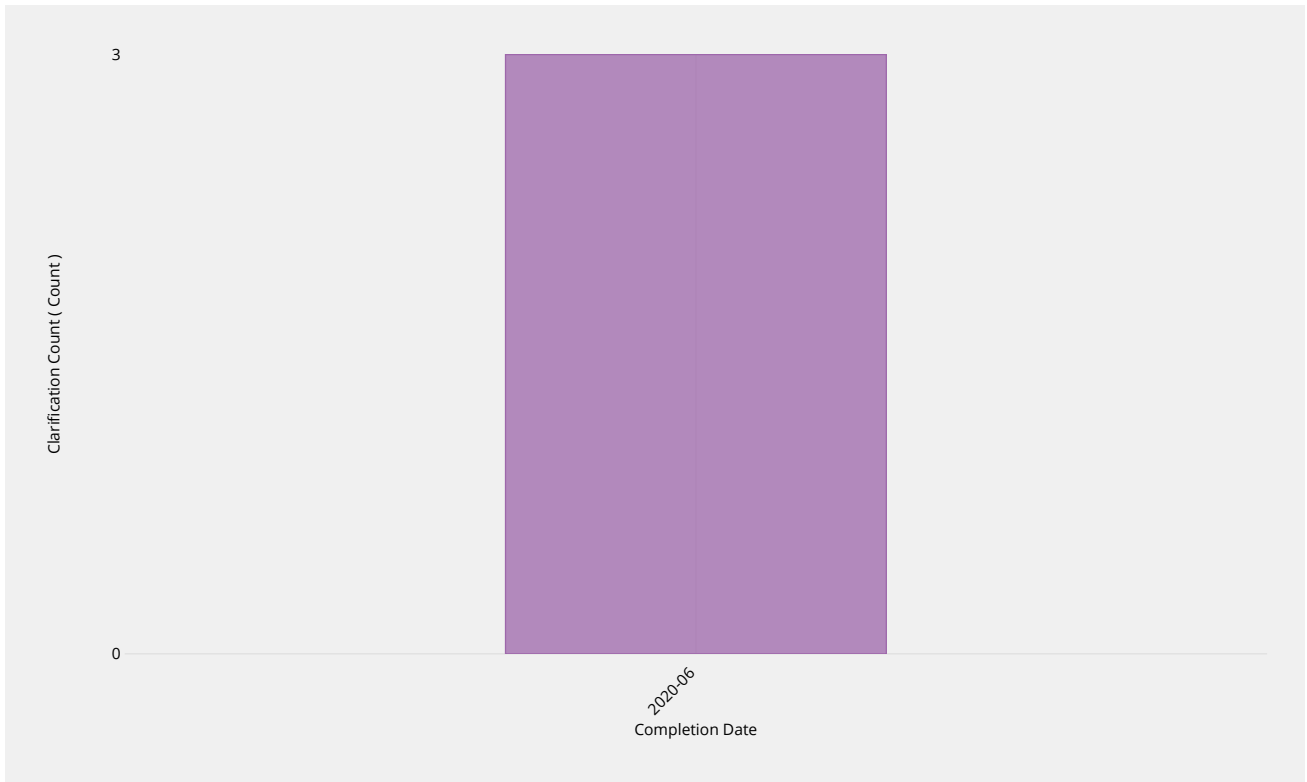
Time it takes staff to process the information included in each documentation submission, and respond to the requester describing deficiencies if necessary.



Staff Review	2020-06
Review Time	12.07d
Monthly Threshold	14d
Threshold Percentile	100.0%
Review Count	3
Mean Time	8.34d
Shortest Time	6.33d
Longest Time	12.07d
Median Time	6.63d
PStDev Time	2.64d

Requester Clarification

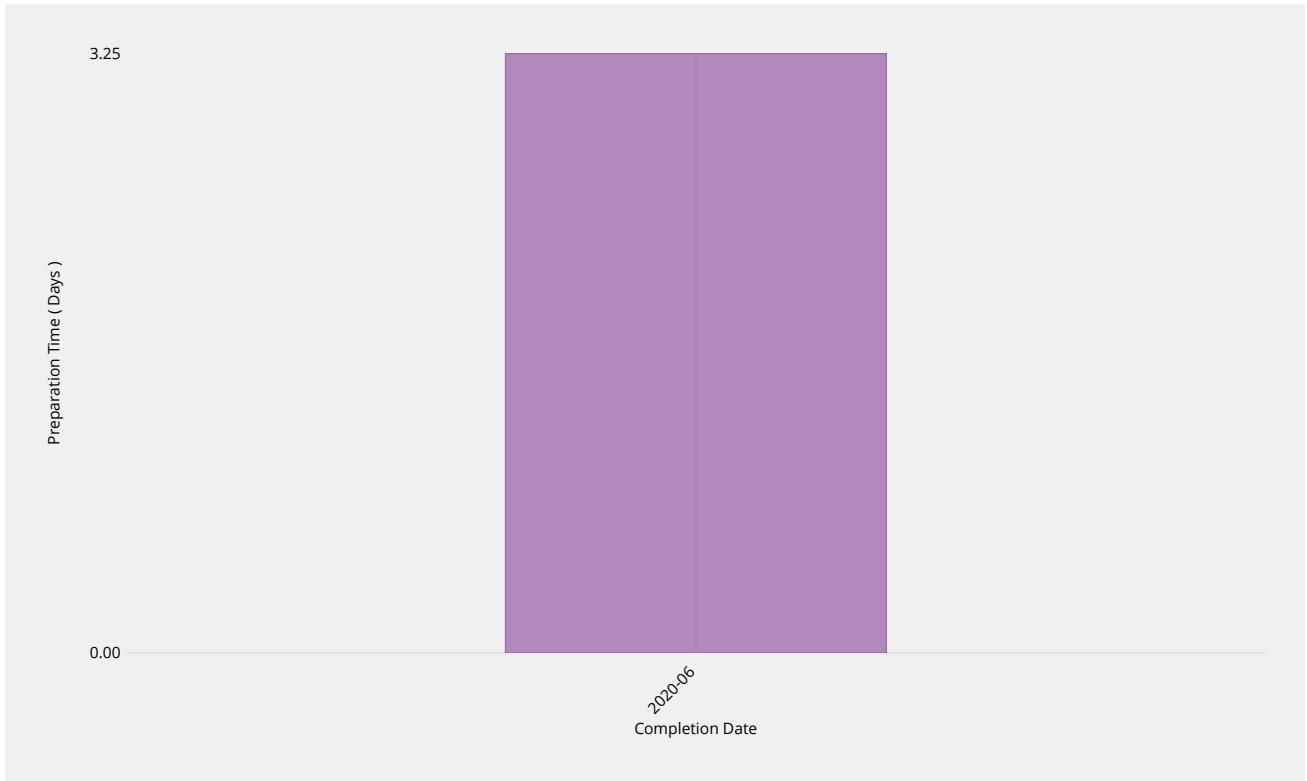
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2020-06
Clarification Count	3
Request Count	1
Lowest Count	3
Highest Count	3

Report Preparation

Time it takes for staff to prepare a delegation or transfer report to be submitted for review and publication.



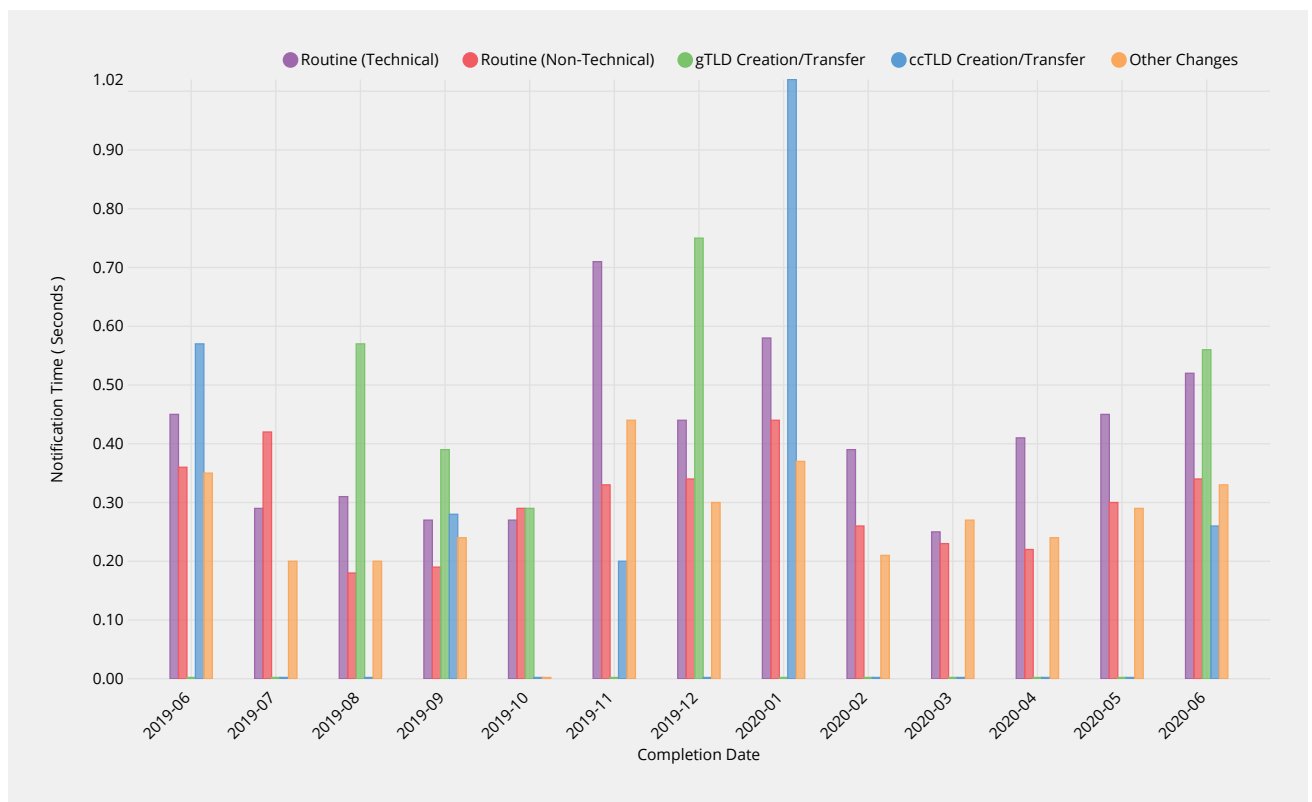
Report Preparation	2020-06
Preparation Time	3.25d
Monthly Threshold	21d
Threshold Percentile	100.0%
Report Count	1
Mean Time	3.25d
Shortest Time	3.25d
Longest Time	3.25d
Median Time	3.25d
PStDev Time	0.00d

ccTLD Creation/Transfer	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Publication Count	1	0	0	1	0	0	0	2	0	0	0	0	0
Mean Time	3.53h	—	—	3.06h	—	—	—	0.59h	—	—	—	—	—
Shortest Time	3.53h	—	—	3.06h	—	—	—	0.45h	—	—	—	—	—
Longest Time	3.53h	—	—	3.06h	—	—	—	0.73h	—	—	—	—	—
Median Time	3.53h	—	—	3.06h	—	—	—	0.59h	—	—	—	—	—
PStDev Time	0h	—	—	0h	—	—	—	0.14h	—	—	—	—	—

Other Changes	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Publication Time	18.72h	1.75h	22.76h	15.55h	—	24.06h	15.34h	22.66h	—	3.16h	4.73h	26.48h	5.86h
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	1	1	5	3	0	11	2	1	0	2	1	4	3
Mean Time	18.72h	1.75h	11.16h	8.23h	—	9.99h	8.33h	22.66h	—	2.78h	4.73h	14.93h	3.21h
Shortest Time	18.72h	1.75h	0.93h	4.56h	—	0.36h	1.31h	22.66h	—	2.4h	4.73h	4.35h	1.89h
Longest Time	18.72h	1.75h	22.76h	15.55h	—	24.06h	15.34h	22.66h	—	3.16h	4.73h	26.48h	5.86h
Median Time	18.72h	1.75h	10.88h	4.57h	—	13.6h	8.33h	22.66h	—	2.78h	4.73h	14.45h	1.89h
PStDev Time	0h	0h	8.28h	5.18h	—	8.27h	7.02h	0h	—	0.38h	0h	10.27h	1.87h

Notification of Completion

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



Routine (Technical)	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Notification Time	0.45s	0.29s	0.31s	0.27s	0.27s	0.71s	0.44s	0.58s	0.39s	0.25s	0.41s	0.45s	0.52s
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	23	66	23	42	18	36	34	68	30	61	697	81	251
Mean Time	0.33s	0.16s	0.19s	0.16s	0.18s	0.4s	0.3s	0.38s	0.23s	0.18s	0.27s	0.24s	0.39s
Shortest Time	0.18s	0.12s	0.12s	0.12s	0.13s	0.18s	0.16s	0.18s	0.13s	0.13s	0.14s	0.15s	0.14s
Longest Time	0.46s	0.51s	0.33s	0.34s	0.3s	0.9s	0.51s	0.68s	0.54s	0.48s	0.53s	0.52s	0.98s
Median Time	0.33s	0.13s	0.18s	0.15s	0.17s	0.36s	0.28s	0.34s	0.2s	0.17s	0.26s	0.21s	0.38s
PStDev Time	0.08s	0.07s	0.05s	0.05s	0.04s	0.17s	0.08s	0.11s	0.09s	0.05s	0.08s	0.08s	0.10s

Routine (Non-Technical)	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Notification Time	0.36s	0.42s	0.18s	0.19s	0.29s	0.33s	0.34s	0.44s	0.26s	0.23s	0.22s	0.3s	0.34s
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	162	145	899	59	40	11	19	136	63	21	110	54	27
Mean Time	0.26s	0.24s	0.14s	0.16s	0.2s	0.3s	0.29s	0.29s	0.17s	0.19s	0.18s	0.2s	0.29s
Shortest Time	0.16s	0.12s	0.12s	0.13s	0.13s	0.24s	0.21s	0.15s	0.13s	0.14s	0.13s	0.14s	0.24s
Longest Time	0.53s	0.5s	0.26s	0.2s	0.39s	0.34s	0.45s	0.5s	0.29s	0.23s	0.63s	0.31s	0.39s
Median Time	0.27s	0.22s	0.14s	0.17s	0.19s	0.3s	0.28s	0.27s	0.16s	0.2s	0.17s	0.19s	0.29s
PStDev Time	0.06s	0.1s	0.02s	0.02s	0.06s	0.03s	0.05s	0.08s	0.03s	0.02s	0.05s	0.05s	0.03s

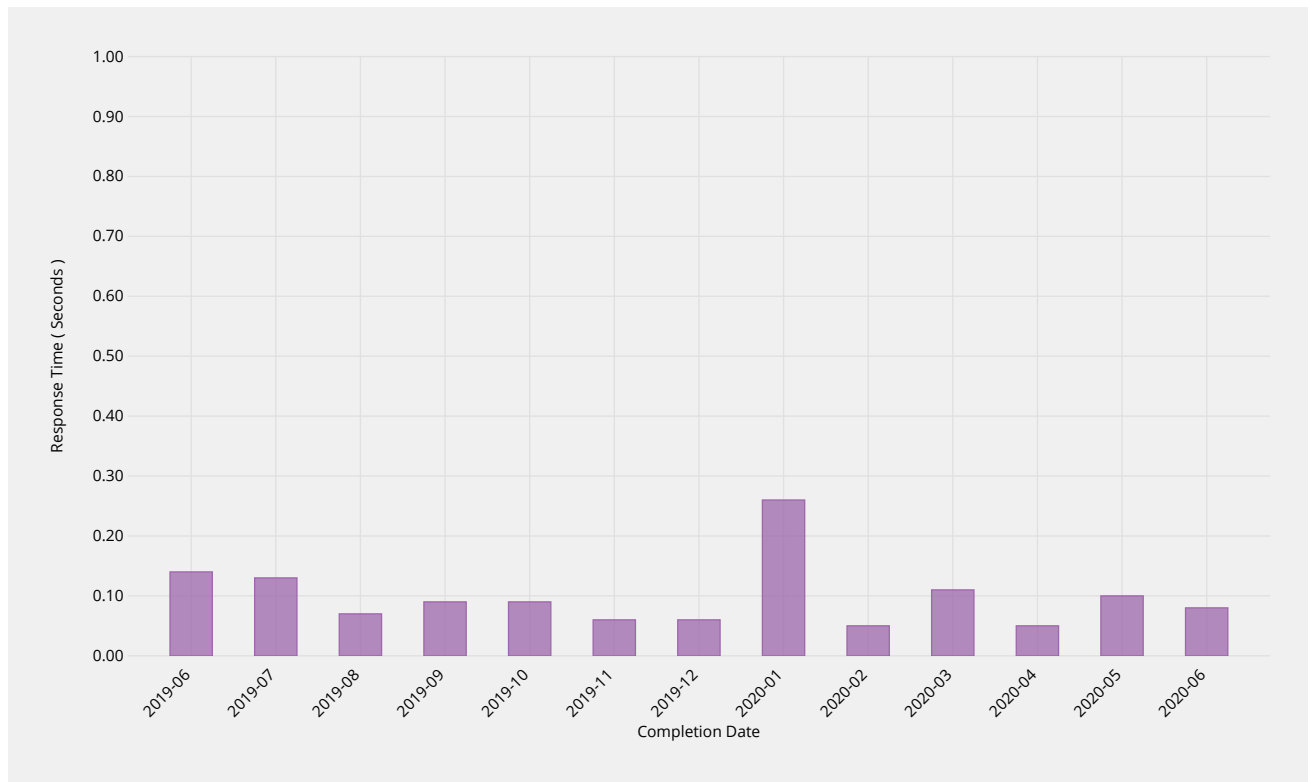
gTLD Creation/Transfer	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Notification Time	—	—	0.57s	0.39s	0.29s	—	0.75s	—	—	—	—	—	0.56s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	1	1	1	0	1	0	0	0	0	0	3
Mean Time	—	—	0.57s	0.39s	0.29s	—	0.75s	—	—	—	—	—	0.54s
Shortest Time	—	—	0.57s	0.39s	0.29s	—	0.75s	—	—	—	—	—	0.53s
Longest Time	—	—	0.57s	0.39s	0.29s	—	0.75s	—	—	—	—	—	0.56s
Median Time	—	—	0.57s	0.39s	0.29s	—	0.75s	—	—	—	—	—	0.54s
PStDev Time	—	—	0s	0s	0s	—	0s	—	—	—	—	—	0.01s

ccTLD Creation/Transfer	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Notification Time	0.57s	—	—	0.28s	—	0.2s	—	1.02s	—	—	—	—	0.26s
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	1	0	2	0	0	0	0	1
Mean Time	0.57s	—	—	0.28s	—	0.2s	—	0.78s	—	—	—	—	0.26s
Shortest Time	0.57s	—	—	0.28s	—	0.2s	—	0.52s	—	—	—	—	0.26s
Longest Time	0.57s	—	—	0.28s	—	0.2s	—	1.04s	—	—	—	—	0.26s
Median Time	0.57s	—	—	0.28s	—	0.2s	—	0.78s	—	—	—	—	0.26s
PStDev Time	0s	—	—	0s	—	0s	—	0.26s	—	—	—	—	0.00s

Other Changes	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Notification Time	0.35s	0.2s	0.2s	0.24s	—	0.44s	0.3s	0.37s	0.21s	0.27s	0.24s	0.29s	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	1	1	6	3	0	11	2	5	1	2	1	4	3
Mean Time	0.35s	0.2s	0.17s	0.19s	—	0.27s	0.27s	0.28s	0.21s	0.23s	0.24s	0.26s	0.28s
Shortest Time	0.35s	0.2s	0.15s	0.14s	—	0.15s	0.23s	0.21s	0.21s	0.19s	0.24s	0.21s	0.24s
Longest Time	0.35s	0.2s	0.2s	0.24s	—	0.52s	0.3s	0.39s	0.21s	0.27s	0.24s	0.29s	0.34s
Median Time	0.35s	0.2s	0.17s	0.18s	—	0.23s	0.27s	0.25s	0.21s	0.23s	0.24s	0.26s	0.26s
PStDev Time	0s	0s	0.02s	0.04s	—	0.1s	0.03s	0.07s	0s	0.04s	0s	0.03s	0.04s

Credential Recovery

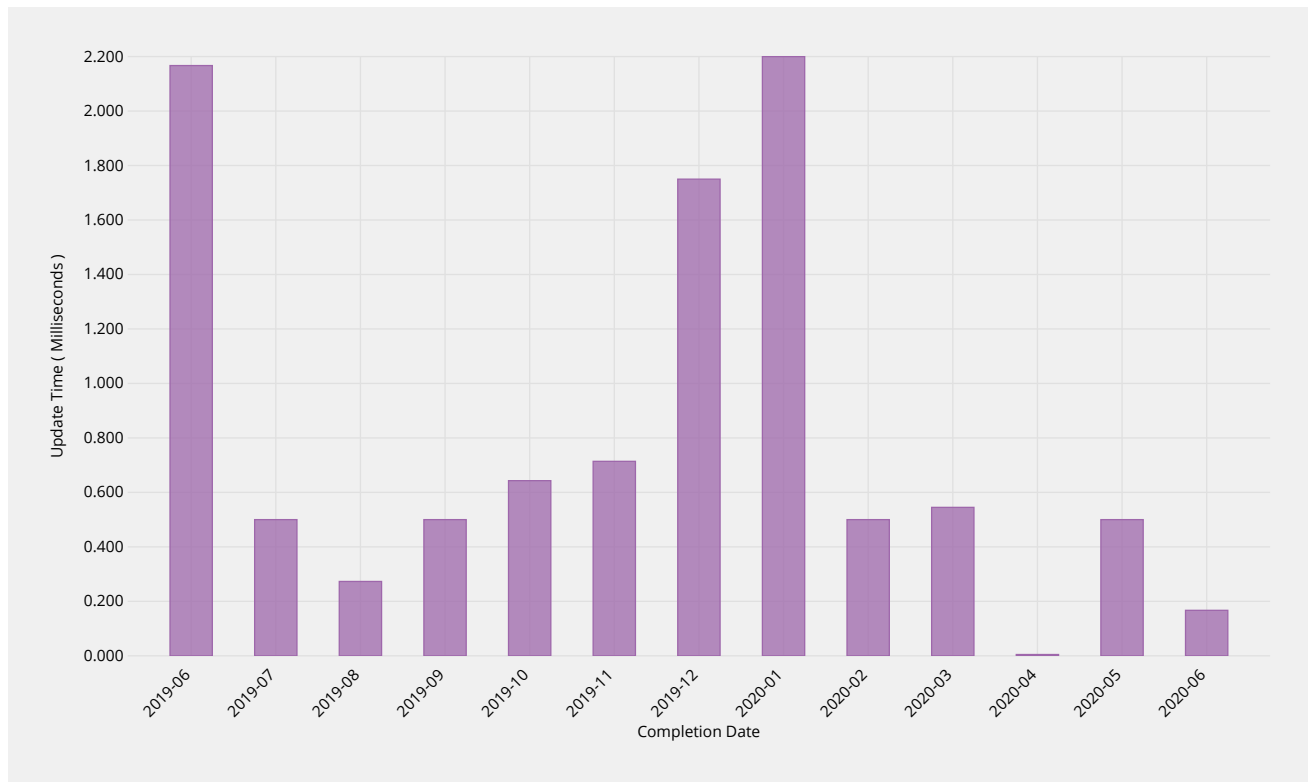
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Response Time	0.14s	0.13s	0.07s	0.09s	0.09s	0.06s	0.06s	0.26s	0.05s	0.11s	0.05s	0.1s	0.08s
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	12	10	22	16	16	12	4	15	2	11	8	5	12
Mean Time	0.07s	0.06s	0.04s	0.05s	0.05s	0.04s	0.05s	0.14s	0.04s	0.06s	0.04s	0.07s	0.05s
Shortest Time	0s	0.02s	0.01s	0.03s	0.04s	0.03s	0.04s	0.04s	0.04s	0.01s	0.01s	0.06s	0.01s
Longest Time	0.15s	0.14s	0.07s	0.12s	0.1s	0.06s	0.06s	0.27s	0.06s	0.12s	0.06s	0.11s	0.08s
Median Time	0.07s	0.04s	0.04s	0.04s	0.05s	0.04s	0.05s	0.15s	0.04s	0.05s	0.05s	0.06s	0.05s
PStDev Time	0.05s	0.04s	0.01s	0.02s	0.02s	0.01s	0.01s	0.07s	0.01s	0.03s	0.02s	0.02s	0.02s

Credential Change

Time to implement new password within the system.

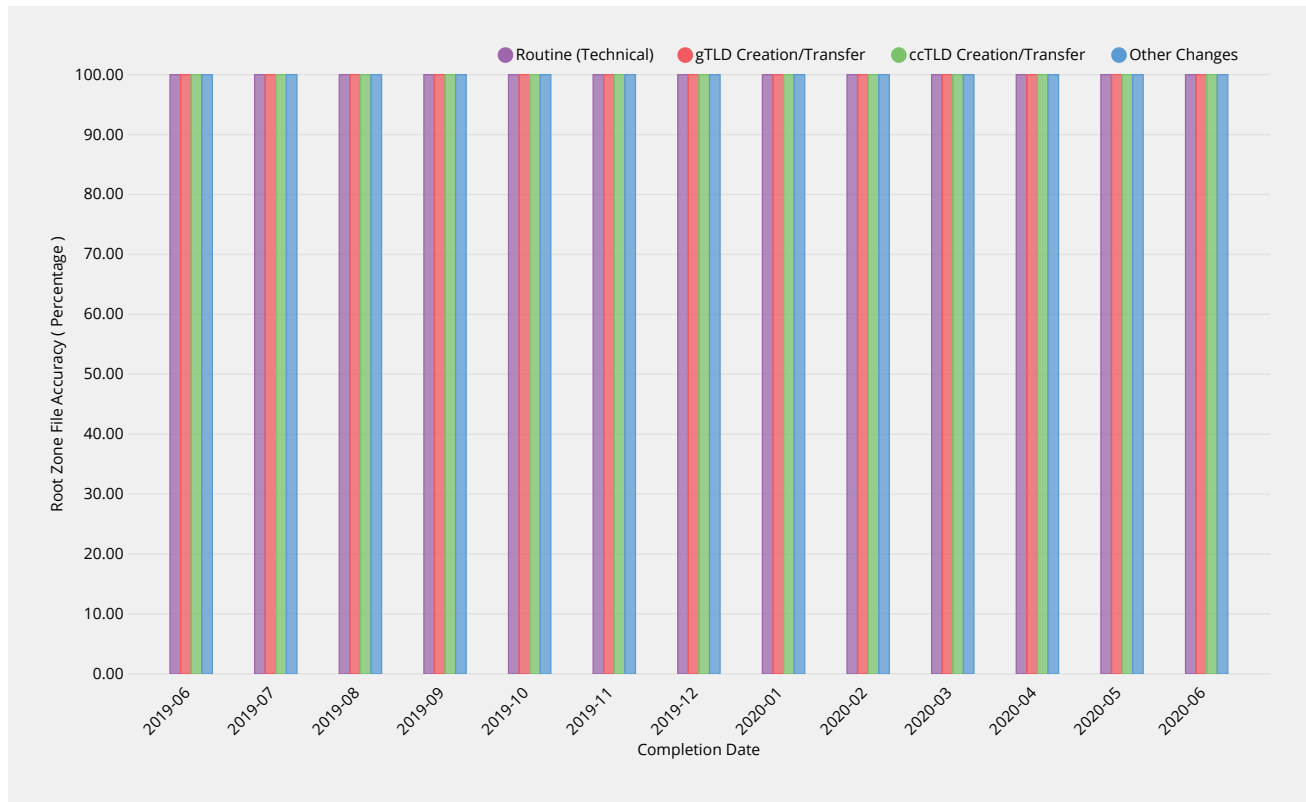


Credential Change	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Update Time	4ms	1.65ms	1ms	2ms	1.7ms	1ms	3.55ms	5ms	0.95ms	1ms	0ms	1ms	1.000ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	300000ms	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	6	8	22	16	14	7	4	10	2	11	6	4	12
Mean Time	2.167ms	0.5ms	0.273ms	0.5ms	0.643ms	0.714ms	1.75ms	2.2ms	0.5ms	0.545ms	0ms	0.5ms	0.167ms
Shortest Time	1ms	0ms	0ms	0ms	0ms	0ms	1ms	0ms	0ms	0ms	0ms	0ms	0.000ms
Longest Time	4ms	2ms	1ms	2ms	3ms	1ms	4ms	5ms	1ms	1ms	0ms	1ms	1.000ms
Median Time	1.5ms	0ms	0ms	0ms	0.5ms	1ms	1ms	1.5ms	0.5ms	1ms	0ms	0.5ms	0.000ms
PStDev Time	1.344ms	0.707ms	0.445ms	0.707ms	0.811ms	0.452ms	1.299ms	1.661ms	0.5ms	0.498ms	0ms	0.5ms	0.373ms

Accuracy

Root Zone File

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



Routine (Technical)	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.00%
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	23	66	23	42	18	36	34	68	30	61	697	81	251

gTLD Creation/Transfer	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.00%
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	1	0	1	0	0	0	0	0	3

ccTLD Creation/Transfer	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.00%
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	1	0	2	0	0	0	0	1

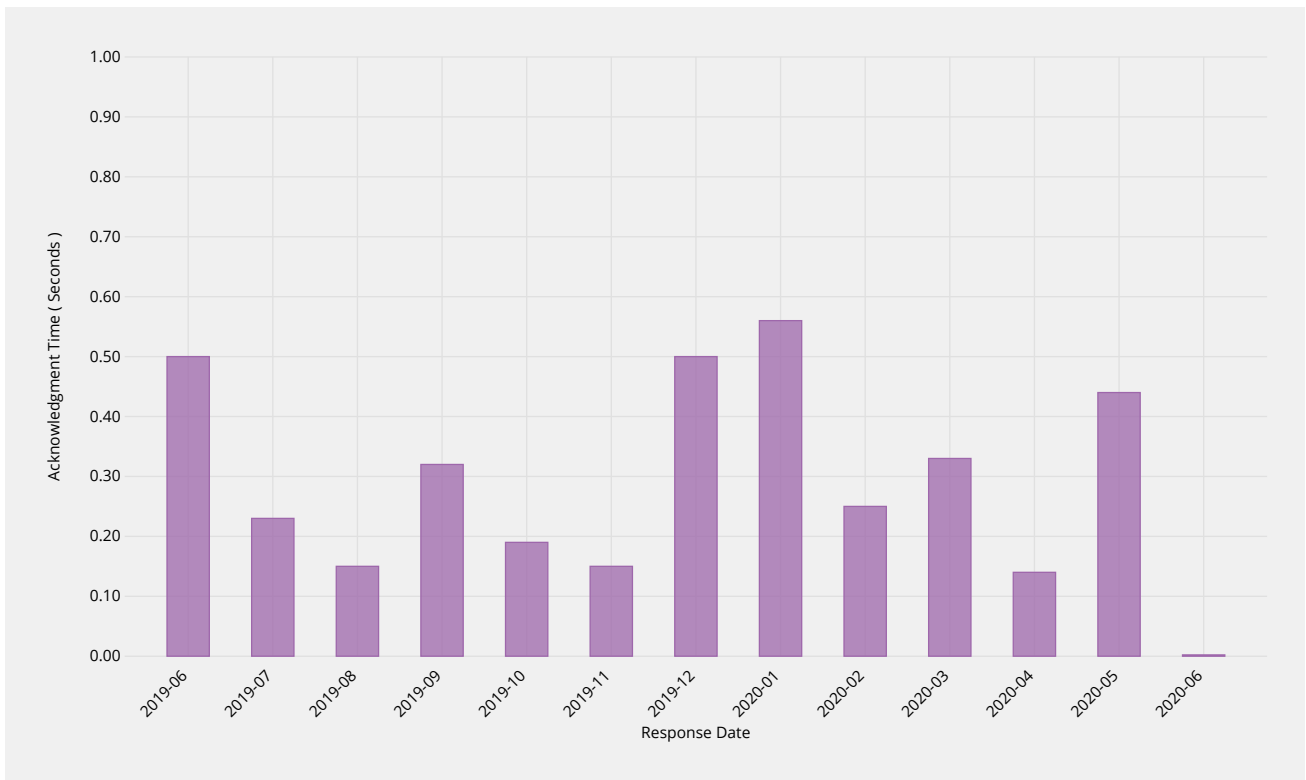
Other Changes	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	1	1	6	3	0	11	2	5	1	2	1	4	3

Other Changes	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Request Count	1	1	6	3	0	11	2	5	1	2	1	4	3

Enquiry Processing

Time to acknowledge

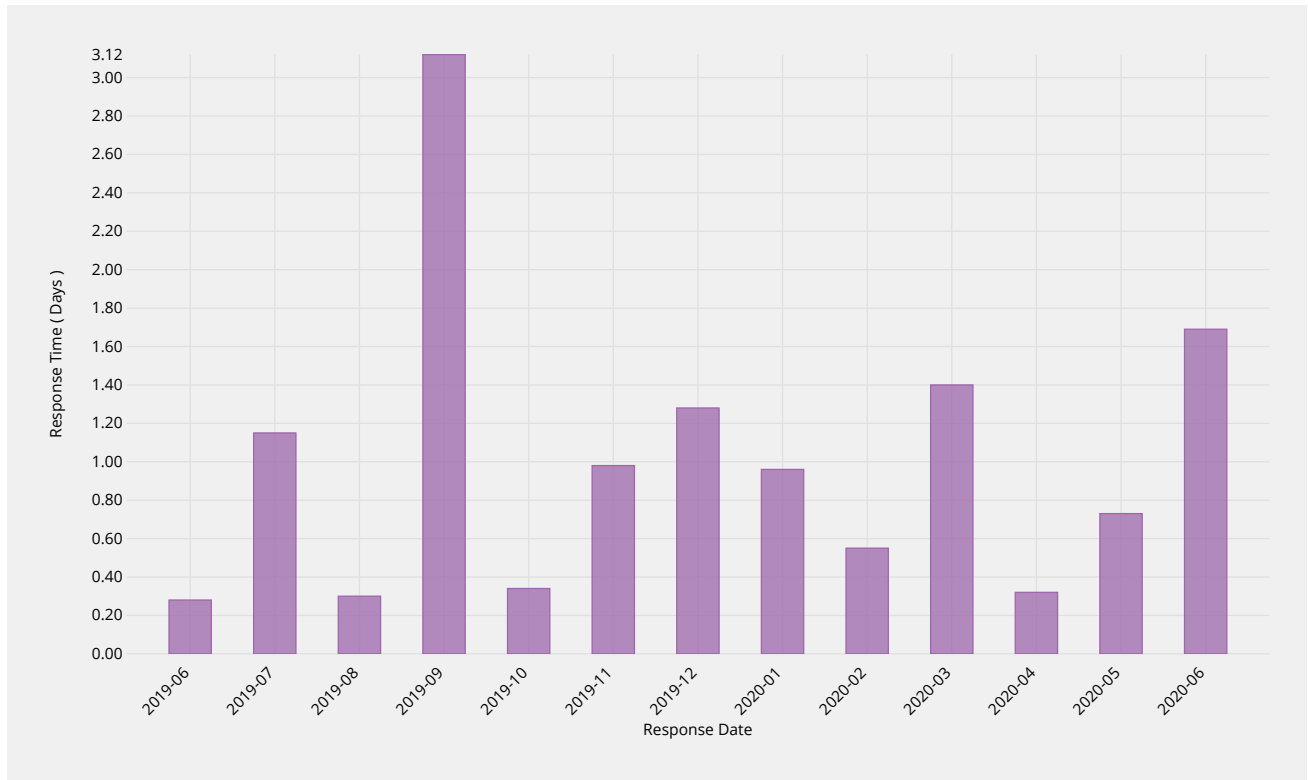
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Acknowledgment Time	1.45s	1.00s	1.00s	1.00s	1.00s	1.00s	1.00s	1.00s	1.00s	1.00s	0.70s	1.00s	0.00s
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	12	26	48	28	27	13	10	9	12	6	7	9	2
Mean Time	0.50s	0.23s	0.15s	0.32s	0.19s	0.15s	0.50s	0.56s	0.25s	0.33s	0.14s	0.44s	0.00s
Shortest Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s
Longest Time	2.00s	1.00s	1.00s	1.00s	1.00s	1.00s	1.00s	1.00s	1.00s	1.00s	1.00s	1.00s	0.00s
Median Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.50s	1.00s	0.00s	0.00s	0.00s	0.00s	0.00s
PStDev Time	0.65s	0.42s	0.35s	0.47s	0.39s	0.36s	0.50s	0.50s	0.43s	0.47s	0.35s	0.50s	0.00s

Time to initial response

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

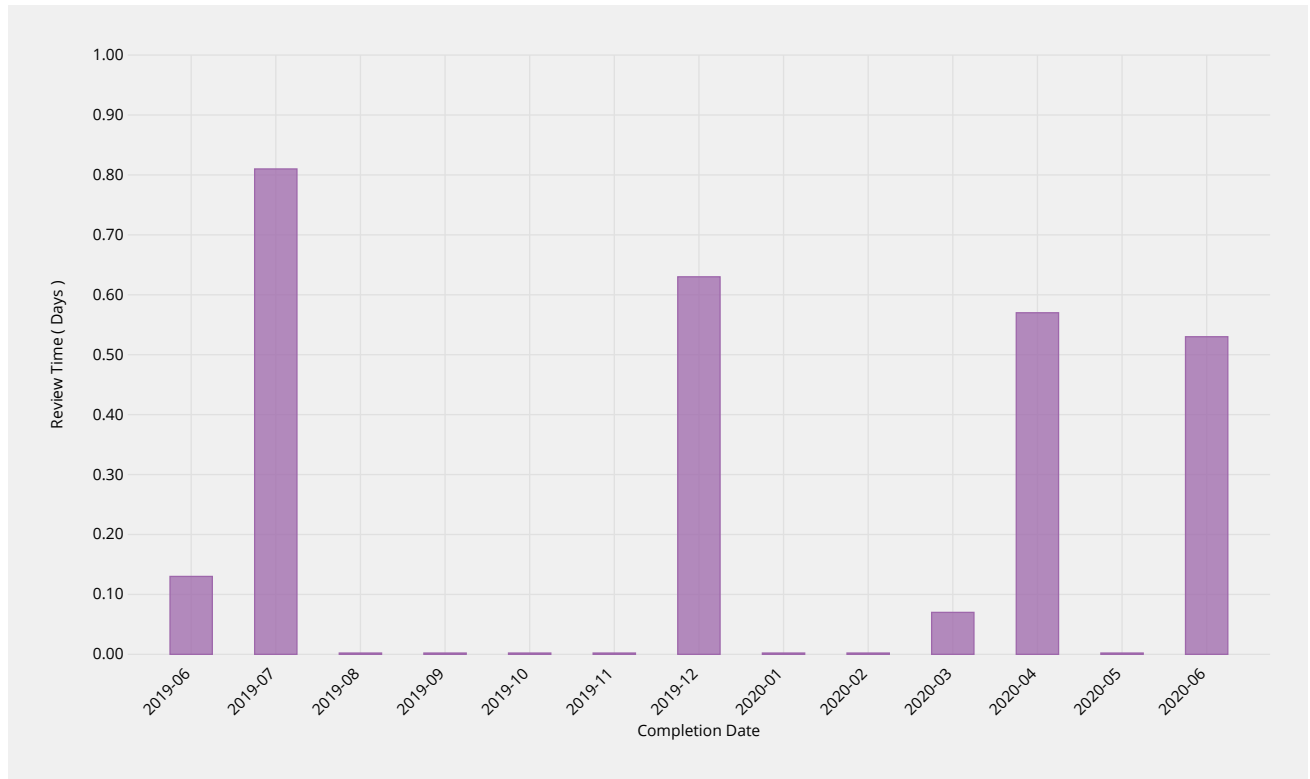


Manual Enquiries	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Response Time	0.47d	2.84d	0.75d	2.61d	0.77d	2.18d	3.14d	2.03d	1.11d	3.83d	0.75d	1.31d	3.00d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	9	29	40	30	22	12	7	9	10	6	7	7	2
Mean Time	0.28d	1.15d	0.30d	3.12d	0.34d	0.98d	1.28d	0.96d	0.55d	1.40d	0.32d	0.73d	1.69d
Shortest Time	0.04d	0.01d	0.00d	0.00d	0.01d	0.01d	0.01d	0.04d	0.00d	0.03d	0.02d	0.11d	0.05d
Longest Time	0.49d	11.23d	1.27d	41.11d	1.26d	2.82d	3.26d	4.74d	1.90d	7.28d	1.42d	1.62d	3.33d
Median Time	0.31d	0.28d	0.21d	0.30d	0.22d	0.70d	0.74d	0.38d	0.40d	0.31d	0.15d	0.71d	1.69d
PStDev Time	0.17d	2.14d	0.30d	9.56d	0.33d	0.94d	1.21d	1.41d	0.55d	2.63d	0.46d	0.51d	1.64d

Label Generation Rulesets

Review Time

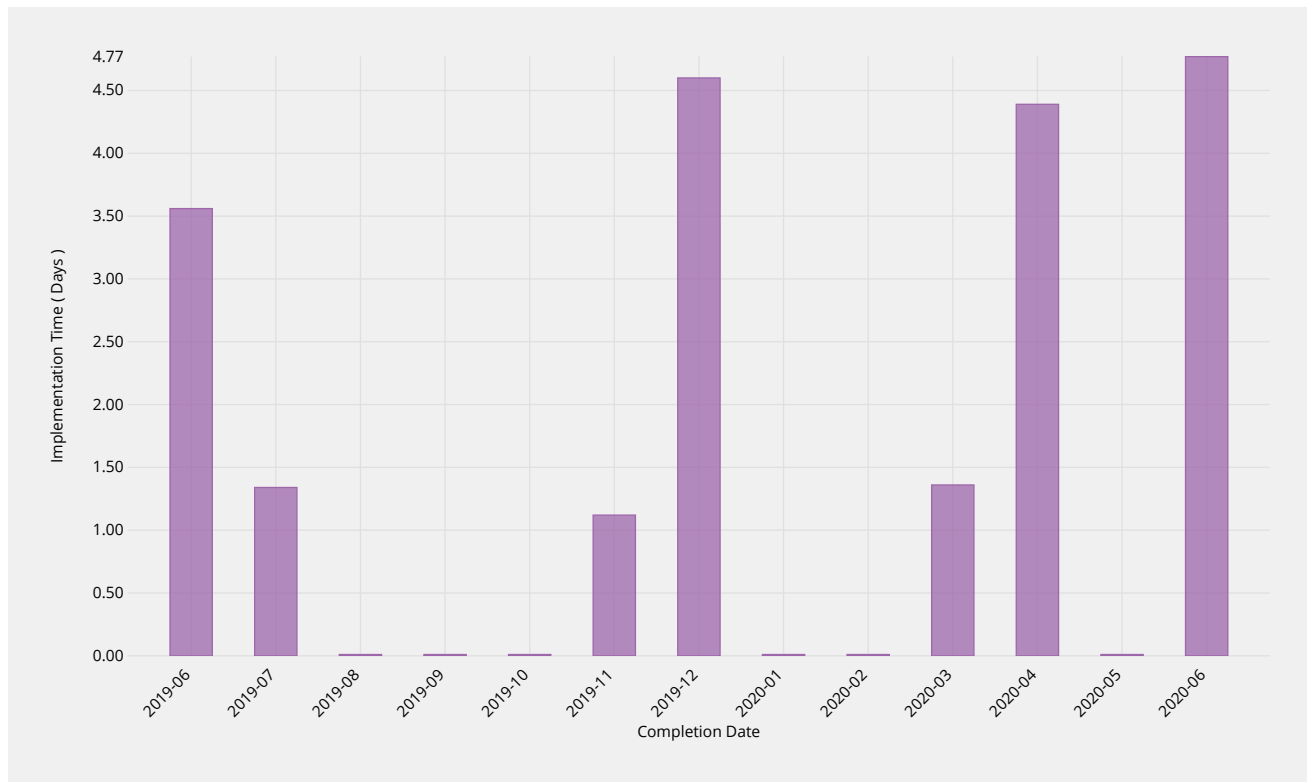
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Review Time	0.13d	0.81d	—	—	—	—	0.63d	—	—	0.07d	0.57d	—	0.53d
Monthly Threshold	—	—	—	—	—	—	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	—	—	—	—	—	—	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Review Count	2	2	0	0	0	0	2	0	0	2	3	0	3
Shortest Time	0d	0.79d	—	—	—	—	0.37d	—	—	0.02d	0.39d	—	0.01d
Longest Time	0.13d	0.81d	—	—	—	—	0.66d	—	—	0.07d	0.61d	—	0.56d
Median Time	0.07d	0.8d	—	—	—	—	0.51d	—	—	0.04d	0.42d	—	0.38d
PStDev Time	0.06d	0.01d	—	—	—	—	0.14d	—	—	0.03d	0.1d	—	0.23d

Implementation Time

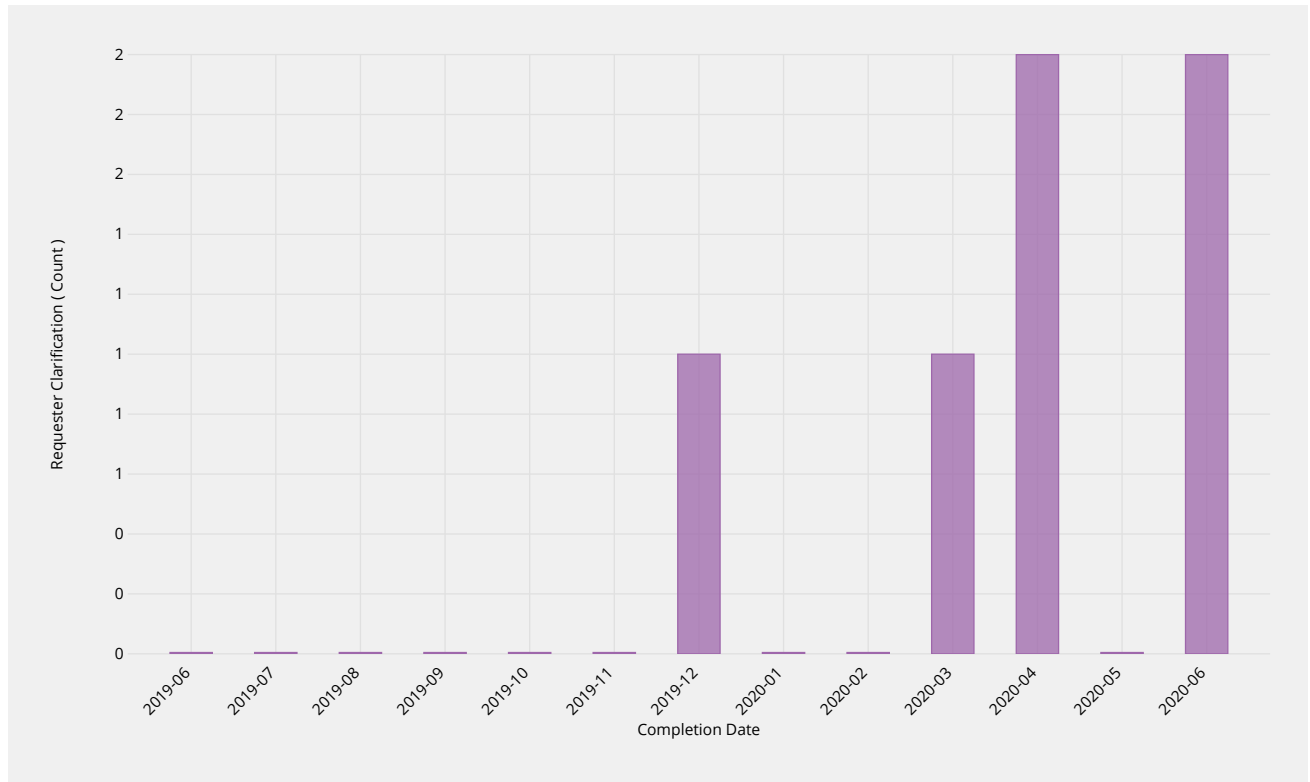
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Implementation Time	3.56d	1.34d	—	—	—	1.12d	4.6d	—	—	1.36d	4.39d	—	4.77d
Monthly Threshold	—	—	—	—	—	—	7d	7d	7d	7d	7d	7d	7d
Threshold Percentile	—	—	—	—	—	—	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	2	2	0	0	0	1	1	0	0	1	1	0	1
Shortest Time	0.67d	1.34d	—	—	—	1.12d	4.6d	—	—	1.36d	4.39d	—	4.77d
Longest Time	3.56d	1.34d	—	—	—	1.12d	4.6d	—	—	1.36d	4.39d	—	4.77d
Median Time	2.11d	1.34d	—	—	—	1.12d	4.6d	—	—	1.36d	4.39d	—	4.77d
PStDev Time	1.44d	0d	—	—	—	0d	0d	—	—	0d	0d	—	0.00d

Requester Clarification

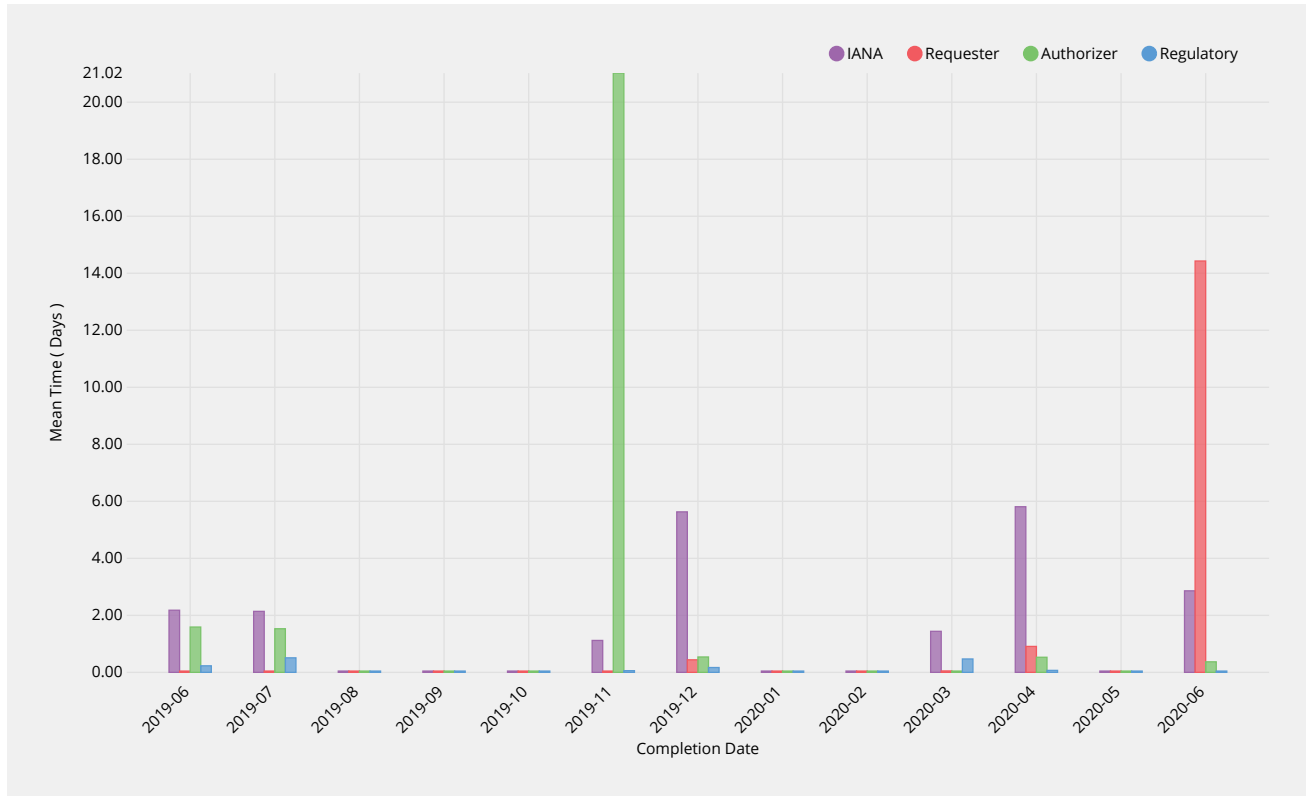
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Count	0	0	—	—	—	0	1	—	—	1	2	—	2
Request Count	2	2	0	0	0	1	1	0	0	1	1	0	2
Shortest Clarification	0	0	—	—	—	0	1	—	—	1	2	—	1
Longest Clarification	0	0	—	—	—	0	1	—	—	1	2	—	1

Time per Actor

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



IANA	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Mean Time	2.18d	2.14d	—	—	—	1.12d	5.63d	—	—	1.44d	5.81d	—	2.86d
Review Count	2	2	0	0	0	1	1	0	0	1	1	0	2
Shortest Time	0.8d	2.13d	—	—	—	1.12d	5.63d	—	—	1.44d	5.81d	—	0.38d
Longest Time	3.56d	2.15d	—	—	—	1.12d	5.63d	—	—	1.44d	5.81d	—	5.34d
Median Time	2.18d	2.14d	—	—	—	1.12d	5.63d	—	—	1.44d	5.81d	—	2.86d
PStDev Time	1.38d	0.01d	—	—	—	0d	0d	—	—	0d	0d	—	2.48d

Requester	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Mean Time	—	—	—	—	—	—	0.44d	—	—	0.05d	0.91d	—	14.43d
Review Count	0	0	0	0	0	0	1	0	0	1	1	0	2
Shortest Time	—	—	—	—	—	—	0.44d	—	—	0.05d	0.91d	—	0.02d
Longest Time	—	—	—	—	—	—	0.44d	—	—	0.05d	0.91d	—	28.84d
Median Time	—	—	—	—	—	—	0.44d	—	—	0.05d	0.91d	—	14.43d
PStDev Time	—	—	—	—	—	—	0d	—	—	0d	0d	—	14.41d

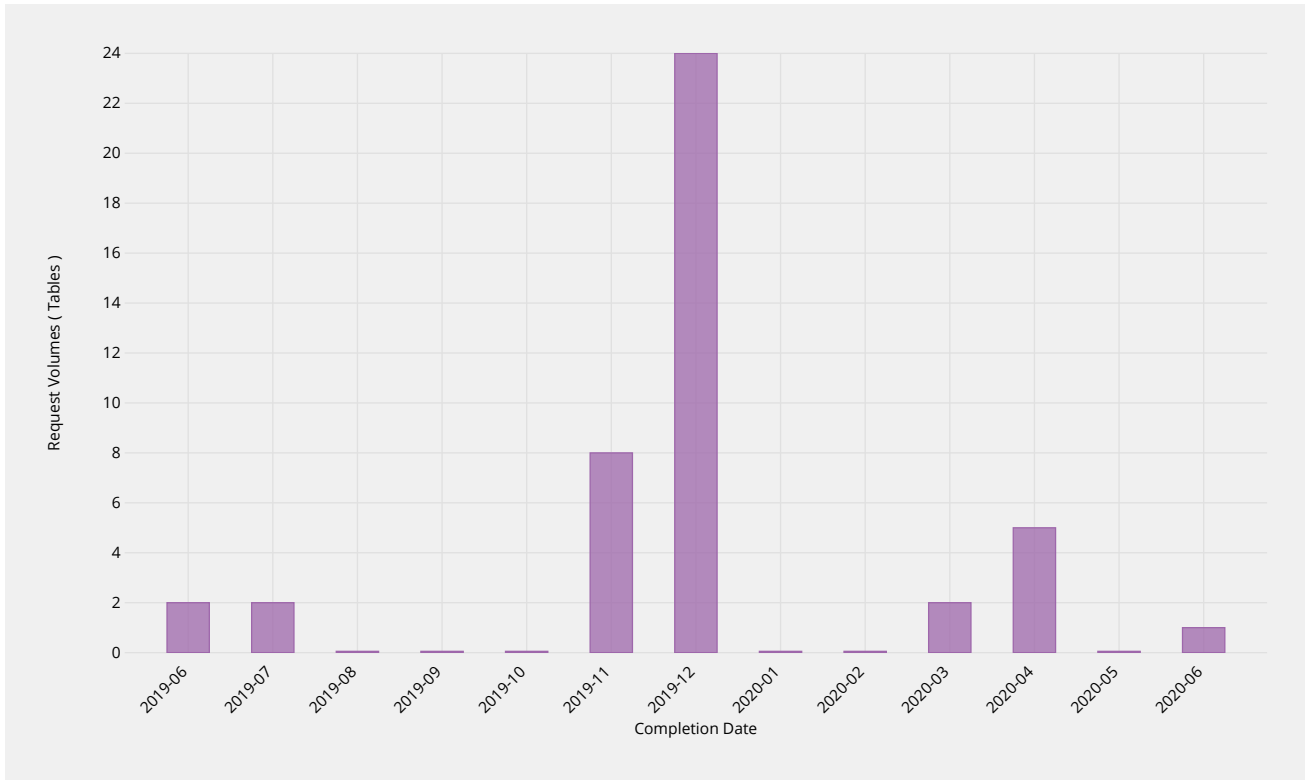
Authorizer	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Mean Time	1.59d	1.53d	—	—	—	21.02d	0.54d	—	—	0.03d	0.53d	—	0.37d
Review Count	2	2	0	0	0	1	1	0	0	1	1	0	1
Shortest Time	0.02d	1.53d	—	—	—	21.02d	0.54d	—	—	0.03d	0.53d	—	0.37d
Longest Time	3.16d	1.53d	—	—	—	21.02d	0.54d	—	—	0.03d	0.53d	—	0.37d
Median Time	1.59d	1.53d	—	—	—	21.02d	0.54d	—	—	0.03d	0.53d	—	0.37d
PStDev Time	1.57d	0d	—	—	—	0d	0d	—	—	0d	0d	—	0.00d

Regulatory	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Mean Time	0.23d	0.51d	—	—	—	0.06d	0.17d	—	—	0.47d	0.07d	—	0.02d
Review Count	2	2	0	0	0	1	1	0	0	1	1	0	1
Shortest Time	0.11d	0.51d	—	—	—	0.06d	0.17d	—	—	0.47d	0.07d	—	0.02d

Regulatory	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Longest Time	0.34d	0.51d	—	—	—	0.06d	0.17d	—	—	0.47d	0.07d	—	0.02d
Median Time	0.23d	0.51d	—	—	—	0.06d	0.17d	—	—	0.47d	0.07d	—	0.02d
PStDev Time	0.11d	0d	—	—	—	0d	0d	—	—	0d	0d	—	0.00d

Request Volumes

Total number of LGRs added or modified.



Request Volumes	2019-06	2019-07	2019-08	2019-09	2019-10	2019-11	2019-12	2020-01	2020-02	2020-03	2020-04	2020-05	2020-06
Total LGRs Processed	2	2	—	—	—	8	24	—	—	2	5	—	1
Request Count	2	2	0	0	0	1	1	0	0	1	1	0	1
Average LGRs per Request	1	1	—	—	—	8	24	—	—	2	5	—	1
Smallest per Request	1	1	—	—	—	8	24	—	—	2	5	—	1
Largest per Request	1	1	—	—	—	8	24	—	—	2	5	—	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.