

IANA Naming Function Monthly Performance Report

May 2021

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Summary of Performance


Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 6.16s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 17.62s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ 6.27s	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ 1.30s	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ —	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.05d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ 0.93d	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ 0.33d	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ —	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 0.67m	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%)	✓ —	p9
Technical Check (Retest)	Routine (Technical)	≤10m (95.0%)	✗ 20.59m	p10
Technical Check (Retest)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p10
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%)	✓ 0.52m	p11
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%)	✓ —	p12
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60000ms (95.0%)	✓ 2.00ms	p13
Email Dispatch	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 4.00ms	p13
Email Dispatch	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 2.00ms	p13
Email Dispatch	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ 2.00ms	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%)	✓ 1.00ms	p15
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0.00ms	p15
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p16
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ —	p16
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 0.67d	p17
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 0.00d	p17
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 0.06d	p17
Validation and Reviews	ccTLD Creation/Transfer	N/A	—	p18
Validation and Reviews	Other Changes	N/A	—	p18
Third Party Approval	ccTLD Creation/Transfer	N/A	—	p19
ccTLD Creation/Transfer				
Submission Review	Staff Review	≤14d (100.0%)	✓ —	p19
Requester Clarification	Requester Clarification	N/A	1	p20
Report Preparation	Report Preparation	≤21d (100.0%)	✓ —	p21
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 64.63h	p22

Metric	Category	Expected	Actual	Detail
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p22
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p22
Root Zone Publication	Other Changes	N/A	—	p23
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 2.05s	p23
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 1.12s	p24
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 1.06s	p24
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p24
Notification of Completion	Other Changes	≤60s (95.0%)	✓ —	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%)	✓ 0.09s	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%)	✓ 2.50s	p33
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 1.48d	p34
Label Generation Rulesets				
Review Time	Review Time	≤5d (90.0%)	✓ 0.98d	p35
Implementation Time	Implementation Time	≤7d (90.0%)	✓ 4.95d	p36
Requester Clarification	Requester Clarification	N/A	38	p37
Time per Actor	IANA	N/A	6.53d	p38
Time per Actor	Requester	N/A	39.46d	p38
Time per Actor	Authorizer	N/A	14.44d	p38
Time per Actor	Regulatory	N/A	0.08d	p38
Request Volumes	Request Volumes	N/A	776	p39

Percentage of SLA thresholds met of those defined

63 of 64 (98.4%)

Exceptions and Narrative for Reporting Period

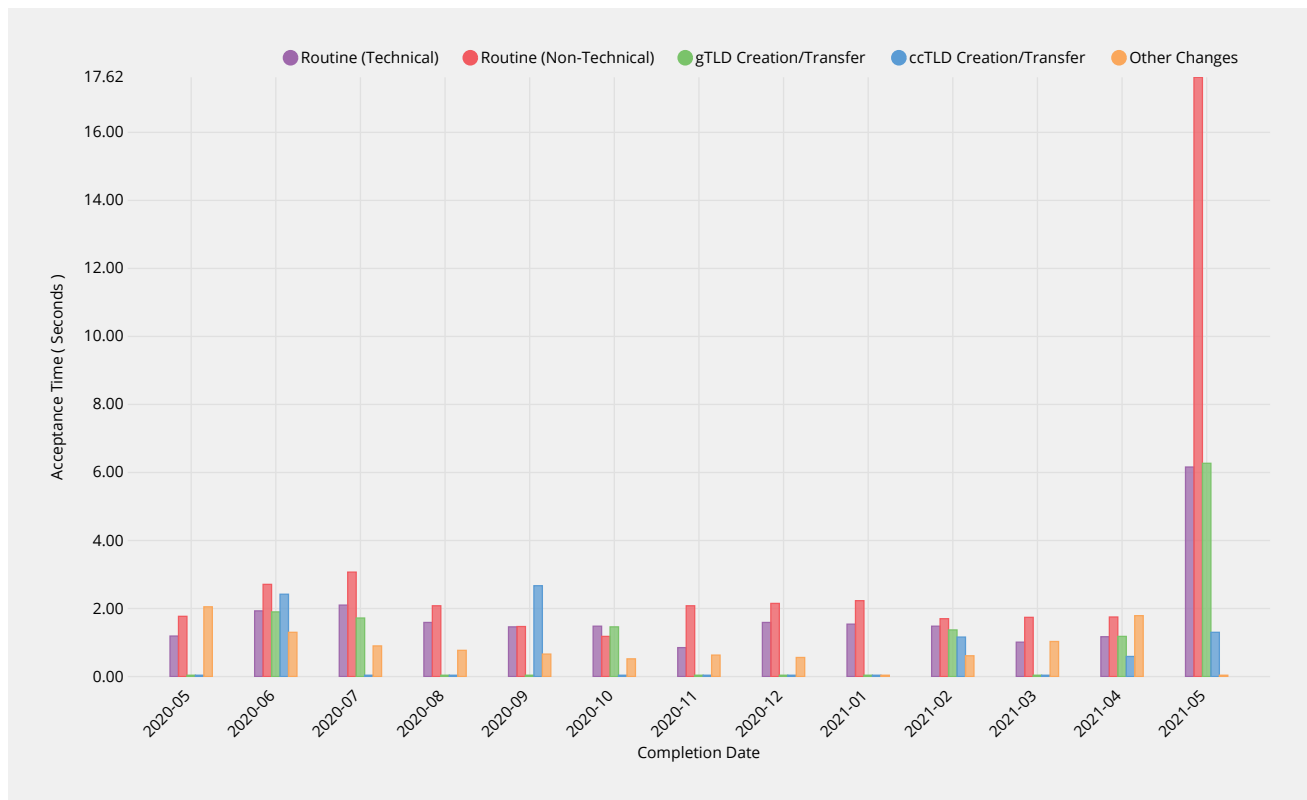
Metric	Category	Expected	Actual
Technical Check (Retest)	Routine (Technical)	10m	20.59m 
Primary cause:	TLD experiencing severe technical issues		
Analysis/Comments:	One request had technical configuration issues that failed the technical tests. The nature of the issue related to nameserver unreachability, which compounded the test execution time beyond the target SLA. The testing on this individual TLD was repeated 20 times throughout the month and therefore had a significant impact on the overall metric. We continue to evaluate optimizations that would reduce the cascading effect of unresponsive name servers on overall test execution time.		

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.



	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Routine (Technical)	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Acceptance Time	1.19s	1.93s	2.10s	1.59s	1.46s	1.48s	0.85s	1.59s	1.54s	1.48s	1.01s	1.17s	6.16s
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	83	255	53	33	77	154	145	62	67	51	68	22	44
Mean Time	0.77s	1.13s	1.03s	0.74s	0.68s	0.66s	0.63s	0.72s	0.71s	0.72s	0.70s	0.75s	3.39s
Shortest Time	0.54s	0.67s	0.58s	0.48s	0.47s	0.38s	0.43s	0.49s	0.51s	0.43s	0.50s	0.50s	0.59s
Longest Time	1.78s	2.62s	2.56s	1.66s	2.35s	1.83s	1.89s	2.12s	1.71s	2.14s	2.06s	1.55s	7.78s
Median Time	0.67s	1.05s	0.94s	0.60s	0.60s	0.58s	0.58s	0.62s	0.61s	0.62s	0.63s	0.66s	4.16s
PStDev Time	0.24s	0.30s	0.48s	0.33s	0.30s	0.27s	0.21s	0.32s	0.28s	0.32s	0.27s	0.24s	2.16s

	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Routine (Non-Technical)	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Acceptance Time	1.77s	2.71s	3.07s	2.08s	1.47s	1.18s	2.08s	2.15s	2.23s	1.70s	1.74s	1.75s	17.62s
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	59	28	14	14	20	204	70	24	45	32	50	15	219
Mean Time	1.23s	1.75s	1.84s	1.12s	1.14s	1.02s	1.45s	1.19s	1.17s	1.20s	1.14s	1.18s	11.76s
Shortest Time	0.88s	1.14s	1.14s	0.81s	0.80s	0.76s	0.85s	0.94s	0.75s	0.75s	0.80s	0.84s	0.97s
Longest Time	3.21s	2.92s	3.08s	2.20s	1.48s	2.15s	2.20s	2.48s	2.53s	2.34s	2.09s	2.34s	21.01s
Median Time	1.12s	1.66s	1.62s	0.94s	1.07s	1.00s	1.29s	1.07s	1.02s	1.13s	1.09s	1.05s	11.49s
PStDev Time	0.39s	0.44s	0.61s	0.42s	0.20s	0.16s	0.44s	0.37s	0.40s	0.33s	0.27s	0.36s	2.95s

gTLD Creation/Transfer	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Acceptance Time	—	1.90s	1.72s	—	—	1.46s	—	—	—	1.37s	—	1.18s	6.27s
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	3	1	0	0	4	0	0	0	1	0	5	1
Mean Time	—	1.43s	1.72s	—	—	1.08s	—	—	—	1.37s	—	1.11s	6.27s
Shortest Time	—	1.12s	1.72s	—	—	0.63s	—	—	—	1.37s	—	1.05s	6.27s
Longest Time	—	1.98s	1.72s	—	—	1.51s	—	—	—	1.37s	—	1.19s	6.27s
Median Time	—	1.18s	1.72s	—	—	1.10s	—	—	—	1.37s	—	1.11s	6.27s
PStDev Time	—	0.39s	0.00s	—	—	0.31s	—	—	—	0.00s	—	0.05s	0.00s

ccTLD Creation/Transfer	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Acceptance Time	—	2.42s	—	—	2.67s	—	—	—	—	1.16s	—	0.59s	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	0	1	0	0	1	0	0	0	0	1	0	1	1
Mean Time	—	2.42s	—	—	2.67s	—	—	—	—	1.16s	—	0.59s	1.30s
Shortest Time	—	2.42s	—	—	2.67s	—	—	—	—	1.16s	—	0.59s	1.30s
Longest Time	—	2.42s	—	—	2.67s	—	—	—	—	1.16s	—	0.59s	1.30s
Median Time	—	2.42s	—	—	2.67s	—	—	—	—	1.16s	—	0.59s	1.30s
PStDev Time	—	0.00s	—	—	0.00s	—	—	—	—	0.00s	—	0.00s	0.00s

Other Changes	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Acceptance Time	2.05s	1.30s	0.90s	0.77s	0.66s	0.52s	0.63s	0.56s	—	0.61s	1.03s	1.79s	—
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	4	3	2	1	2	1	2	2	0	2	1	5	0
Mean Time	1.51s	1.16s	0.78s	0.77s	0.60s	0.52s	0.59s	0.55s	—	0.61s	1.03s	0.91s	—
Shortest Time	0.76s	1.05s	0.64s	0.77s	0.53s	0.52s	0.55s	0.54s	—	0.61s	1.03s	0.56s	—
Longest Time	2.11s	1.33s	0.92s	0.77s	0.66s	0.52s	0.63s	0.56s	—	0.61s	1.03s	2.07s	—
Median Time	1.59s	1.09s	0.78s	0.77s	0.60s	0.52s	0.59s	0.55s	—	0.61s	1.03s	0.64s	—
PStDev Time	0.49s	0.12s	0.14s	0.00s	0.07s	0.00s	0.04s	0.01s	—	0.00s	0.00s	0.59s	—

gTLD Creation/Transfer	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Median Time	—	—	0.08d	—	—	—	—	—	—	—	—	—	0.93d
PStDev Time	—	—	0.00d	—	—	—	—	—	—	—	—	—	0.00d

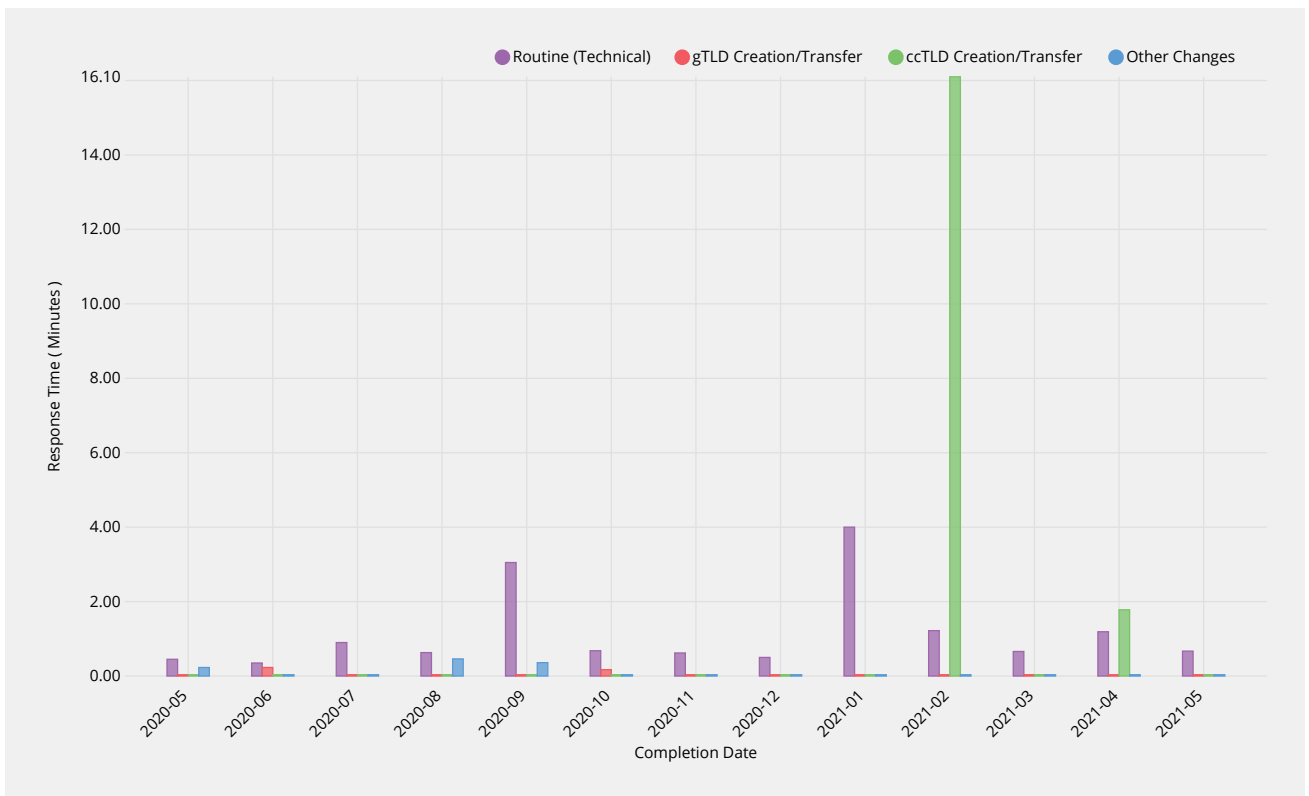
ccTLD Creation/Transfer	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Lodgment Time	—	0.19d	—	—	1.82d	—	—	—	—	1.18d	—	—	0.33d
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	1	0	0	1	0	0	0	0	1	0	0	1
Mean Time	—	0.19d	—	—	1.82d	—	—	—	—	1.18d	—	—	0.33d
Shortest Time	—	0.19d	—	—	1.82d	—	—	—	—	1.18d	—	—	0.33d
Longest Time	—	0.19d	—	—	1.82d	—	—	—	—	1.18d	—	—	0.33d
Median Time	—	0.19d	—	—	1.82d	—	—	—	—	1.18d	—	—	0.33d
PStDev Time	—	0.00d	—	—	0.00d	—	—	—	—	0.00d	—	—	0.00d

Other Changes	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Lodgment Time	0.34d	0.95d	0.01d	—	0.05d	0.01d	0.46d	0.41d	—	0.32d	0.62d	0.79d	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	2	2	2	0	1	1	1	2	0	2	1	4	0
Mean Time	0.30d	0.51d	0.01d	—	0.05d	0.01d	0.46d	0.34d	—	0.32d	0.62d	0.47d	—
Shortest Time	0.24d	0.01d	0.01d	—	0.05d	0.01d	0.46d	0.27d	—	0.31d	0.62d	0.15d	—
Longest Time	0.35d	1.00d	0.01d	—	0.05d	0.01d	0.46d	0.42d	—	0.32d	0.62d	0.85d	—
Median Time	0.30d	0.51d	0.01d	—	0.05d	0.01d	0.46d	0.34d	—	0.32d	0.62d	0.45d	—
PStDev Time	0.05d	0.49d	0.00d	—	0.00d	0.00d	0.00d	0.08d	—	0.00d	0.00d	0.25d	—

Technical Checks

Technical Check (First)

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



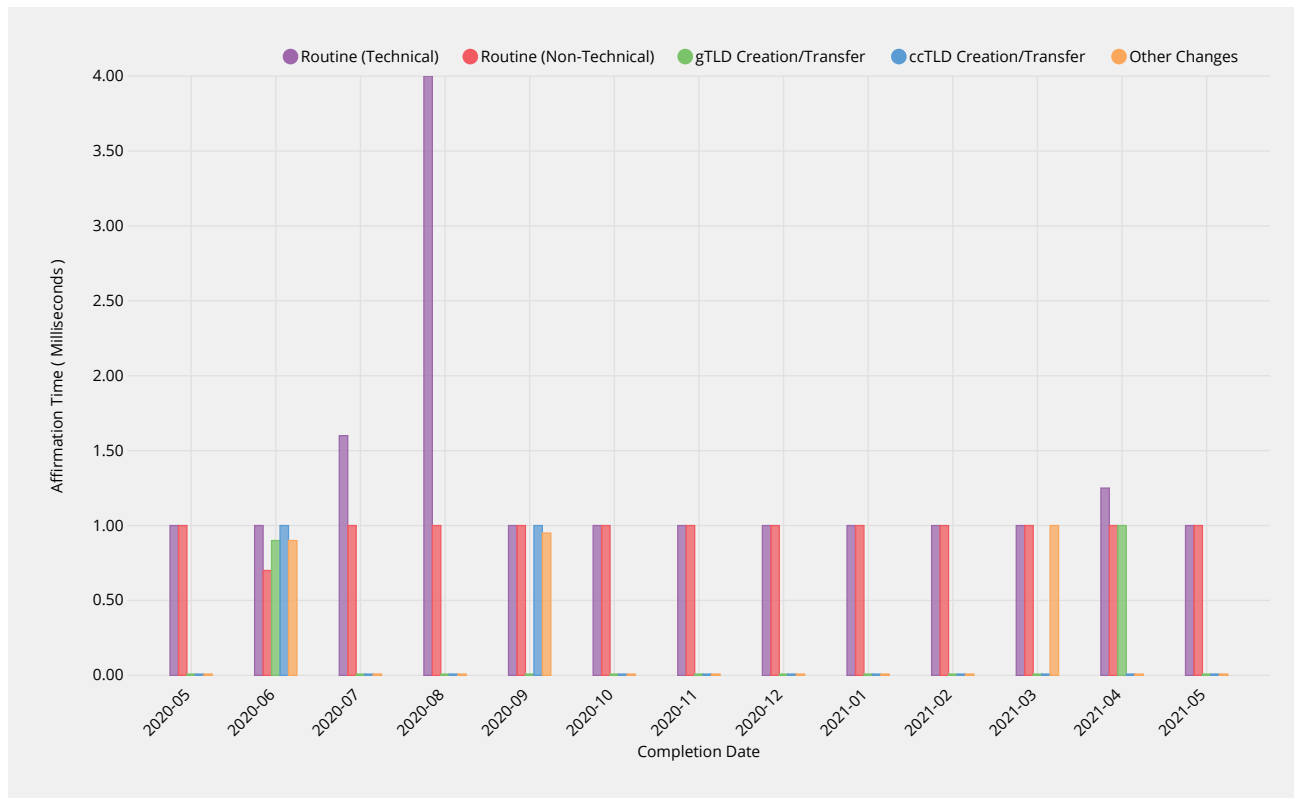
gTLD Creation/Transfer	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	3	1	0	0	4	0	0	0	1	0	5	1
Mean Time	—	1.33ms	1.00ms	—	—	2.00ms	—	—	—	3.00ms	—	1.80ms	2.00ms
Shortest Time	—	1.00ms	1.00ms	—	—	2.00ms	—	—	—	3.00ms	—	1.00ms	2.00ms
Longest Time	—	2.00ms	1.00ms	—	—	2.00ms	—	—	—	3.00ms	—	2.00ms	2.00ms
Median Time	—	1.00ms	1.00ms	—	—	2.00ms	—	—	—	3.00ms	—	2.00ms	2.00ms
PStDev Time	—	0.47ms	0.00ms	—	—	0.00ms	—	—	—	0.00ms	—	0.40ms	0.00ms

ccTLD Creation/Transfer	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Dispatch Time	—	1.00ms	—	—	1.00ms	—	—	—	—	1.00ms	—	—	2.00ms
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	0	1	0	0	1	0	0	0	0	1	0	0	1
Mean Time	—	1.00ms	—	—	1.00ms	—	—	—	—	1.00ms	—	—	2.00ms
Shortest Time	—	1.00ms	—	—	1.00ms	—	—	—	—	1.00ms	—	—	2.00ms
Longest Time	—	1.00ms	—	—	1.00ms	—	—	—	—	1.00ms	—	—	2.00ms
Median Time	—	1.00ms	—	—	1.00ms	—	—	—	—	1.00ms	—	—	2.00ms
PStDev Time	—	0.00ms	—	—	0.00ms	—	—	—	—	0.00ms	—	—	0.00ms

Other Changes	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Dispatch Time	1.00ms	—	—	3.00ms	1.00ms	—	—	—	—	—	—	2.00ms	—
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	2	0	0	1	1	0	0	0	0	0	0	1	0
Mean Time	1.00ms	—	—	3.00ms	1.00ms	—	—	—	—	—	—	2.00ms	—
Shortest Time	1.00ms	—	—	3.00ms	1.00ms	—	—	—	—	—	—	2.00ms	—
Longest Time	1.00ms	—	—	3.00ms	1.00ms	—	—	—	—	—	—	2.00ms	—
Median Time	1.00ms	—	—	3.00ms	1.00ms	—	—	—	—	—	—	2.00ms	—
PStDev Time	0.00ms	—	—	0.00ms	0.00ms	—	—	—	—	—	—	0.00ms	—

Recognition of Confirmation

Time for response to be affirmed by IANA.



Routine (Technical)	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Affirmation Time	1.00ms	1.00ms	1.60ms	4.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.25ms	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	81	251	49	30	64	143	135	53	49	47	60	20	42
Mean Time	0.12ms	0.11ms	0.29ms	1.03ms	0.28ms	0.19ms	0.21ms	0.26ms	0.29ms	0.43ms	0.27ms	0.65ms	0.33ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
Longest Time	2.00ms	2.00ms	2.00ms	9.00ms	2.00ms	2.00ms	1.00ms	2.00ms	1.00ms	7.00ms	6.00ms	6.00ms	2.00ms
Median Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
PStDev Time	0.36ms	0.33ms	0.57ms	1.91ms	0.48ms	0.41ms	0.41ms	0.52ms	0.45ms	1.07ms	0.83ms	1.31ms	0.52ms

Routine (Non-Technical)	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Affirmation Time	1.00ms	0.70ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	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	54	27	13	14	19	202	60	24	43	31	47	13	218
Mean Time	0.11ms	0.07ms	0.31ms	0.36ms	0.26ms	0.23ms	0.23ms	0.29ms	0.21ms	0.13ms	0.34ms	0.31ms	0.13ms
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
Longest Time	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms	5.00ms	1.00ms	2.00ms	1.00ms	1.00ms	1.00ms	1.00ms	1.00ms
Median Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms
PStDev Time	0.31ms	0.26ms	0.46ms	0.48ms	0.44ms	0.53ms	0.42ms	0.54ms	0.41ms	0.34ms	0.47ms	0.46ms	0.33ms

gTLD Creation/Transfer	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Affirmation Time	—	0.90ms	0.00ms	—	—	0.00ms	—	—	—	0.00ms	—	1.00ms	0.00ms
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	0	3	1	0	0	3	0	0	0	1	0	5	1
Mean Time	—	0.33ms	0.00ms	—	—	0.00ms	—	—	—	0.00ms	—	0.40ms	0.00ms
Shortest Time	—	0.00ms	0.00ms	—	—	0.00ms	—	—	—	0.00ms	—	0.00ms	0.00ms

gTLD Creation/Transfer	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Longest Time	—	1.00ms	0.00ms	—	—	0.00ms	—	—	—	0.00ms	—	1.00ms	0.00ms
Median Time	—	0.00ms	0.00ms	—	—	0.00ms	—	—	—	0.00ms	—	0.00ms	0.00ms
PStDev Time	—	0.47ms	0.00ms	—	—	0.00ms	—	—	—	0.00ms	—	0.49ms	0.00ms

ccTLD Creation/Transfer	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Affirmation Time	—	1.00ms	—	—	1.00ms	—	—	—	—	0.00ms	—	—	—
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	0	1	0	0	1	0	0	0	0	1	0	0	0
Mean Time	—	1.00ms	—	—	1.00ms	—	—	—	—	0.00ms	—	—	—
Shortest Time	—	1.00ms	—	—	1.00ms	—	—	—	—	0.00ms	—	—	—
Longest Time	—	1.00ms	—	—	1.00ms	—	—	—	—	0.00ms	—	—	—
Median Time	—	1.00ms	—	—	1.00ms	—	—	—	—	0.00ms	—	—	—
PStDev Time	—	0.00ms	—	—	0.00ms	—	—	—	—	0.00ms	—	—	—

Other Changes	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Affirmation Time	0.00ms	0.90ms	0.00ms	0.00ms	0.95ms	0.00ms	0.00ms	0.00ms	—	0.00ms	1.00ms	0.00ms	—
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	4	3	2	1	2	1	2	2	0	2	1	5	0
Mean Time	0.00ms	0.33ms	0.00ms	0.00ms	0.50ms	0.00ms	0.00ms	0.00ms	—	0.00ms	1.00ms	0.00ms	—
Shortest Time	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	0.00ms	—	0.00ms	1.00ms	0.00ms	—
Longest Time	0.00ms	1.00ms	0.00ms	0.00ms	1.00ms	0.00ms	0.00ms	0.00ms	—	0.00ms	1.00ms	0.00ms	—
Median Time	0.00ms	0.00ms	0.00ms	0.00ms	0.50ms	0.00ms	0.00ms	0.00ms	—	0.00ms	1.00ms	0.00ms	—
PStDev Time	0.00ms	0.47ms	0.00ms	0.00ms	0.50ms	0.00ms	0.00ms	0.00ms	—	0.00ms	0.00ms	0.00ms	—

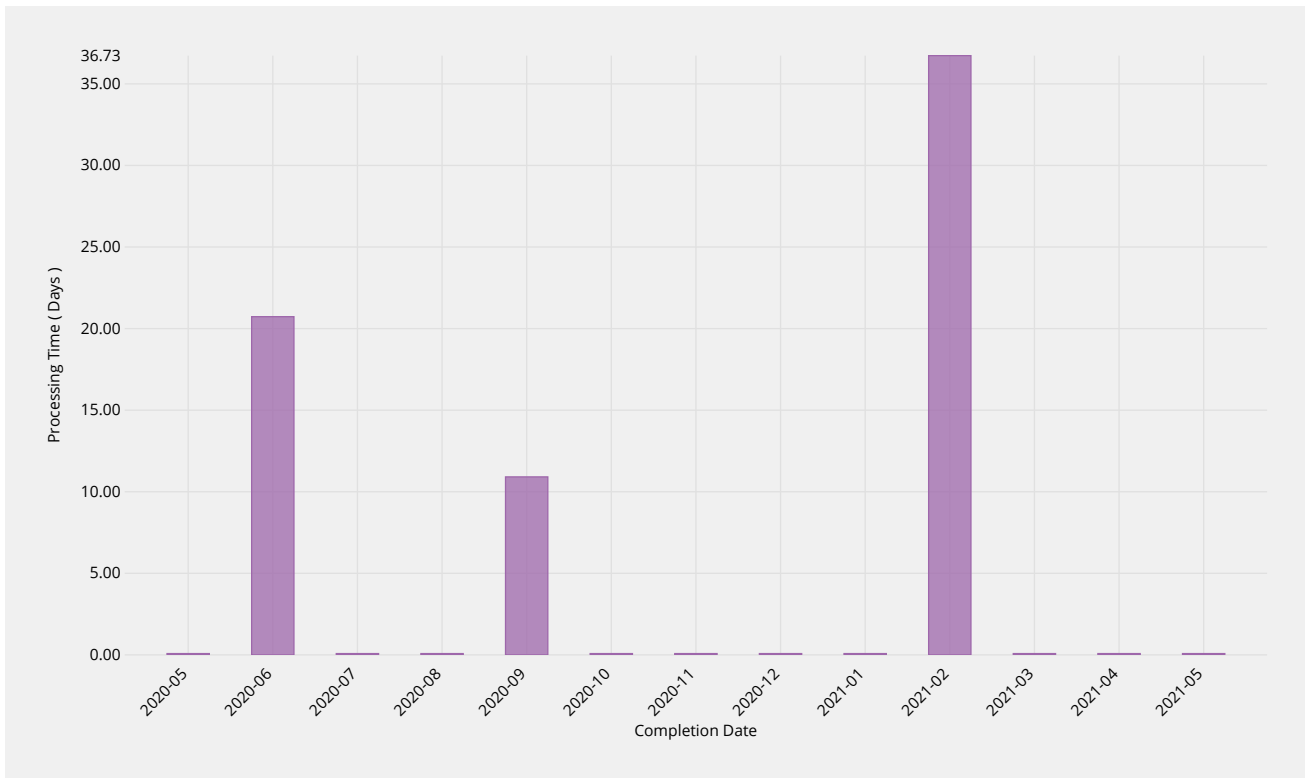
gTLD Creation/Transfer	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Request Count	0	3	1	0	0	3	0	0	0	1	0	5	1
Mean Time	—	0.94d	0.81d	—	—	1.64d	—	—	—	0.04d	—	2.01d	0.06d
Shortest Time	—	0.93d	0.81d	—	—	0.19d	—	—	—	0.04d	—	2.01d	0.06d
Longest Time	—	0.94d	0.81d	—	—	2.95d	—	—	—	0.04d	—	2.01d	0.06d
Median Time	—	0.94d	0.81d	—	—	1.80d	—	—	—	0.04d	—	2.01d	0.06d
PStDev Time	—	0.00d	0.00d	—	—	1.13d	—	—	—	0.00d	—	0.00d	0.00d

ccTLD Creation/Transfer	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Processing Time	—	38.26d	—	—	21.04d	—	—	—	—	73.14d	—	—	—
Monthly Threshold	60d	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	100.0%	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	1	0	0	1	0	0	0	0	1	0	0	0
Mean Time	—	38.26d	—	—	21.04d	—	—	—	—	73.14d	—	—	—
Shortest Time	—	38.26d	—	—	21.04d	—	—	—	—	73.14d	—	—	—
Longest Time	—	38.26d	—	—	21.04d	—	—	—	—	73.14d	—	—	—
Median Time	—	38.26d	—	—	21.04d	—	—	—	—	73.14d	—	—	—
PStDev Time	—	0.00d	—	—	0.00d	—	—	—	—	0.00d	—	—	—

Other Changes	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Processing Time	2.69d	1.23d	0.06d	0.57d	2.85d	0.08d	0.08d	0.65d	—	0.12d	0.16d	0.64d	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	4	3	2	1	2	1	2	2	0	2	1	5	0
Mean Time	1.20d	0.52d	0.05d	0.57d	2.14d	0.08d	0.06d	0.37d	—	0.12d	0.16d	0.18d	—
Shortest Time	0.61d	0.16d	0.05d	0.57d	1.44d	0.08d	0.04d	0.08d	—	0.11d	0.16d	0.03d	—
Longest Time	2.69d	1.23d	0.06d	0.57d	2.85d	0.08d	0.08d	0.65d	—	0.12d	0.16d	0.64d	—
Median Time	0.76d	0.16d	0.05d	0.57d	2.14d	0.08d	0.06d	0.37d	—	0.12d	0.16d	0.07d	—
PStDev Time	0.86d	0.50d	0.00d	0.00d	0.70d	0.00d	0.02d	0.28d	—	0.00d	0.00d	0.23d	—

Third Party Approval

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

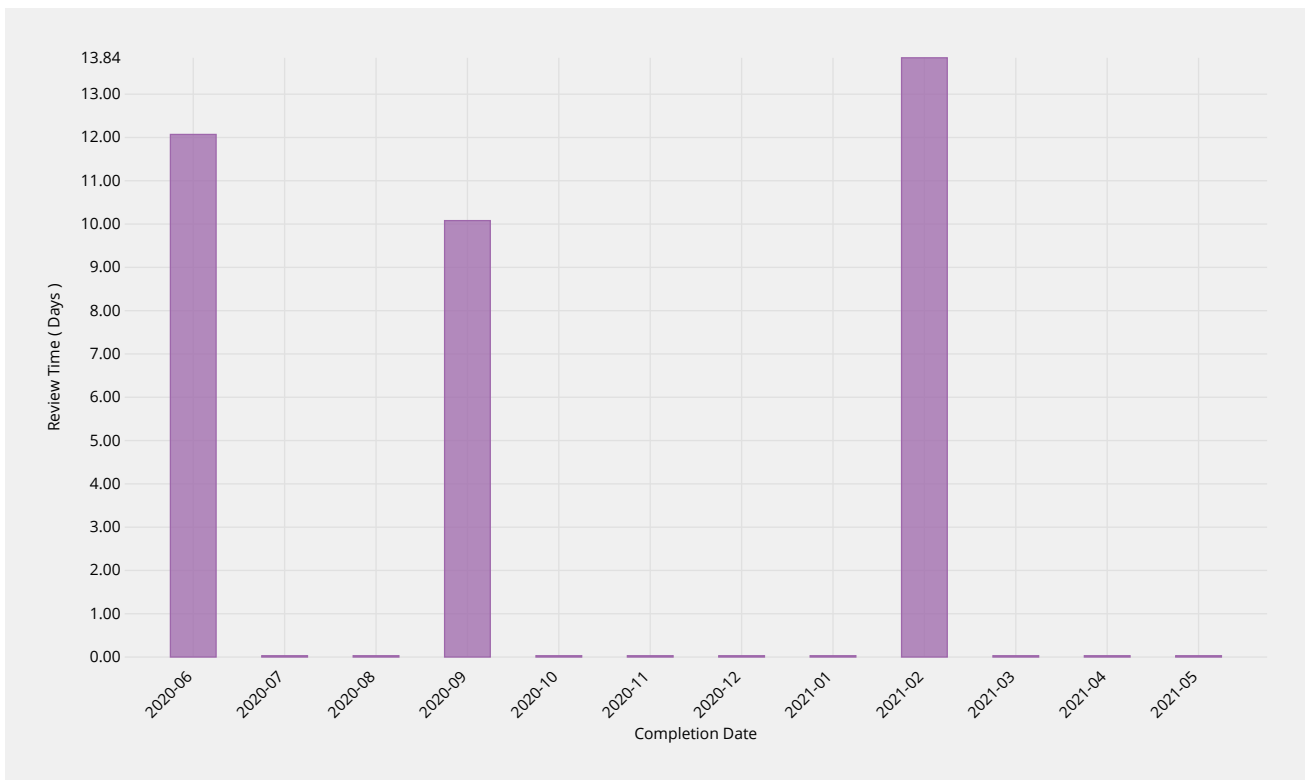


ccTLD Creation/Transfer	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Processing Time	—	20.73d	—	—	10.91d	—	—	—	—	36.73d	—	—	—
Request Count	0	1	0	0	1	0	0	0	0	1	0	0	0
Mean Time	—	20.73d	—	—	10.91d	—	—	—	—	36.73d	—	—	—
Shortest Time	—	20.73d	—	—	10.91d	—	—	—	—	36.73d	—	—	—
Longest Time	—	20.73d	—	—	10.91d	—	—	—	—	36.73d	—	—	—
Median Time	—	20.73d	—	—	10.91d	—	—	—	—	36.73d	—	—	—
PStDev Time	—	0.00d	—	—	0.00d	—	—	—	—	0.00d	—	—	—

ccTLD Creation/Transfer

Submission Review

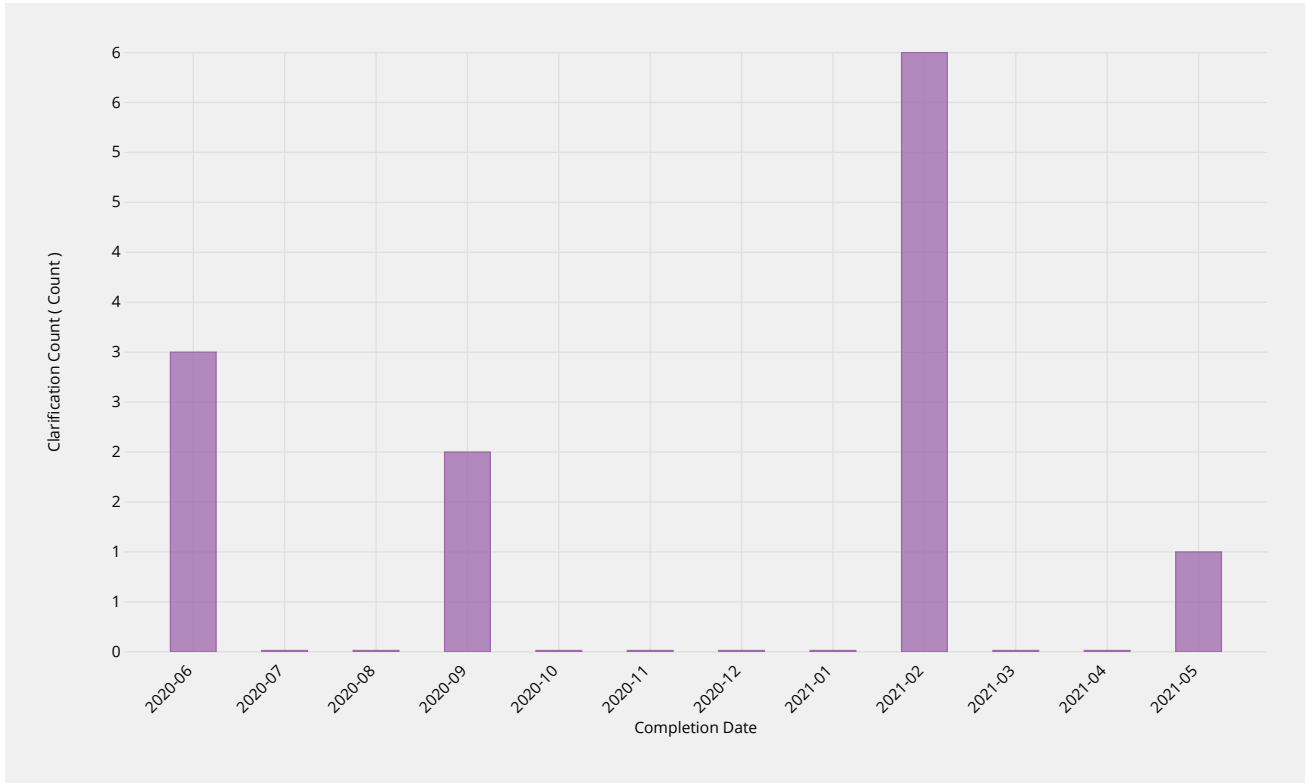
Time it takes staff to process the information included in each documentation submission, and respond to the requester describing deficiencies if necessary.



Staff Review	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Review Time	12.07d	—	—	10.08d	—	—	—	—	13.84d	—	—	—
Monthly Threshold	14d	14d	14d	14d	14d	14d	14d	14d	14d	14d	14d	14d
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%
Review Count	3	0	0	2	0	0	0	0	7	0	0	0
Mean Time	8.34d	—	—	5.04d	—	—	—	—	7.56d	—	—	—
Shortest Time	6.33d	—	—	0.00d	—	—	—	—	0.00d	—	—	—
Longest Time	12.07d	—	—	10.08d	—	—	—	—	13.84d	—	—	—
Median Time	6.63d	—	—	5.04d	—	—	—	—	11.34d	—	—	—
PStDev Time	2.64d	—	—	5.04d	—	—	—	—	6.04d	—	—	—

Requester Clarification

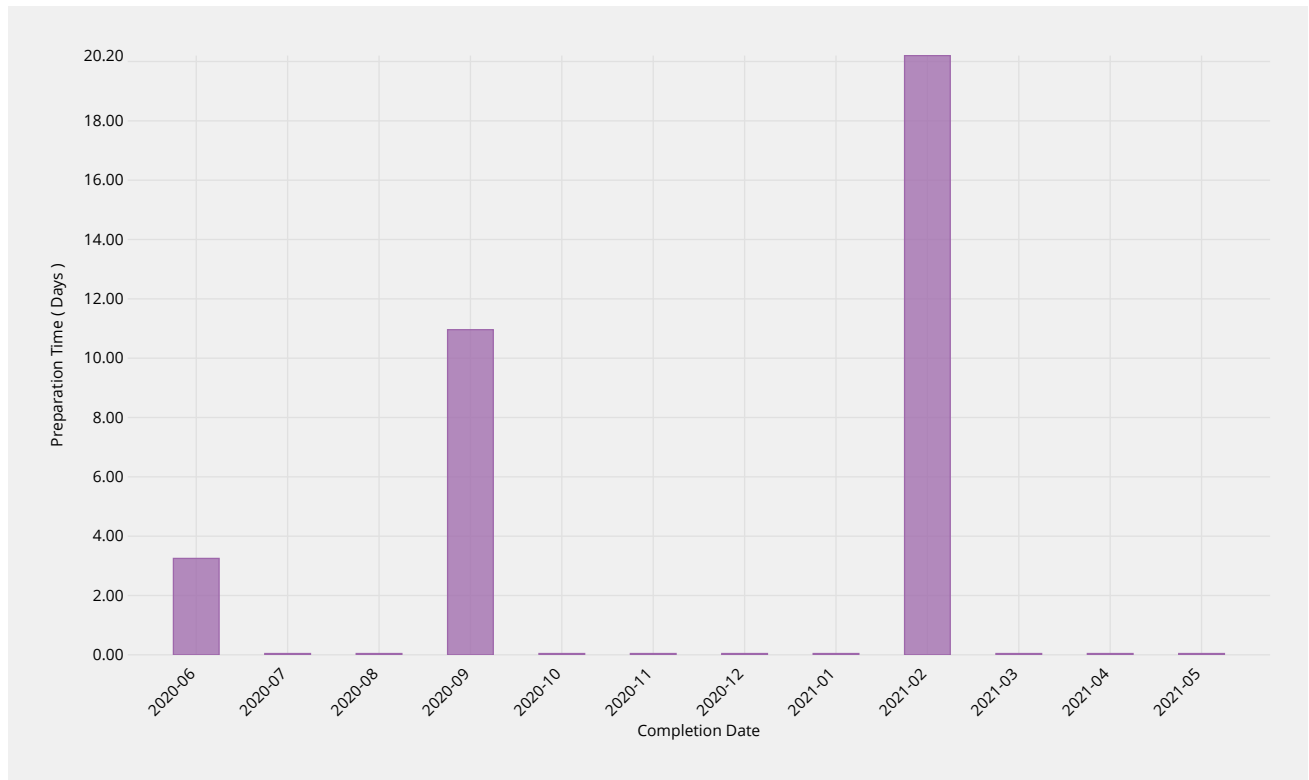
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Clarification Count	3	—	—	2	—	—	—	—	6	—	0	1
Request Count	1	0	0	1	0	0	0	0	1	0	1	1
Lowest Count	3	—	—	2	—	—	—	—	6	—	0	1
Highest Count	3	—	—	2	—	—	—	—	6	—	0	1

Report Preparation

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



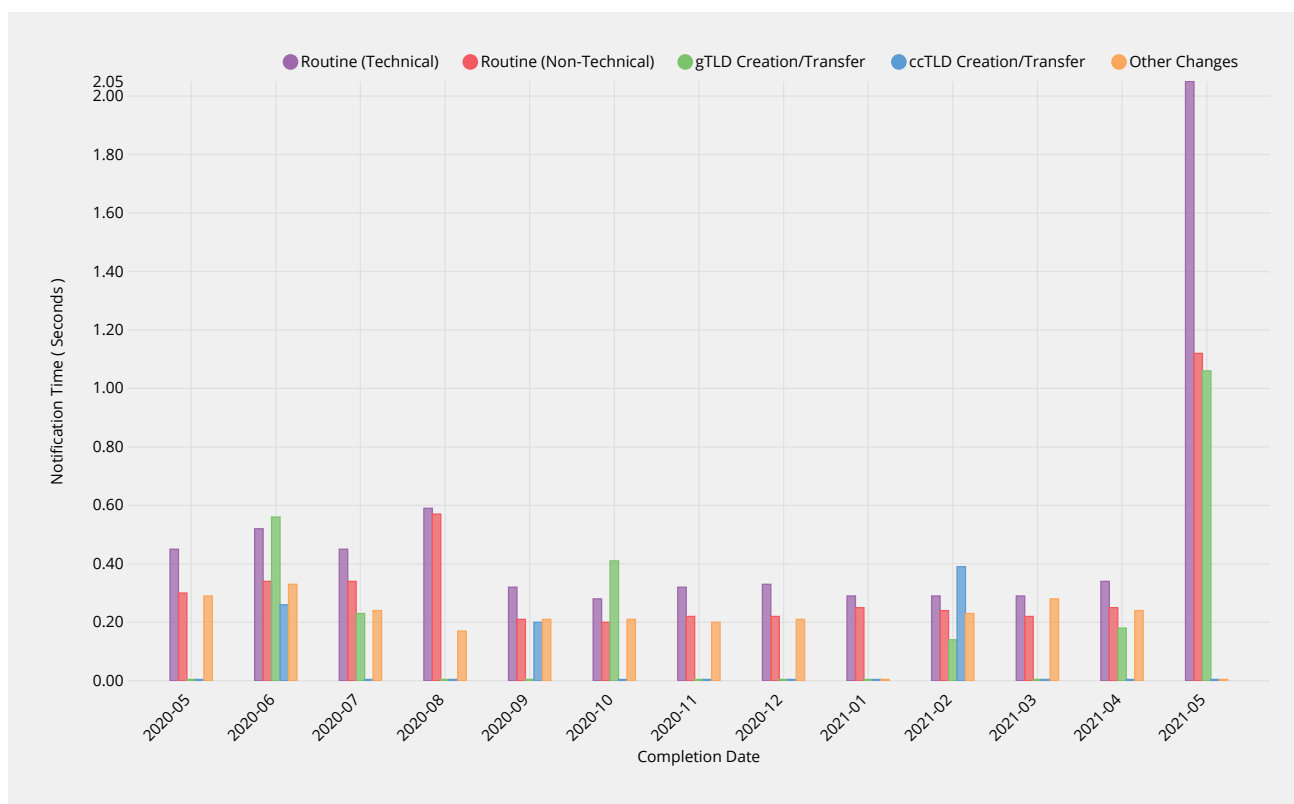
Report Preparation	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Preparation Time	3.25d	—	—	10.96d	—	—	—	—	20.20d	—	—	—
Monthly Threshold	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Report Count	1	0	0	1	0	0	0	0	1	0	0	0
Mean Time	3.25d	—	—	10.96d	—	—	—	—	20.20d	—	—	—
Shortest Time	3.25d	—	—	10.96d	—	—	—	—	20.20d	—	—	—
Longest Time	3.25d	—	—	10.96d	—	—	—	—	20.20d	—	—	—
Median Time	3.25d	—	—	10.96d	—	—	—	—	20.20d	—	—	—
PStDev Time	0.00d	—	—	0.00d	—	—	—	—	0.00d	—	—	—

ccTLD Creation/Transfer	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Publication Count	0	0	0	0	0	0	0	0	0	1	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	5.91h	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	5.91h	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	5.91h	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	5.91h	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	0.00h	—	—	—

Other Changes	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Publication Time	26.48h	5.86h	6.22h	2.25h	5.50h	2.08h	2.45h	17.00h	—	20.54h	25.31h	3.41h	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	4	3	2	1	2	1	2	2	0	2	1	4	0
Mean Time	14.93h	3.21h	5.34h	2.25h	5.26h	2.08h	2.18h	11.62h	—	20.54h	25.31h	3.28h	—
Shortest Time	4.35h	1.89h	4.45h	2.25h	5.03h	2.08h	1.91h	6.24h	—	20.53h	25.31h	3.20h	—
Longest Time	26.48h	5.86h	6.22h	2.25h	5.50h	2.08h	2.45h	17.00h	—	20.54h	25.31h	3.41h	—
Median Time	14.45h	1.89h	5.34h	2.25h	5.26h	2.08h	2.18h	11.62h	—	20.54h	25.31h	3.25h	—
PStDev Time	10.27h	1.87h	0.88h	0.00h	0.24h	0.00h	0.27h	5.38h	—	0.00h	0.00h	0.09h	—

Notification of Completion

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



Routine (Technical)	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Notification Time	0.45s	0.52s	0.45s	0.59s	0.32s	0.28s	0.32s	0.33s	0.29s	0.29s	0.29s	0.34s	2.05s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	81	251	49	30	63	141	134	53	49	47	60	20	42
Mean Time	0.24s	0.39s	0.23s	0.26s	0.19s	0.18s	0.18s	0.19s	0.21s	0.17s	0.19s	0.23s	1.07s
Shortest Time	0.15s	0.14s	0.14s	0.12s	0.13s	0.12s	0.12s	0.12s	0.13s	0.12s	0.13s	0.15s	0.16s
Longest Time	0.52s	0.98s	0.53s	0.64s	0.36s	0.45s	0.43s	0.40s	1.29s	0.32s	0.35s	0.37s	2.11s
Median Time	0.21s	0.38s	0.18s	0.22s	0.16s	0.17s	0.16s	0.16s	0.19s	0.17s	0.17s	0.21s	1.04s
PStDev Time	0.08s	0.10s	0.10s	0.13s	0.06s	0.06s	0.06s	0.06s	0.16s	0.05s	0.05s	0.06s	0.61s

Routine (Non-Technical)	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Notification Time	0.30s	0.34s	0.34s	0.57s	0.21s	0.20s	0.22s	0.22s	0.25s	0.24s	0.22s	0.25s	1.12s
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	54	27	13	14	19	202	59	24	37	30	46	12	216
Mean Time	0.20s	0.29s	0.26s	0.26s	0.16s	0.15s	0.17s	0.18s	0.35s	0.19s	0.18s	0.20s	0.93s
Shortest Time	0.14s	0.24s	0.17s	0.13s	0.14s	0.12s	0.13s	0.14s	0.14s	0.13s	0.13s	0.16s	0.19s
Longest Time	0.31s	0.39s	0.36s	0.59s	0.22s	0.26s	0.24s	0.23s	6.27s	0.24s	0.35s	0.28s	1.70s
Median Time	0.19s	0.29s	0.27s	0.18s	0.15s	0.15s	0.17s	0.17s	0.19s	0.18s	0.18s	0.19s	0.93s
PStDev Time	0.05s	0.03s	0.05s	0.17s	0.02s	0.02s	0.03s	0.03s	0.99s	0.03s	0.04s	0.03s	0.15s

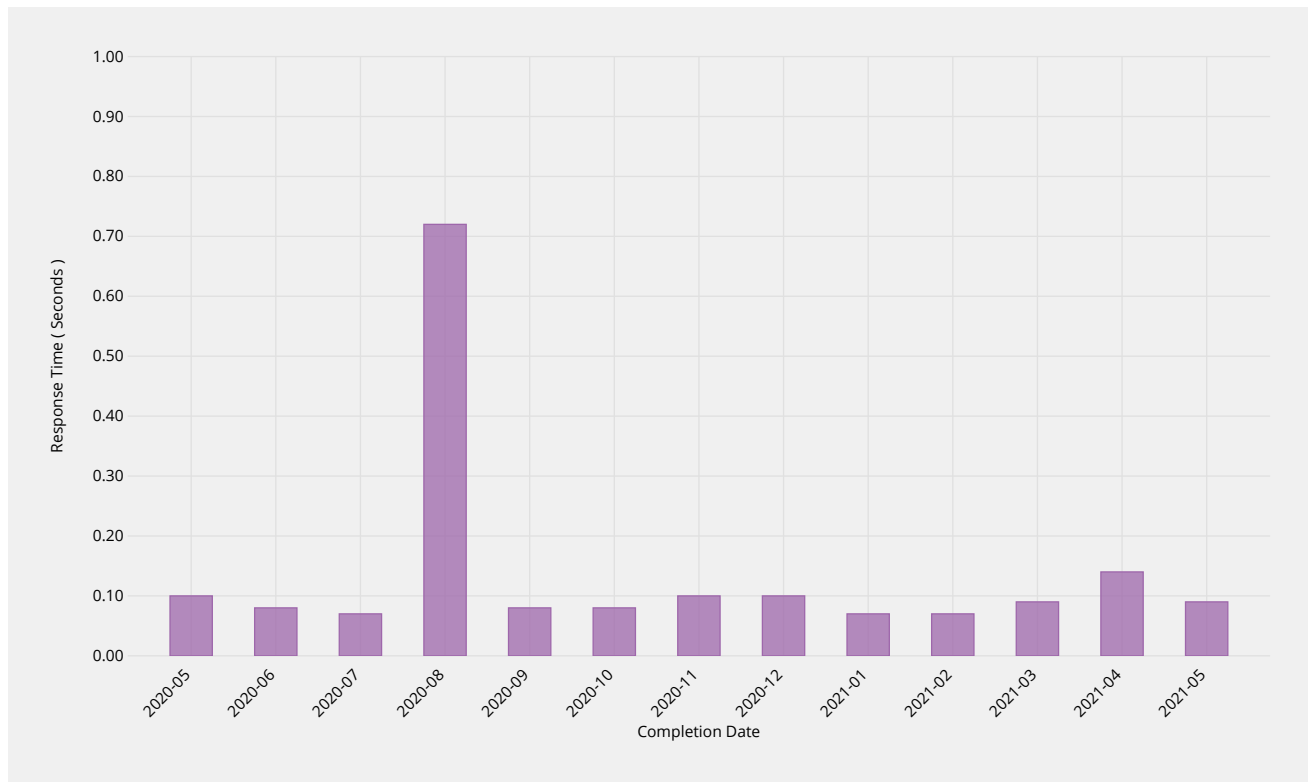
gTLD Creation/Transfer	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Notification Time	—	0.56s	0.23s	—	—	0.41s	—	—	—	0.14s	—	0.18s	1.06s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	3	1	0	0	3	0	0	0	1	0	5	1
Mean Time	—	0.54s	0.23s	—	—	0.29s	—	—	—	0.14s	—	0.16s	1.06s
Shortest Time	—	0.53s	0.23s	—	—	0.18s	—	—	—	0.14s	—	0.12s	1.06s
Longest Time	—	0.56s	0.23s	—	—	0.42s	—	—	—	0.14s	—	0.18s	1.06s
Median Time	—	0.54s	0.23s	—	—	0.26s	—	—	—	0.14s	—	0.16s	1.06s
PStDev Time	—	0.01s	0.00s	—	—	0.10s	—	—	—	0.00s	—	0.02s	0.00s

ccTLD Creation/Transfer	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Notification Time	—	0.26s	—	—	0.20s	—	—	—	—	0.39s	—	—	—
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	1	0	0	1	0	0	0	0	1	0	0	0
Mean Time	—	0.26s	—	—	0.20s	—	—	—	—	0.39s	—	—	—
Shortest Time	—	0.26s	—	—	0.20s	—	—	—	—	0.39s	—	—	—
Longest Time	—	0.26s	—	—	0.20s	—	—	—	—	0.39s	—	—	—
Median Time	—	0.26s	—	—	0.20s	—	—	—	—	0.39s	—	—	—
PStDev Time	—	0.00s	—	—	0.00s	—	—	—	—	0.00s	—	—	—

Other Changes	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Notification Time	0.29s	0.33s	0.24s	0.17s	0.21s	0.21s	0.20s	0.21s	—	0.23s	0.28s	0.24s	—
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	4	3	2	1	2	1	2	2	0	2	1	5	0
Mean Time	0.26s	0.28s	0.21s	0.17s	0.19s	0.21s	0.18s	0.19s	—	0.21s	0.28s	0.19s	—
Shortest Time	0.21s	0.24s	0.18s	0.17s	0.17s	0.21s	0.15s	0.17s	—	0.18s	0.28s	0.14s	—
Longest Time	0.29s	0.34s	0.24s	0.17s	0.21s	0.21s	0.20s	0.21s	—	0.23s	0.28s	0.24s	—
Median Time	0.26s	0.26s	0.21s	0.17s	0.19s	0.21s	0.18s	0.19s	—	0.21s	0.28s	0.19s	—
PStDev Time	0.03s	0.04s	0.03s	0.00s	0.02s	0.00s	0.03s	0.02s	—	0.02s	0.00s	0.04s	—

Credential Recovery

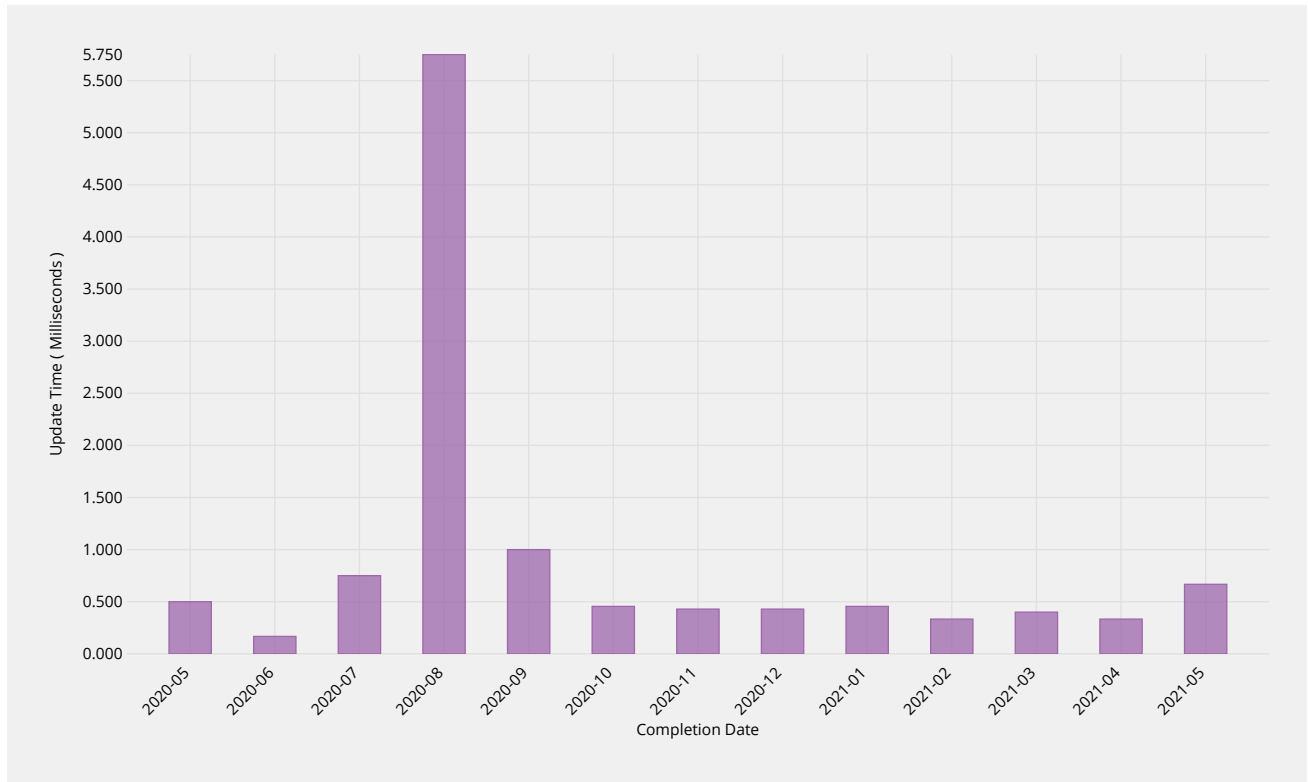
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Response Time	0.10s	0.08s	0.07s	0.72s	0.08s	0.08s	0.10s	0.10s	0.07s	0.07s	0.09s	0.14s	0.09s
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	5	12	8	5	3	12	7	8	11	5	6	7	5
Mean Time	0.07s	0.05s	0.05s	0.31s	0.08s	0.05s	0.07s	0.06s	0.06s	0.06s	0.06s	0.08s	0.06s
Shortest Time	0.06s	0.01s	0.04s	0.07s	0.08s	0.01s	0.01s	0.05s	0.06s	0.05s	0.05s	0.05s	0.05s
Longest Time	0.11s	0.08s	0.08s	0.82s	0.08s	0.08s	0.10s	0.12s	0.07s	0.07s	0.09s	0.16s	0.10s
Median Time	0.06s	0.05s	0.04s	0.25s	0.08s	0.05s	0.06s	0.06s	0.07s	0.06s	0.06s	0.07s	0.06s
PStDev Time	0.02s	0.02s	0.01s	0.28s	0.00s	0.02s	0.03s	0.02s	0.01s	0.01s	0.01s	0.04s	0.02s

Credential Change

Time to implement new password within the system.

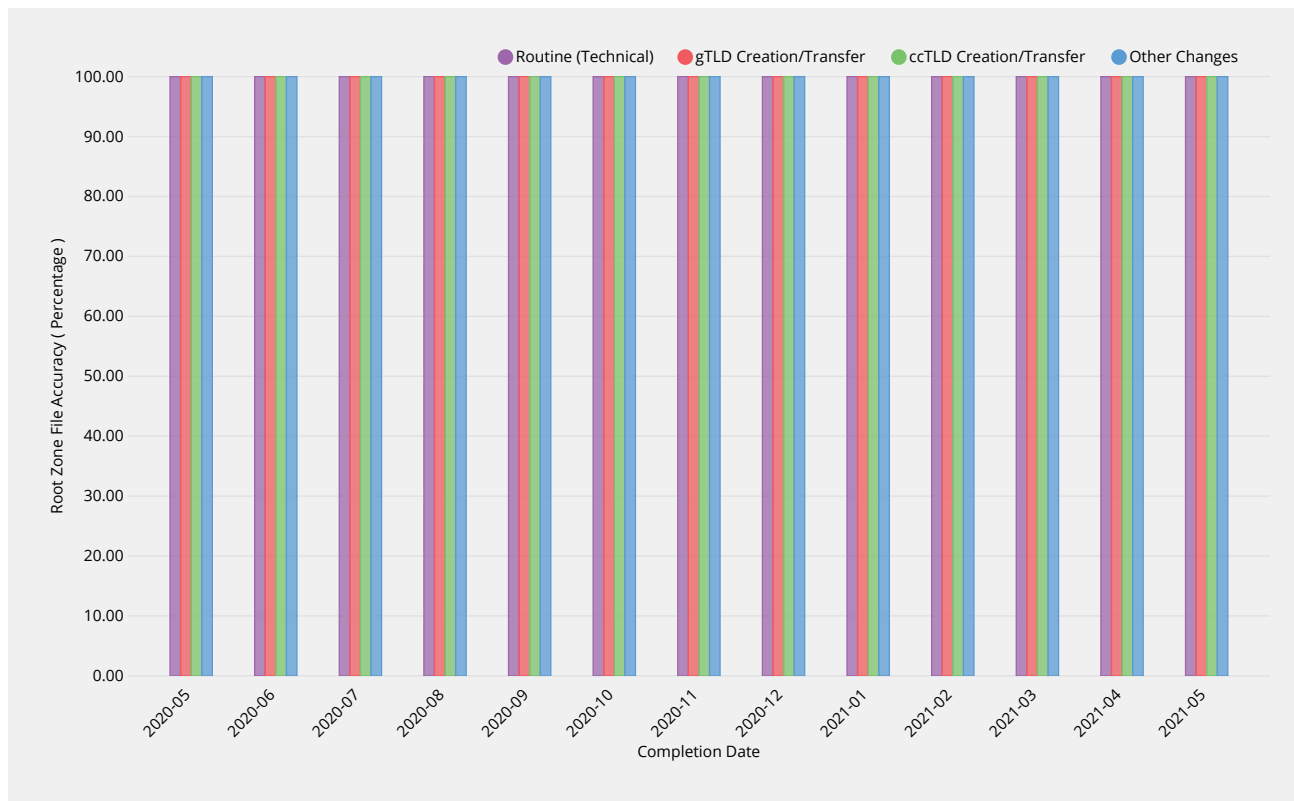


Credential Change	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Update Time	1.000ms	1.000ms	1.650ms	9.400ms	1.000ms	1.000ms	1.000ms	1.000ms	1.500ms	0.900ms	1.000ms	1.000ms	1.000ms
Monthly Threshold	300000ms	300000ms	300000ms	300000ms	300000ms	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	4	12	8	4	3	11	7	7	11	3	5	6	3
Mean Time	0.500ms	0.167ms	0.750ms	5.750ms	1.000ms	0.455ms	0.429ms	0.429ms	0.455ms	0.333ms	0.400ms	0.333ms	0.667ms
Shortest Time	0.000ms	0.000ms	0.000ms	1.000ms	1.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms
Longest Time	1.000ms	1.000ms	2.000ms	10.000ms	1.000ms	1.000ms	1.000ms	1.000ms	2.000ms	1.000ms	1.000ms	1.000ms	1.000ms
Median Time	0.500ms	0.000ms	1.000ms	6.000ms	1.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	0.000ms	1.000ms
PStDev Time	0.500ms	0.373ms	0.661ms	3.192ms	0.000ms	0.498ms	0.495ms	0.495ms	0.656ms	0.471ms	0.490ms	0.471ms	0.471ms

Accuracy

Root Zone File

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



Routine (Technical)	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	81	251	49	30	63	141	134	53	49	47	60	20	42

gTLD Creation/Transfer	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	3	1	0	0	3	0	0	0	1	0	5	1

ccTLD Creation/Transfer	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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	1	0	0	1	0	0	0	0	1	0	0	0

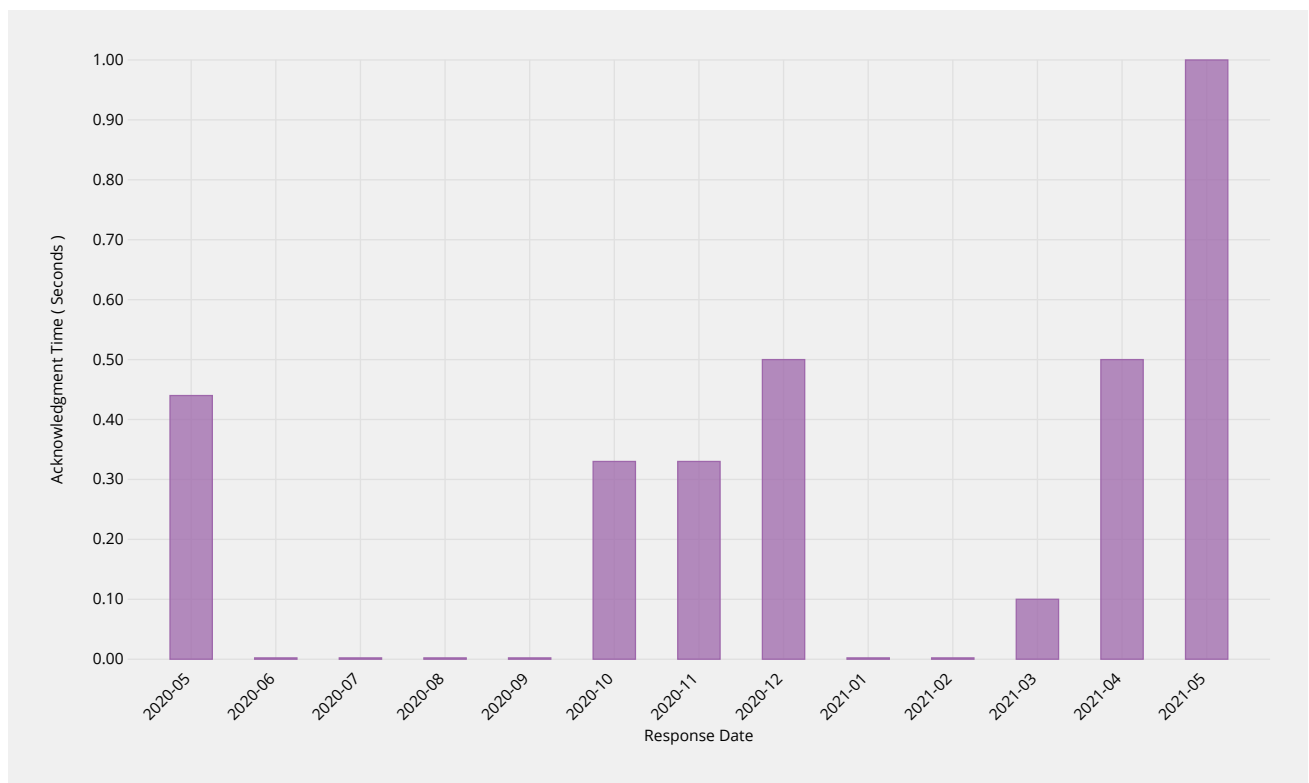
Other Changes	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	4	3	2	1	2	1	2	2	0	2	1	5	0

Other Changes	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Request Count	4	3	2	1	2	1	2	2	0	2	1	5	0

Enquiry Processing

Time to acknowledge

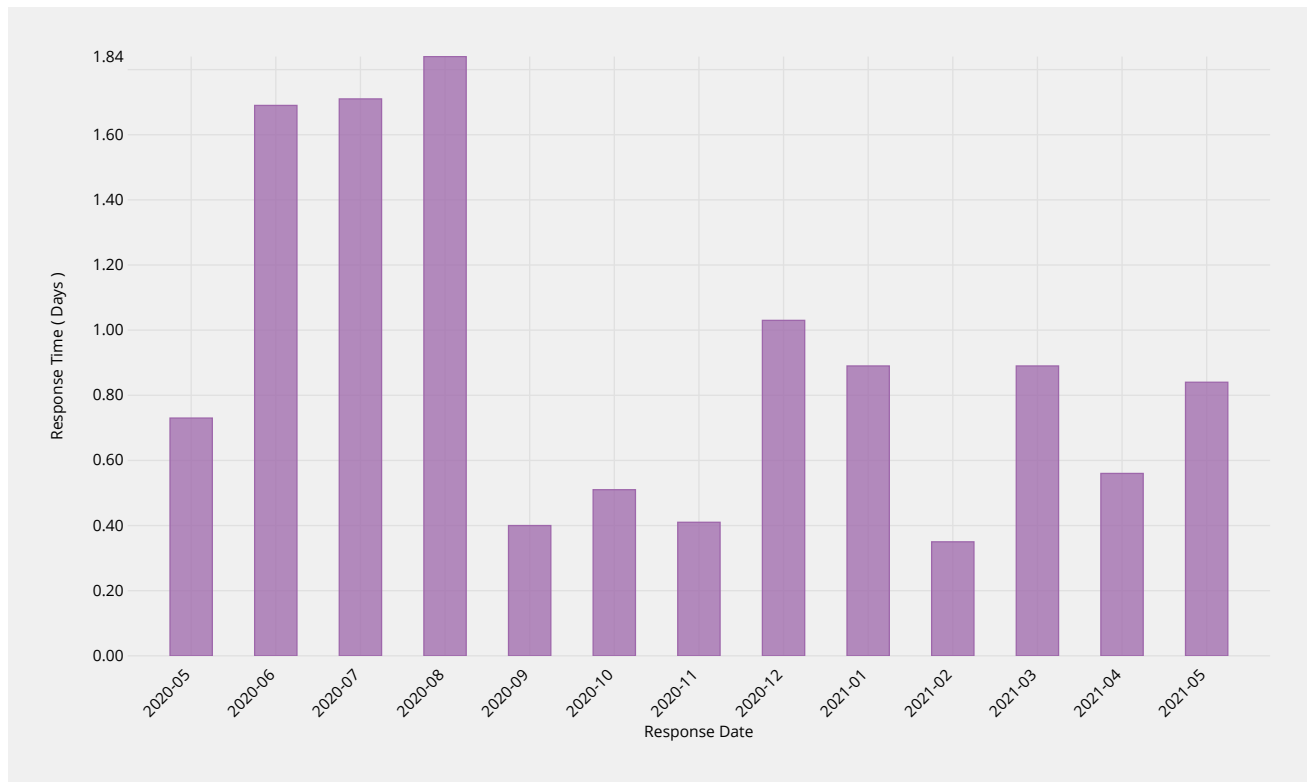
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Acknowledgment Time	1.00s	0.00s	0.00s	0.00s	0.00s	1.00s	1.00s	0.95s	0.00s	0.00s	0.55s	0.95s	2.50s
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	9	2	6	2	8	6	6	2	5	5	10	2	6
Mean Time	0.44s	0.00s	0.00s	0.00s	0.00s	0.33s	0.33s	0.50s	0.00s	0.00s	0.10s	0.50s	1.00s
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	1.00s	0.00s	0.00s	0.00s	0.00s	1.00s	1.00s	1.00s	0.00s	0.00s	1.00s	1.00s	3.00s
Median Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.50s	0.00s	0.00s	0.00s	0.50s	1.00s
PStDev Time	0.50s	0.00s	0.00s	0.00s	0.00s	0.47s	0.47s	0.50s	0.00s	0.00s	0.30s	0.50s	1.00s

Time to initial response

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

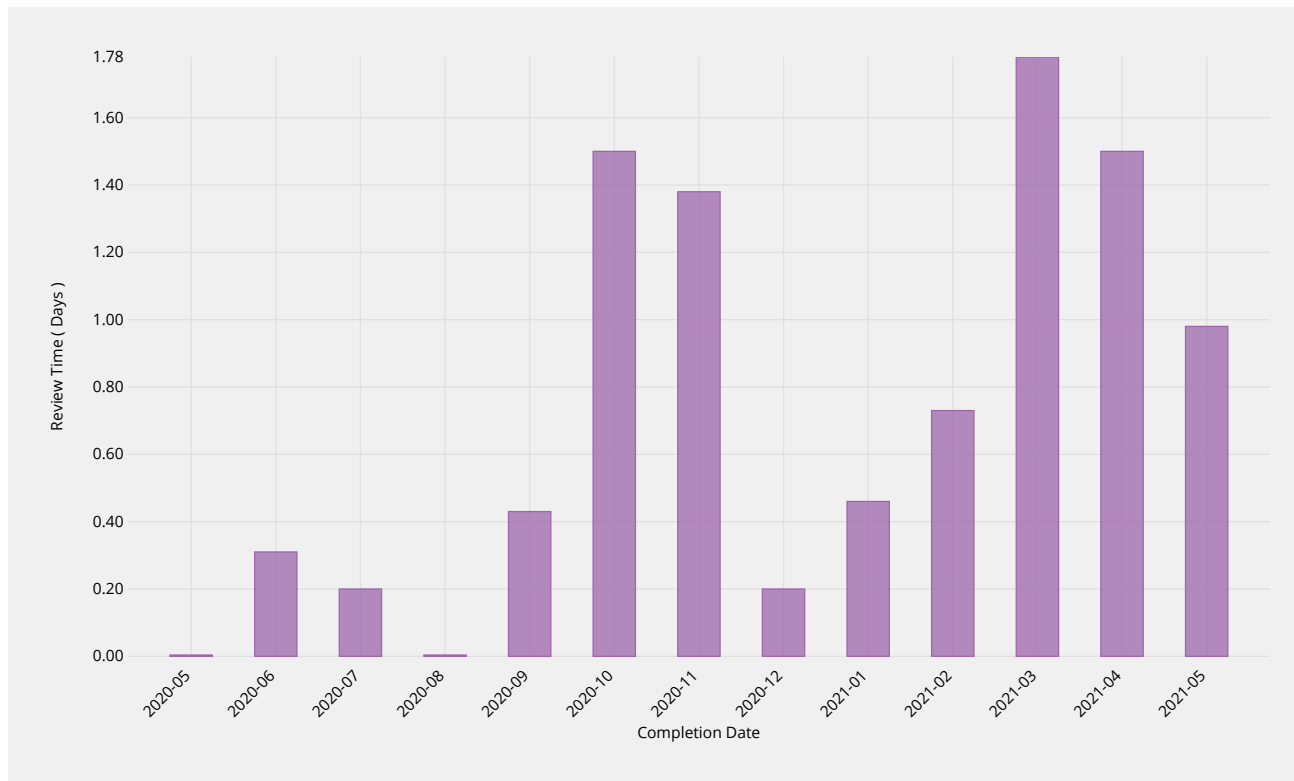


Manual Enquiries	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Response Time	1.31d	3.00d	3.31d	3.48d	1.05d	1.32d	0.83d	1.03d	2.01d	0.47d	2.00d	0.62d	1.48d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	7	2	5	3	7	6	5	1	6	5	10	2	6
Mean Time	0.73d	1.69d	1.71d	1.84d	0.40d	0.51d	0.41d	1.03d	0.89d	0.35d	0.89d	0.56d	0.84d
Shortest Time	0.11d	0.05d	0.00d	0.47d	0.01d	0.01d	0.04d	1.03d	0.01d	0.24d	0.02d	0.49d	0.38d
Longest Time	1.62d	3.33d	4.10d	4.12d	1.05d	1.99d	0.96d	1.03d	3.27d	0.52d	3.57d	0.64d	1.52d
Median Time	0.71d	1.69d	1.98d	0.94d	0.19d	0.18d	0.27d	1.03d	0.63d	0.35d	0.59d	0.56d	0.58d
PStDev Time	0.51d	1.64d	1.47d	1.62d	0.42d	0.70d	0.34d	0.00d	1.10d	0.10d	1.03d	0.07d	0.46d

Label Generation Rulesets

Review Time

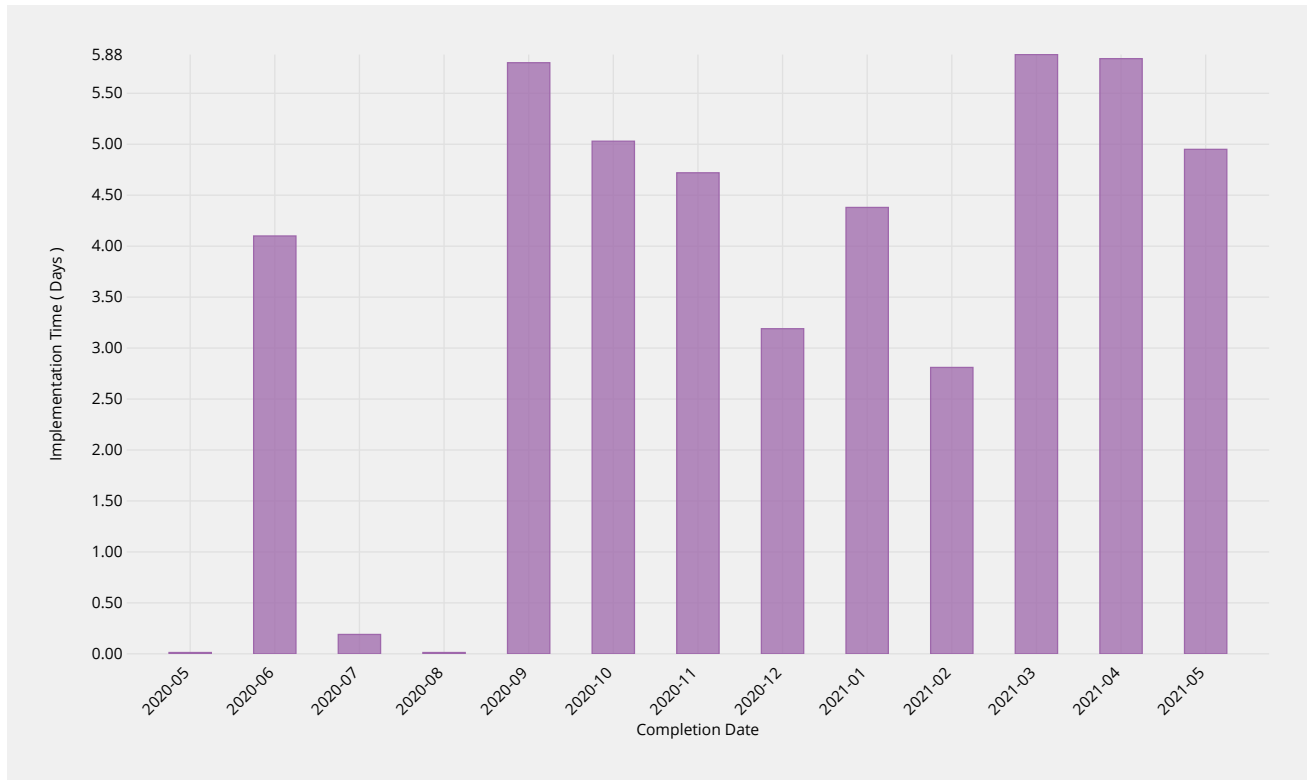
The time it takes for staff to review a submission and either agree that it is well-formed or send it back for remediation.



Review Time	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Review Time	—	0.31d	0.20d	—	0.43d	1.50d	1.38d	0.20d	0.46d	0.73d	1.78d	1.50d	0.98d
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%
Review Count	0	1	2	0	6	2	3	1	1	3	9	11	18
Shortest Time	—	0.31d	0.12d	—	0.01d	0.42d	0.23d	0.20d	0.46d	0.29d	0.22d	0.17d	0.17d
Longest Time	—	0.31d	0.21d	—	0.76d	1.62d	1.58d	0.20d	0.46d	0.77d	1.81d	1.66d	4.40d
Median Time	—	0.31d	0.17d	—	0.08d	1.02d	0.59d	0.20d	0.46d	0.58d	1.01d	0.54d	0.94d
PStDev Time	—	0.00d	0.05d	—	0.26d	0.60d	0.57d	0.00d	0.00d	0.20d	0.56d	0.50d	0.86d

Implementation Time

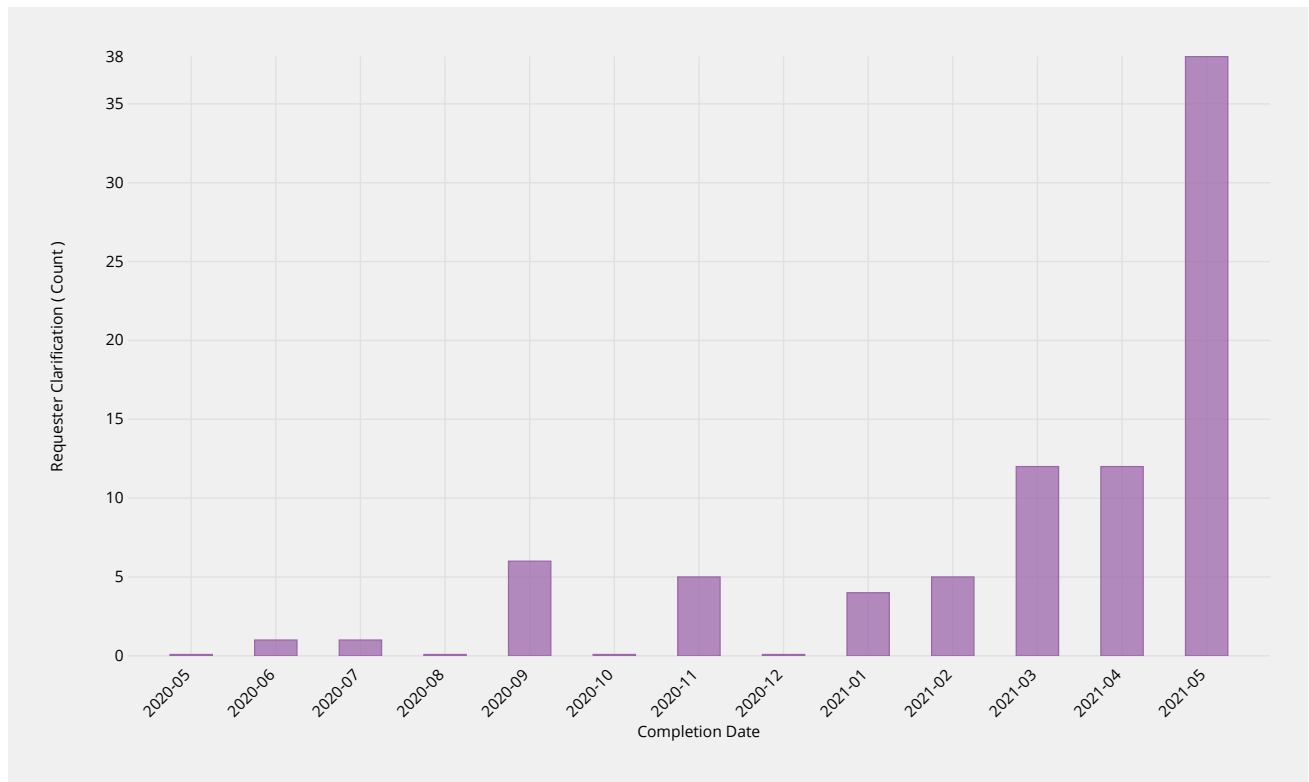
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Implementation Time	—	4.10d	0.19d	—	5.80d	5.03d	4.72d	3.19d	4.38d	2.81d	5.88d	5.84d	4.95d
Monthly Threshold	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d
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	0	1	1	0	6	2	3	1	2	3	10	10	18
Shortest Time	—	4.10d	0.19d	—	1.24d	0.87d	3.51d	3.19d	1.02d	0.03d	1.32d	1.07d	0.88d
Longest Time	—	4.10d	0.19d	—	5.80d	5.49d	4.91d	3.19d	4.75d	3.09d	6.15d	6.00d	5.94d
Median Time	—	4.10d	0.19d	—	2.38d	3.18d	3.96d	3.19d	2.88d	1.67d	2.93d	2.41d	2.51d
PStDev Time	—	0.00d	0.00d	—	1.97d	2.31d	0.58d	0.00d	1.87d	1.25d	1.57d	1.73d	1.24d

Requester Clarification

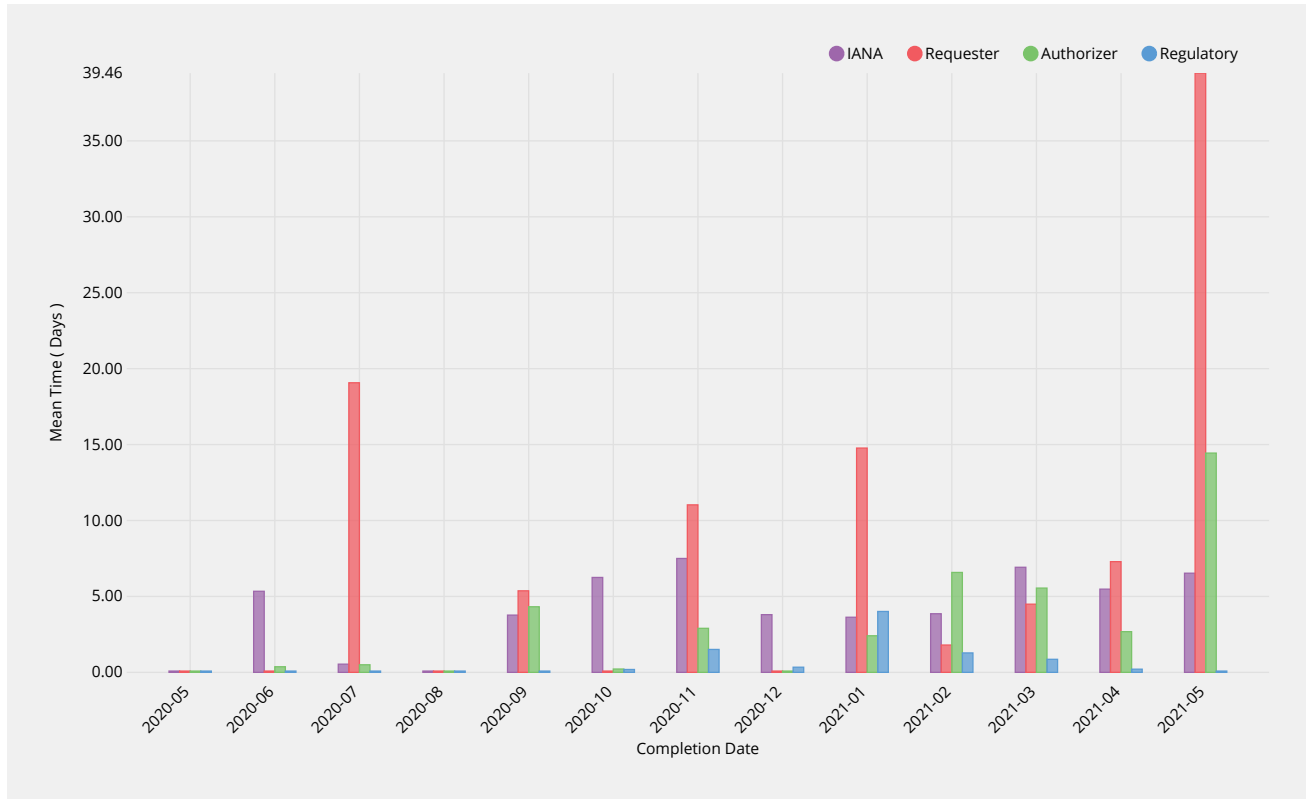
The number of times a clarification or remediation was required from the requester.



Requester Clarification	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Count	—	1	1	—	6	0	5	0	4	5	12	12	38
Request Count	0	1	2	0	6	2	3	1	2	3	10	11	19
Shortest Clarification	—	1	0	—	0	0	0	0	1	1	0	0	1
Longest Clarification	—	1	1	—	2	0	5	0	3	3	2	5	3

Time per Actor

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



IANA	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Mean Time	—	5.34d	0.54d	—	3.77d	6.25d	7.50d	3.80d	3.63d	3.86d	6.92d	5.48d	6.53d
Review Count	0	1	2	0	6	2	3	1	2	3	10	11	18
Shortest Time	—	5.34d	0.24d	—	1.60d	5.74d	4.22d	3.80d	0.65d	2.35d	2.18d	2.32d	1.94d
Longest Time	—	5.34d	0.83d	—	6.16d	6.75d	9.65d	3.80d	6.61d	6.16d	10.10d	8.09d	7.48d
Median Time	—	5.34d	0.54d	—	3.54d	6.25d	8.65d	3.80d	3.63d	3.07d	7.75d	5.33d	7.02d
PStDev Time	—	0.00d	0.30d	—	1.89d	0.50d	2.36d	0.00d	2.98d	1.65d	2.49d	2.09d	1.25d

Requester	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Mean Time	—	0.02d	19.07d	—	5.37d	—	11.03d	—	14.77d	1.80d	4.49d	7.29d	39.46d
Review Count	0	1	1	0	4	0	1	0	2	3	8	8	19
Shortest Time	—	0.02d	19.07d	—	0.97d	—	11.03d	—	0.01d	0.14d	0.02d	0.02d	0.20d
Longest Time	—	0.02d	19.07d	—	9.77d	—	11.03d	—	29.54d	4.83d	17.25d	30.04d	53.08d
Median Time	—	0.02d	19.07d	—	5.37d	—	11.03d	—	14.77d	0.42d	3.30d	5.44d	47.19d
PStDev Time	—	0.00d	0.00d	—	4.40d	—	0.00d	—	14.77d	2.15d	5.50d	9.33d	17.22d

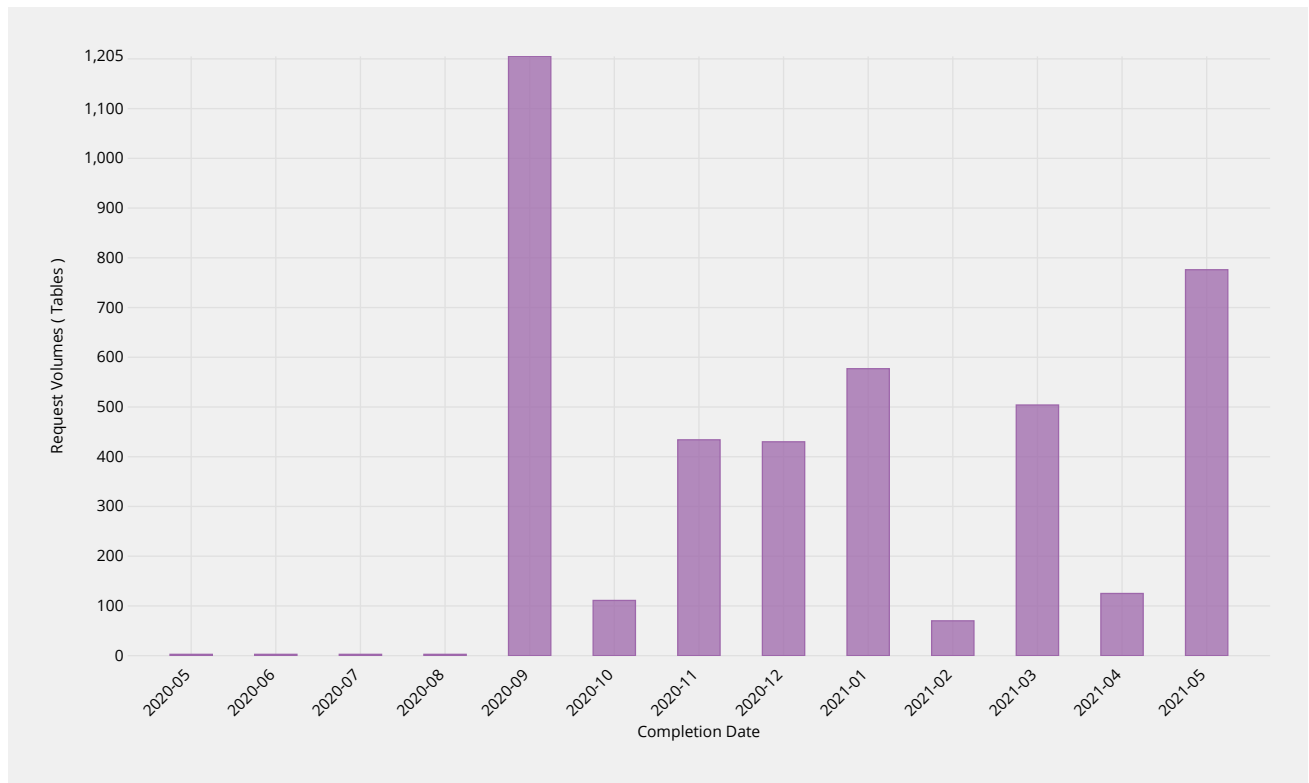
Authorizer	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Mean Time	—	0.37d	0.50d	—	4.32d	0.22d	2.90d	0.00d	2.41d	6.58d	5.55d	2.68d	14.44d
Review Count	0	1	1	0	6	2	3	1	2	3	10	9	19
Shortest Time	—	0.37d	0.50d	—	0.01d	0.10d	0.00d	0.00d	0.00d	0.01d	0.00d	0.07d	0.83d
Longest Time	—	0.37d	0.50d	—	9.74d	0.35d	8.30d	0.00d	4.83d	19.33d	25.88d	14.74d	34.02d
Median Time	—	0.37d	0.50d	—	2.89d	0.22d	0.40d	0.00d	2.41d	0.42d	1.29d	0.79d	12.87d
PStDev Time	—	0.00d	0.00d	—	3.97d	0.13d	3.82d	0.00d	2.41d	9.01d	7.88d	4.42d	7.39d

Regulatory	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Mean Time	—	0.02d	0.08d	—	0.07d	0.19d	1.51d	0.34d	4.01d	1.28d	0.86d	0.21d	0.08d
Review Count	0	1	1	0	6	2	3	1	2	3	10	10	19
Shortest Time	—	0.02d	0.08d	—	0.01d	0.01d	0.00d	0.34d	2.13d	0.02d	0.04d	0.00d	0.02d

Regulatory	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Longest Time	—	0.02d	0.08d	—	0.21d	0.38d	4.28d	0.34d	5.90d	2.87d	7.85d	1.11d	0.14d
Median Time	—	0.02d	0.08d	—	0.06d	0.19d	0.23d	0.34d	4.01d	0.95d	0.08d	0.06d	0.09d
PStDev Time	—	0.00d	0.00d	—	0.07d	0.18d	1.96d	0.00d	1.88d	1.19d	2.33d	0.35d	0.03d

Request Volumes

Total number of LGRs added or modified.



Request Volumes	2020-05	2020-06	2020-07	2020-08	2020-09	2020-10	2020-11	2020-12	2021-01	2021-02	2021-03	2021-04	2021-05
Total LGRs Processed	—	1	1	—	1205	111	434	430	577	70	504	125	776
Request Count	0	1	1	0	6	2	3	1	2	3	10	10	18
Average LGRs per Request	—	1	1	—	201	56	145	430	288	23	50	12	43
Smallest per Request	—	1	1	—	1	3	1	430	213	1	1	1	1
Largest per Request	—	1	1	—	975	108	432	430	364	52	368	51	546

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.